



DME Client User Guide 4.1.5

For Apple iOS devices

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Contents

Introduction	4
Copyright information	4
Company information	5
About DME.....	6
<i>Features and benefits.....</i>	<i>6</i>
Terminology	7
General concepts	9
Data security	9
<i>Changing mailbox passwords.....</i>	<i>10</i>
<i>Switching users.....</i>	<i>11</i>
Synchronization overview	12
<i>What is synchronized.....</i>	<i>12</i>
<i>Conflicts.....</i>	<i>13</i>
<i>Synchronization methods.....</i>	<i>13</i>
<i>Synchronization manager</i>	<i>14</i>
Initial import and reset	16
<i>Flexible field mapping</i>	<i>17</i>
User guide: DME on Apple iOS devices.....	18
Installing DME on iOS devices	18
<i>Starting DME.....</i>	<i>20</i>
<i>Logging in</i>	<i>21</i>
<i>Removing DME</i>	<i>26</i>
The DME Desktop	26
<i>Desktop actions</i>	<i>27</i>
<i>Rearranging Desktop icons</i>	<i>28</i>
Notifications	28
Working with folders.....	30
<i>Navigating the folder tree</i>	<i>31</i>
<i>Setting folder options</i>	<i>32</i>
DME for iPad.....	33
E-mail.....	36
<i>Checking e-mail.....</i>	<i>37</i>
<i>Reading e-mails.....</i>	<i>38</i>
<i>Creating and sending e-mails.....</i>	<i>47</i>

<i>Working with attachments</i>	53
<i>Mailbox view actions</i>	62
Searching	67
<i>Searching for e-mail</i>	67
<i>Searching for calendar items</i>	69
<i>Searching for contacts</i>	70
Calendar	73
<i>Interaction with the device Calendar</i>	74
<i>Synchronizing calendar with iCloud</i>	76
<i>Calendar views</i>	78
<i>Responding to meeting invitations</i>	84
<i>Recurring meetings</i>	87
<i>Booking meetings</i>	87
Contacts	94
<i>Using contacts</i>	95
<i>Working with contacts</i>	97
<i>Interaction with the device Contacts</i>	98
<i>Work/home scheme</i>	101
To-do	102
<i>Creating and editing to-dos</i>	104
Notes	104
Feeds	106
DME AppBox	107
<i>Secure browser</i>	108
<i>File browser</i>	110
Attachments	116
Tools	117
<i>Setting an unlock pattern</i>	119
<i>Out of office</i>	120
<i>MDM Enrollment</i>	122
Settings	126
<i>General settings</i>	126
<i>Security settings</i>	127
<i>E-mail sync. settings</i>	128
<i>Folder sync. settings</i>	129
<i>Calendar sync. settings</i>	130
<i>Contacts sync. settings</i>	132

<i>To-do sync. settings</i>	134
<i>Notes sync. settings</i>	134
<i>Feed sync. settings</i>	135
Further assistance.....	135
List of procedures	137

Introduction

EXCITOR

Welcome to the user guide for the DME client version 4.1.5 for Apple iOS.

The 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 and 3.6/4.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:

- ❖ RSS feeds
- ❖ Notes/Journals synchronization
- ❖ Out of Office rules
- ❖ Enhanced e-mail status (icons for replied to, forwarded, and follow-up flags)
- ❖ DME AppBox (4.x)

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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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 resetting the device.

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*). Even 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. Note that as of DME Server 4.1 SPI, this 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 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.

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 41.

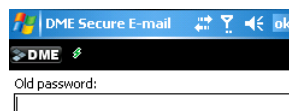
Changing mailbox passwords

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:*



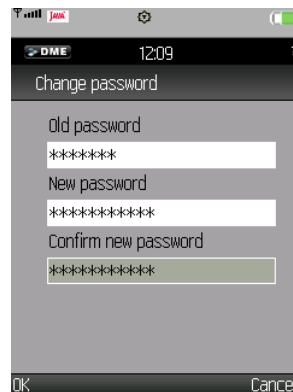
You are then asked to enter your new password.

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 21.

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

Your device can be synchronized in two ways:


1. *Server-initiated sync (push)*


Whenever someone sends you an e-mail, a meeting invitation, or similar, it is received by the collaboration system. The DME server will check for such updates in the collaboration system at regular intervals and build a queue of messages for your device. The server will also generate a command for your device in case system settings are updated or a server command is issued.

Notifications are received through the built-in Apple Push Notification Services (APNS) framework on the device.

2. *Manual sync*

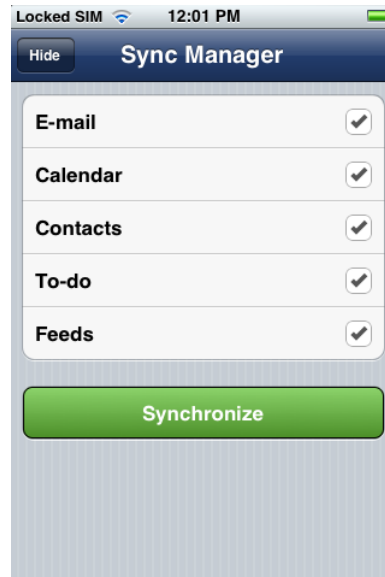
If you want to do a manual synchronization, for instance if you want to send an e-mail and the **Send immediately** setting is off (see **E-mail sync. settings** on page 128), you can do so in the following ways:

- ❖ From the top of the list in an *e-mail folder*, drag down and release (Twitter-style sync.).
- ❖ From Calendar, Contacts, To-dos, Notes, and RSS Feeds, tap the **Synchronize** button .

Finally, you can tap the **Synchronize** button  from the Desktop toolbar to synchronize the different item types at the same time. For more information about this, see the next section.

Synchronization manager

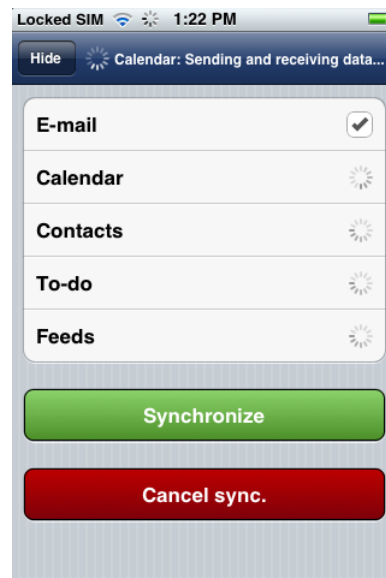
When you tap **Synchronize**  from the Desktop, DME shows a screen such as the following:



This is the **Synchronization manager**. The Sync. manager shows what resources can be synchronized (e-mail, calendar, etc.), what is in the sync. queue, or already running.

If a resource has never been synchronized before, for instance if you have just enabled that resource, DME will automatically import the resource using the default setting for initial import: **Merge** or **Wipe**. For more information, see **Initial import and reset** on page 16.



When you tap **Synchronize**, the selected resources will be synchronized, and resources marked with **Import** will be imported. The Sync. manager shows that a synchronization is in progress, and enables you to cancel the synchronization:



The resources available for synchronization depend on your license. For instance, if your DME license does not include Calendar sync., then that option will not be visible in the Sync. manager. Also, if a resource is not enabled in Settings, it is not included here.

By default, all available resources are selected for synchronization. For more information, see **Synchronization overview** on page 12.

After the synchronization is finished, the Sync. Manager will disappear from view. However, at any time during the synchronization process, you can tap the **Hide** button at the top left corner to continue working in the screen from which you chose to synchronize. The sync. process is not interrupted if you do this. You may also tap **Cancel sync.** to cancel the synchronization process.

Note that several windows contain a **Synchronize** button . If you tap that, the Sync. manager will not be shown, but DME will immediately start synchronizing the data of the type that is currently shown. While synchronizing, the  button changes to a spinner icon, and is not available to be tapped.

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 17 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: DME on Apple iOS devices

DME supports Apple devices running at least iOS 4.2. For a list of supported devices, see the **Supported Devices - Apple** http://www.excitor.com/Default.aspx?id=47&device_search=Apple&device_sortby=product_group website.

The operation of the DME client for iOS conforms with Apple's standards of programming - the graphical user interface functions like any other sophisticated iOS application.

The DME client fully supports both portrait and landscape modes.

Installing DME on iOS devices



DME for Apple iOS devices is installed in the standard Apple way.

You can either get the client yourself:

1. Open the Apple App Store in iTunes on your iOS device. Search for "dme4" using the search box.

or

Go directly to the DME client download page in the App Store by typing <http://itunes.com/app/dme4> in the Safari browser, or by following a link sent to you by your DME Administrator.

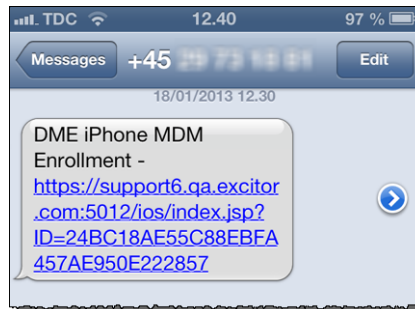
2. Tap the **FREE** button. The button transforms to an **Install** button.
3. Tap **Install**. Enter your iTunes password when prompted, and wait for the application download to complete.

You could also download the DME app using iTunes on your PC or Mac, and then synchronize **dme4** to your iOS device.

Or the DME administrator can "push" the client to you:

1. On the DME server, the DME administrator chooses to "enroll" your device into DME using the Apple MDM protocols.

2. The DME server sends a link to you, which you must click in order to enroll. The link can come by SMS or as an e-mail, and it looks something like this:



3. Tap the link to continue. To see the further steps, please see **Installing DME MDM profile** http://documentation.excitor.com/server/3_6/index.htm#6206.htm in the DME server documentation.

Alternatively, the DME Administrator can distribute a link like the following: **<DME_Server>/mdm/** (for example <https://dme.company.com:5011/mdm/>). You are then prompted for your network (LDAP/AD) credentials. After entering them, you can enroll your device with DME by following a two-step process:

1. Click link one to install the DME Apple MDM Root Certificate on your device.
2. Click link two to receive the DME Apple MDM Enrollment Configuration, the installation of which you must then accept.

DME upgrades are usually handled through the Apple App Store.

Starting DME

First locate the **DME 4** icon on the **Home** screen.

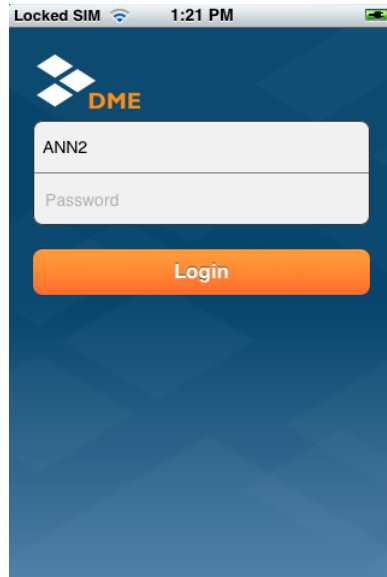


The **DME 4** icon shows the total number of unread messages in folders in your DME **Inbox**. You may have other unread messages in other mailboxes (for instance POP3/IMAP) in the standard **Mail** application.

To start DME, tap the **DME 4** icon. The first time you launch DME 4 for Apple iOS, the operating system will ask if you want to allow notifications for this program. You should enable this in order to receive notifications of new e-mails etc. via the **Apple Push Notification Services** framework. A *token* will be created for the iOS device in question, and the token will be sent to the DME server and used to identify the device which is to receive a notification when for instance a new e-mail arrives. To turn this feature off (not recommended) or adjust the notification settings, tap **Settings** on your device and then **Notifications**. Tap **DME 4**, and turn **Sounds** and/or **Warnings** on or off.

Logging in

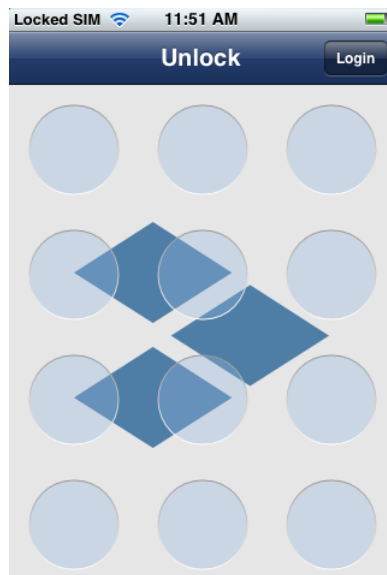
When launching DME, you are asked to enter your user name and password:



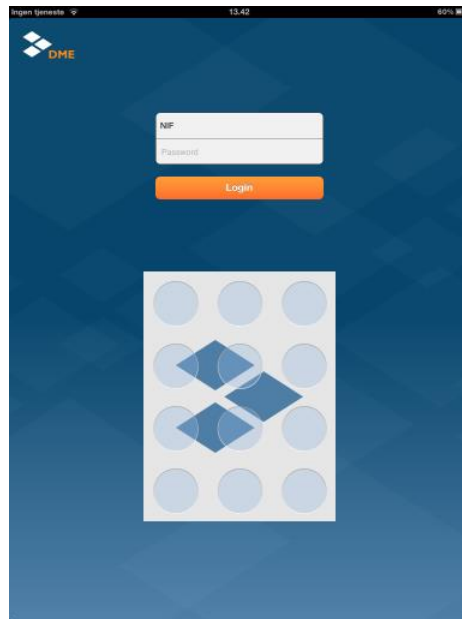
You must log in with the same user name and password that you would use for the collaboration system on your desktop computer. For Lotus Domino users, this is your "Internet password". Contact your IT department if you have problems with your user name or password.

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

If you have defined a swipe code (see **Setting an unlock pattern** on page 119), you may log in using that rather than your LDAP/AD password (Portrait mode only). If you have defined a swipe code, the **Login** screen will look like this:



On iPad, it looks like this:



Move your finger across the *tiles* as defined when setting the swipe code. When you release your finger, the swipe code is evaluated. Note that this can only be done in Portrait mode on iPhone and iPod; on iPad, you can use swipe in Landscape mode as well. If you rotate the device to Landscape mode, you can log in using your regular password.

You have two chances to enter the correct swipe code - if the second attempt fails, you are returned to the standard **Login** screen (see above).

If you accidentally move your finger across tiles that you did not intend to touch, you can undo the current swipe 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.

First-time login

If you are logging in to the client *for the first time*, the login process is different. If you are logging in for the first time, and your device is *running iOS7*, you may be required to supply more information. Please see **DME and iOS7** on page 24.

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

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

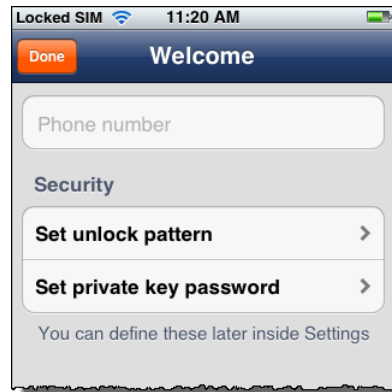


- ❖ **Host name:** Enter the host name in this field, for instance `dme.yourcompany.com`. Do *not* specify `http://` or `https://`; this is added automatically by DME.
- ❖ **Secure connection:** If this is **On** (default), DME is run over a secure connection (`https`). If **Off**, DME runs on standard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

Tap **Done** to continue.

2. Back at the **Login** screen, enter your user name and password as described in the previous section, and tap **Login**.

3. If the login process is successful (that is, DME can establish a connection to the DME server and log in using your user name and password), the client will help you complete some setup tasks:



- ❖ Tap **Set unlock pattern** to define a swipe login pattern. See **Setting an unlock pattern** on page 119 for more information.
- ❖ Tap **Set private key password** if you are running Lotus Notes and you use Lotus Notes encryption for your e-mail, or if you use S/MIME encrypted e-mail. If you do, you need to enter your decryption key in DME; otherwise you will not be able to read encrypted e-mail. See **Security settings** on page 127 for more information.

Note that you can complete both tasks later in DME.

4. When you tap **Done**, DME will start importing your e-mail and other resources from the collaboration system.

See **Initial import and reset** on page 16 for more information.

You are now ready to use DME.

DME and iOS7

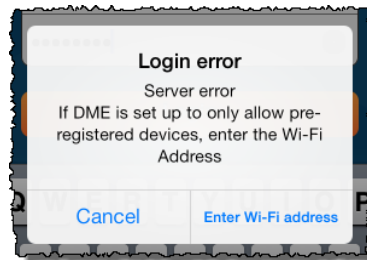
Some organizations will only allow *known devices* to be created as devices in DME. To accomplish this, the DME administrators create a list of *pre-registered devices* and set an option on the DME server that tells DME to look at the list for a match before creating the device in DME. DME checks the list whenever an as yet unknown device tries to connect with DME.

The DME administrators need a unique identifier for each device - a device ID. For some device types this could be the IMEI number. However, Apple devices do not disclose their IMEI number. Therefore they use the device MAC address (the Wi-Fi Address). This works fine with iOS devices up until iOS7, because DME was able to retrieve the Wi-Fi Address from the device and present it to the DME server as device ID. The DME server could then match that against the list of pre-registered devices, and allow it to be created (or reject it).

However, in iOS7 it is no longer possible to retrieve the Wi-Fi Address automatically from the device. Therefore, if the following conditions are present:

- ❖ Your device is running iOS7
- ❖ Your DME administrators require that the device is pre-registered before allowing it on to the DME server
- ❖ You have *never* been connected with DME using this device (before upgrading to iOS7)

-then the following message will appear on your device after you have entered your network credentials and tapped **Login**:



When you tap **Enter Wi-Fi address**, the following screen is shown.



Press the Home button to put DME in the background. Then

1. Open your device **Settings**.
2. Choose **General > About**.
3. Scroll till you find the field **Wi-Fi Address**.
4. Long-press the field label, until the **Copy** button appears.
5. Tap **Copy** to copy the Wi-Fi Address.
6. Double-press the Home button, and tap DME to go back to DME.
7. Double-tap inside the field, and **Paste** the Wi-Fi Address.
8. Tap **Done**.

DME will now verify if the Wi-Fi Address you pasted into the field is on the list of devices that are permitted access to DME. If successful, you are presented with the **Login** screen again, and you can log in as normal.

Removing DME

❖ *Uninstalling the DME client for iOS*

To remove the DME client application, simply long-press the DME application icon on the Home screen. When the icons begin to jitter, tap the delete badge on the DME icon, and confirm.

Note that all data protected by DME will be removed along with the application.

The DME Desktop

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

If you are editing an item, DME saves the spot from which you last quit DME. If you are for instance editing a calendar entry, and the phone rings so you must close DME to take the call, DME will show the calendar entry in question when you open DME again, as if you never quit DME.



Tap an icon to run the associated function.

- ❖ A *green arrow* next to an icon means that changes have been made in DME which have not been synchronized with the server yet.
- ❖ If an icon appears *dimmed*, it means that the *initial synchronization* has not been run for the feature in question. For more information, see **Initial import and reset** on page 16.
- ❖ A *badge* on the **Unread** icon shows the number of unread e-mails in DME.
- ❖ A *badge* on the **Calendar** icon shows the number of meeting invitations in the DME Inbox.
- ❖ A *badge* on the **Feeds** icon shows the number of unread RSS Feed articles.

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 your **E-mail** Inbox (see **E-mail** on page 36).



Go to the **Unread** folder (see **Working with folders** on page 30). A badge shows the number of unread e-mails in the **Inbox**.



Open the internal DME Calendar (see **Calendar** on page 73). A badge shows the number of meeting invitations in the **Inbox**.



Go to the Contacts application (see **Contacts** on page 94)



Go to the To-do folder (see **To-do** on page 102)



View the RSS feeds that you subscribe to (see **Feeds** on page 106). A badge shows the number of unread RSS Feed articles.



Open the Domino Notes view (see **Notes** on page 104)



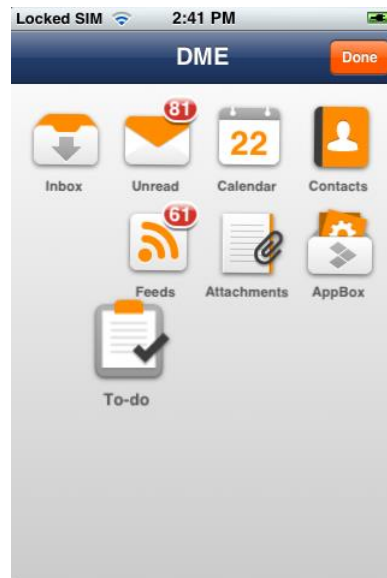
View attachments that are referenced by e-mails and meetings (see **Attachments** on page 116)



Open the **AppBox** Launchpad (see **DME AppBox** on page 107)

Rearranging Desktop icons

You can rearrange the order in which the different icons are shown on the Desktop. To do this, long-press the Desktop. The icons start to jiggle, and you can now drag them to a new place.



Tap **Done**. The icons are now arranged as you desired.

Notifications

When a change occurs in the collaboration system, you will receive a notification of the fact. For instance, if someone sends you an e-mail, the DME server will detect this and try to notify you. This is called a *push* notification, because it is pushed to the device. The push mechanism of DME is adaptive, meaning that if one push fails, the server will try again using another method.

1. First the server attempts to notify you using the **Apple Push Notification Service** (APNS) to send the push. When a push is sent by the server using APNS, the iPhone (and iPod touch/iPad, if connected to a WiFi network) will show a message on top of whatever you are doing. The message will display the type of the push that you have received - for instance "new e-mail" or "your calendar has changed". Apart from the message, two buttons are shown: **Close** (which just dismisses the notification) and **Launch DME** (which launches the DME client for iPhone and initiates a synchronization). For more details, see below.

The first time you launch DME for Apple iOS, the operating system will ask if you want to allow notifications for this program (DME). You should allow this in order to receive notifications of new e-mails etc. via APNS. A unique *token* will be created for the Apple device in question. This token will be sent to the DME server and used by the server to identify the device which is to receive a notification when for instance a new e-mail arrives. You can adjust the notification settings by tapping **Settings** on your iOS device and then **Notifications**. Tap **DME**, and turn **Sounds** and/or **Warnings** on or off.

1. If Apple Push is not enabled, the DME server will send a text message (an SMS) to the device (iPhone only). The SMS contains a link. When you tap the link, DME will launch and initiate a synchronization. Note that this requires special setup on the DME server.

Due to limitations in the iPhone operating system, DME is not allowed to delete the text message after you have clicked the link. In order to avoid running the same DME command twice, you should delete the text message yourself. Running the same DME command twice does not cause any problems as such, but is an unnecessary use of resources.

Apple Push is controlled by the device operating system. A push notification may arrive at any time, and DME's behavior in the event of a push depends on the circumstances in which the push is received, and on the user's actions. You may receive a notification when:

1. The screen is active, and you are using another application (not DME), and you press **Close** to dismiss the notification:
DME never receives the command to open and synchronize.
2. The screen is active, and you are using another application (not DME), and you press **Launch DME** to dismiss the notification:
DME receives the command to open and synchronize.
3. The screen is active, and you are using DME:
DME receives the command to synchronize - you do not see the notification.
4. The screen is off, and you slide the bottom button to view the notification:
DME receives the command to open and synchronize.
5. The screen is off, and you ignore the notification. The screen turns off again. When you turn on the screen, you will see the notification until you slide the bottom button:
DME never receives the command to open and synchronize.


The DME server cannot tell if a client receives a notification or not using Apple Push. Therefore, every time you log in to DME, any commands from the server that have not yet been executed will be sent to the device again.

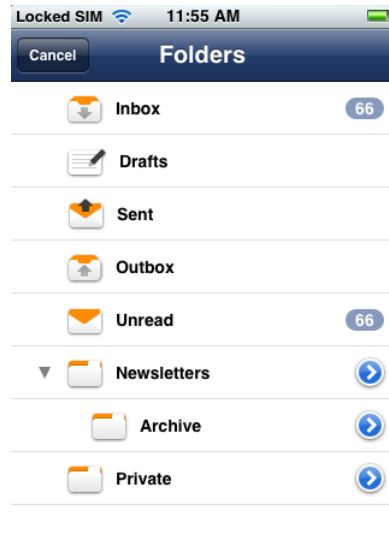
Working with folders

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 **Folder sync. settings** on page 129). With settings similar to the e-mail settings (see **E-mail sync. settings** on page 128), 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.

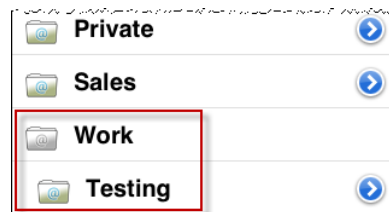
Navigating the folder tree

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



The number of unread e-mails in each folder is shown next to the folder name.


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

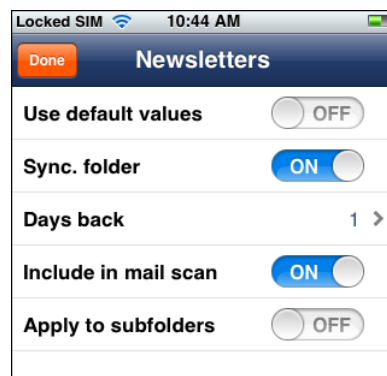


On Domino systems, you can create folders and subfolders at the same time by naming a new folder like this: **Work\Testing**. When created in this way, the parent folder (**Work**) cannot itself contain e-mails (but **Testing** can). Therefore you cannot select the parent folder here, but you can select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

Setting folder options

In the folders settings (see **Folder sync. settings** on page 129) you can set defaults for the way e-mail folders should be synchronized between collaboration system and client. If you have many folders on the collaboration system, it is recommended that you set up very restrictive default settings for performance reasons, and loosen up on individual folders as described below.

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



❖ Use default values

If this setting is **On**, the current folder uses the general settings specified (see **Folder sync. settings** on page 129). 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.

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

Instead of synchronizing e-mail to the client, you can use the **Search e-mail** function to find e-mails in any folder on the collaboration system. See **Searching for e-mail** on page 67 for more information.

DME for iPad

Excitor does not make a separate DME client for the iPad - all supported iOS devices use the same client software.

This section briefly describes the main differences between DME running on iPad and on other supported iOS devices (iPhone and iPod Touch).

❖ Desktop

The icons used on the Desktop match the current platform, so iPad icons are bigger than on iPhones, and devices with Retina display have high-resolution icons.

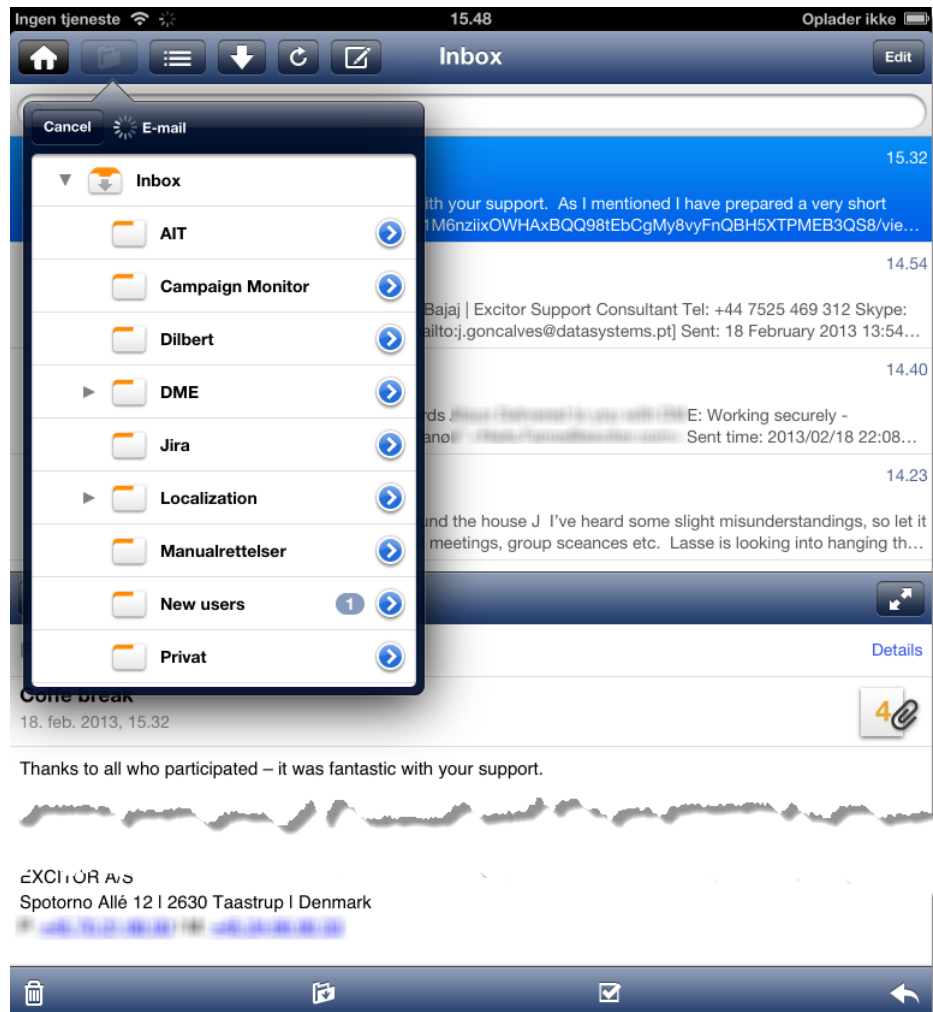
❖ Folders and Inbox

When you open the **Inbox** in *Landscape* mode, iPad shows a three-pane view of your mailbox:



Folders are shown to the left, the **e-mail list** at the top right, and an **e-mail preview** at the bottom right. In E-mail sync. settings, you can decide if showing an e-mail in the Preview pane should mark the e-mail in question as read - see **E-mail sync. settings** on page 128.

In *Portrait* mode, DME shows you e-mails as a two-pane view with e-mails at the top and the Preview pane at the bottom. To go to a different folder, tap the **Folder** icon at the top, and select the e-mail folder you want to see:



Meeting invitations received are not displayed in the Preview pane on the iPad. Instead, a button with the text **Open invitation** is displayed.

To read an e-mail in full screen, just double-tap the e-mail in a folder. Those are the main differences between DME for iPad and DME for other iOS devices.

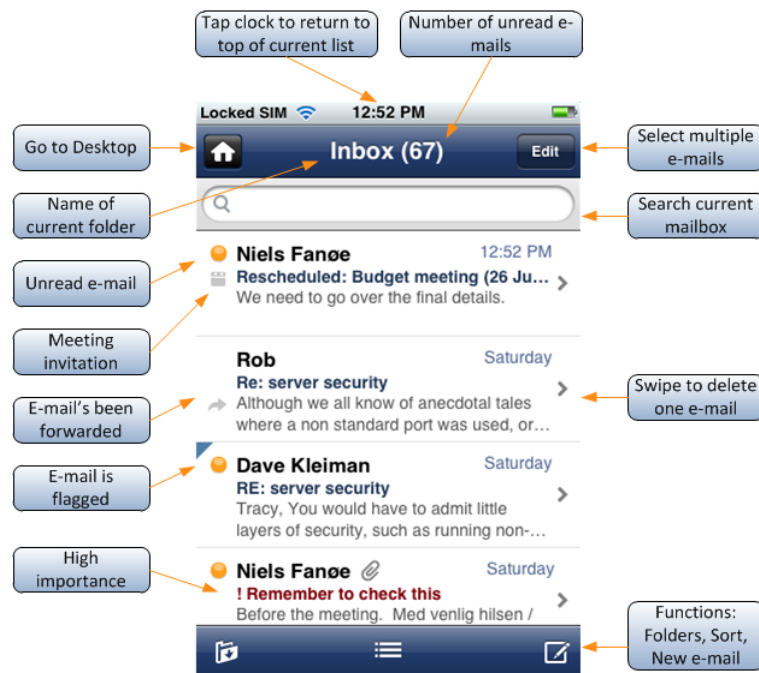
E-mail

The **Inbox** contains the e-mails and meeting invitations that have been synchronized to DME from the DME server. You access the **Inbox** from the Desktop:



-or from the Folder list (see **Working with folders** on page 30). The description below applies to all mailbox folders in the system, not just the **Inbox**.

The number of unread e-mails in the current folder is listed in parentheses at the top after the mailbox name.



See **DME for iPad** on page 33 for details about how DME uses the larger iPad screen.

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*.

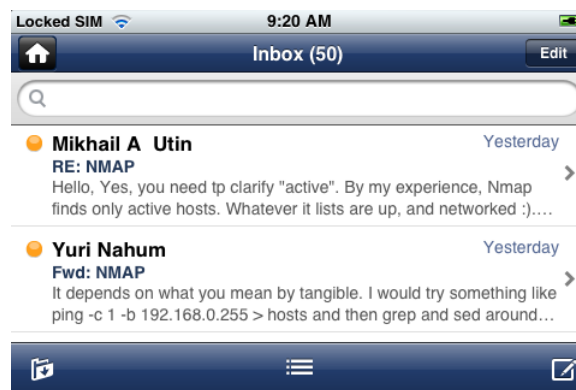
 This icon after the Sender name indicates that the e-mail or meeting invitation contains one or more *attachments*.

 This e-mail is a *meeting invitation*. See **Responding to meeting invitations** on page 84 for more information about meeting invitations.

! An exclamation mark and the subject in a red color indicates that the message was sent with *high importance*.

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

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



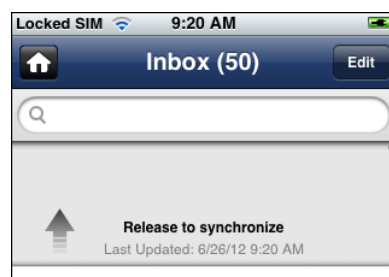
You can rotate all screens in DME in this way. On iPad, DME uses the larger screen to show the e-mails in a three-pane view. See **DME for iPad** on page 33 for details.

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

For information about searching for e-mail and other items, see **Searching** on page 67.

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 manager** on page 14.

Note that you do not have to synchronize manually, as e-mails, meeting invitations, and commands are pushed to the device instantly from the DME server using Apple Push. However, you can still perform a manual sync.

Reading e-mails

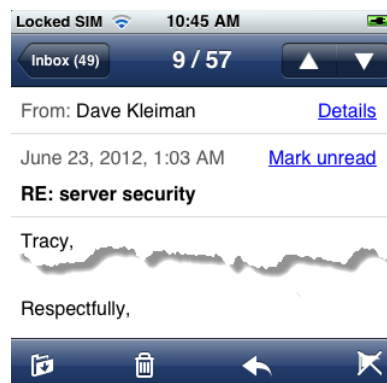
Tap an e-mail to open it (iPad: double-tap to open the e-mail in full screen). The top part of the screen is reserved for information about the e-mail and the title. By default, only the sender is visible (and **Sent by** if the e-mail was for instance sent by a proxy). To see any other recipients of the e-mail, tap the **Details** link.


Pinch together and apart to change zoom level (making the text smaller or larger). Double-tap to go back to default zoom level (100%). On iPad, you cannot change the zoom level.

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

On iPad, just tap the next e-mail in the current folder.

If you want to mark the e-mail you are reading as unread, tap the **Mark unread** link next to the received date.



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

Links

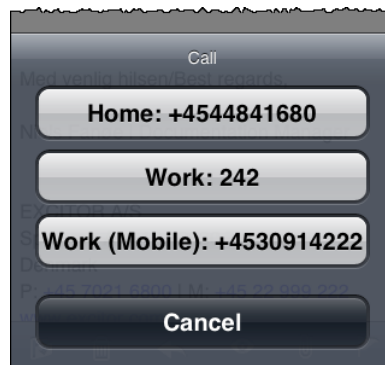
E-mails and meeting invitations may contain links such as e-mail addresses, phone numbers, and web links. Whenever a link is found, it is written in blue and underlined (like links on a web page). Tap a link to see your options for the link.

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

- ❖ **Call** lets you dial the number. This naturally only applies to iPhone, not iPad touch or iPads with no phone module.
An note about international calls: If a phone number is preceded by + or 00, DME will remove any initial 0 in the first set of parentheses from the number before dialing it. Otherwise, it will be dialed as it is. For instance: The number (012)-555-23421 will be sent to the phone dialer as is. The number +44(012)-555-23421 will be sent to the dialer as +44(12)-555-23421. This is in compliance with international standards.
- ❖ **Create SMS** lets you create a new text message for the person in question.
- ❖ **Add to contacts** copies the highlighted phone number, and opens your **Contacts**. Here you can choose between the following options (shown immediately if you are using an iPod touch):
 - ❖ **Create new Contact** creates a new, empty contact, inserting the phone number in a phone number slot. You can now edit the contact further (see your Apple documentation).
 - ❖ **Add to Existing Contact** lets you browse for an existing contact to which you want to add the information.

When you tap an *e-mail address*, you can choose between the following options:

- ❖ **New e-mail** - create a new e-mail for the e-mail address in question.
- ❖ **Add to contacts** - gives you the same options as tapping a phone number (see above).
- ❖ **Call** - If the e-mail address is found to belong to one of your contacts, a call will be placed to the person in question, if a phone number is found for the contact. If several phone numbers are listed for the person in question, you will be prompted to select which number to use.



When you tap a *web address*, the link is opened in EITHER:

- I. *The secure browser*. If the Web AppBox is installed, DME will open the link in the secure browser provided by the AppBox. If the

AppBox is installed, but the browser is not configured correctly, the link cannot open.

2. *SmartLink*. If the Web AppBox is *not* installed, DME will evaluate the link to see if it is a SmartLink, and open it as such. See **SmartLinks** on page 40 below.
3. *Safari*. If the Web AppBox is *not* installed, and the link is *not* a SmartLink, it will be opened in the Safari web browser.

For more information about the Web AppBox, see **DME AppBox** on page 107.

SmartLinks

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

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



(Note that the above screenshot is taken from a Symbian device.)

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

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

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

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

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

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

Please note that the SmartLink functionality is an add-on to DME, and special documentation concerning how to set up this feature is available to the administrator.

Attachments

E-mails and meeting invitations containing *attachments* have an attachment icon - a paper clip - added after the sender name in the mailbox list view. Attachments can be opened and read, if the file type of the attachment is known by your device. For example, if someone sends you a PDF, Microsoft Word, or Microsoft Excel document, you can read it on your device.



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

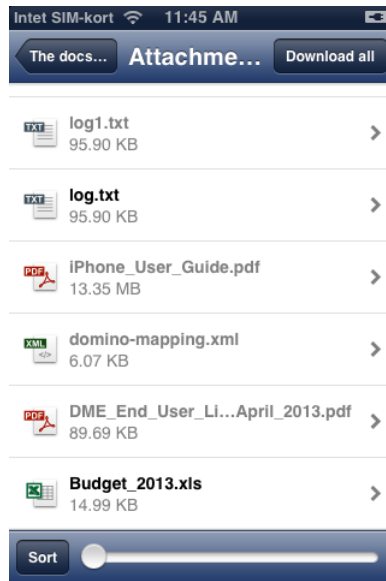
❖ **Opening an attachment**

1. Open the e-mail containing one or more attachments.



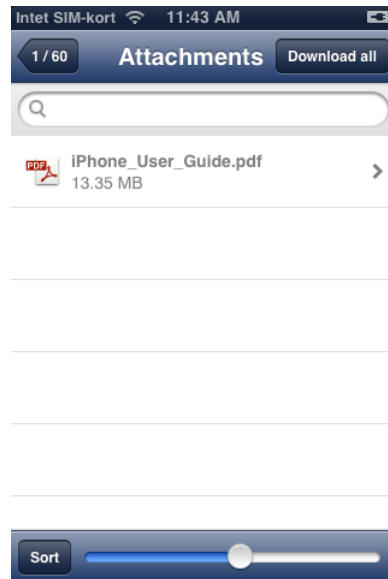
2. Tap the icon in the **Subject** line in the open e-mail.

3. A list of the attachments to the e-mail is displayed. The file type of the attachment is shown as an icon in the left column, and the filename and size are shown after that.

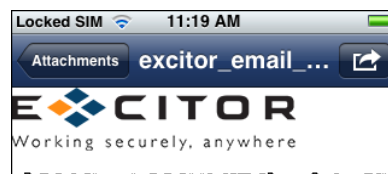


To save transmission time and space on the device, attachments are not stored on the device unless you specifically choose to download them. When an attachment name is written in gray text, it means that it has *not* been downloaded to your device before. When it is downloaded, it is encrypted and stored in the secure DME container, and you do not need to download it again. The attachment name is then written in **bold text**. You can choose to download all attachments to your device in one operation by tapping the **Download all** button at the top right of the **Attachments** view.

If there are more attachments than what fit on one screen, you can move a slider at the bottom of the view to remove the smallest attachments from the view, like this:



4. Tap the **Sort** button to sort the list of attachments by name or size, ascending or descending.
5. Tap an attachment to view it in the DME document viewer (if you have a license for that) or in the internal iOS viewer.



In order to prevent memory overrun crashes caused by decrypting large attachments, DME for iOS has a limit of 10 MB per individual attachment.

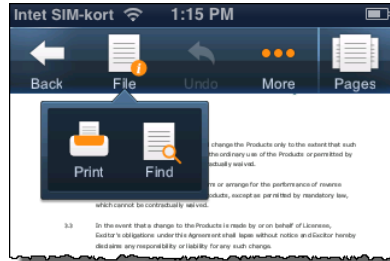
Attachments never leave the secure, encrypted DME area, except in two cases:

1. If the attachment is a ZIP archive, DME needs to save the ZIP to a temporary location in order to be able to unzip it and display its contents. It is only stored there very briefly - DME removes the temporary file as soon as the archive has been read into memory. When the ZIP archive has been opened, DME lets you choose which of the compressed files to view.
2. If attachments are exported out of DME. See **Editing and printing attachments** below.

Tap the **Back** button in the top toolbar of the DME Viewer to return to the attachments list, or tap the top left **Attachments** button if you do not have access to the DME Viewer. See also **DME Viewer and Editor** on page 53.

❖ **Editing and printing attachments**

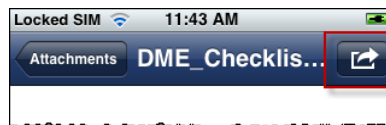
When you are using DME Viewer and Editor, attachments will always be opened securely here, and you cannot export documents to other apps (such as iBooks). However, if the setting **Allow printing** is set on the server for your device, you can send the document to an AirPrint printer by choosing **File > Print** in the DME Viewer:



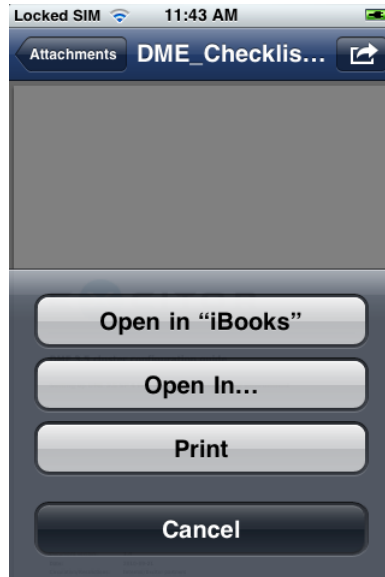
You can choose to print one or more copies of the attachment to an AirPrint printer according to the settings made in the iOS Print Center. For more information, see the section about **Printing** in **DME Viewer and Editor** on page 53.

If you are *not* using DME viewer and editor, and if the DME administrator has set the server security setting **Disable Send button in attachments view** to **Off**, you will be able to open attachments in other apps, and print them. Note the security implications of this below.

1. Tap an attachment to download and view it.
2. Tap the icon in the top right corner.



3. DME asks you if you want to print the attachment or you want to open it in another application. DME uses the operating system's settings for file association. In the example below, the attachment is a PDF archive.



4. If you select an application, DME decrypts the attachment, copies it to a location *outside the area secured by DME*, closes DME, and opens the attachment in the selected application. The attachment is now no longer protected by DME, and selecting **Delete all attachments** (see below) will not remove this attachment from the device.
5. If you choose **Print**, you can choose to print one or more copies of the attachment to an AirPrint printer according to the settings made in the iOS Print Center (requires at least iOS 4.2).

❖ **Removing all attachments from the device**

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


1. From the Desktop, tap **Tools**.
2. Tap **Delete all attachments**.
Note that this option is only displayed if you have in fact downloaded one or more attachments.
3. Tap **Delete** to confirm.

See also **Attachments** on page 116, which is a view that lets you see all attachments referenced by e-mails and other resources in DME.

Moving an e-mail

You can move an e-mail to another folder.

❖ **Moving an e-mail**


1. Open the e-mail you want to move.
2. Tap the  icon to open the folder selection view (see **Navigating the folder tree** on page 31).
3. Tap the folder to which you want to move the current e-mail.
4. The e-mail is moved, and the mailbox view of the e-mail's original folder is shown.

You can also move one or a number of selected items from the mailbox view - see **Moving e-mails** on page 64.

Deleting an e-mail

When deleting an e-mail, the e-mail is removed from DME and from the collaboration system at the next sync.

❖ **Deleting an e-mail**

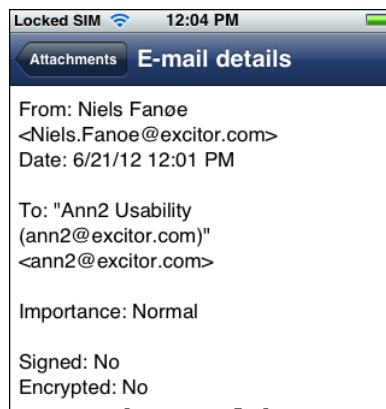
1. Open the e-mail, and tap .

You can also delete one or many selected items from the mailbox view - see **Deleting e-mails** on page 63.

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

❖ **Viewing e-mail details**

1. Open an e-mail.
2. Tap the **Details** link.
All recipients of the current e-mail are shown.
3. Tap any of the recipients. An **E-mail details** screen shows you information about the current e-mail.





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

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.

❖ *Toggling flag for an e-mail*


1. Open the e-mail, whose flag you want to toggle.
2. Tap the  icon to set the flag, or
Tap the  icon to remove the flag.

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

You can also toggle the flag for a number of selected items. See **Toggling flag for e-mails** on page 66 for information about how to do this.

Creating and sending e-mails

❖ *Creating and sending an e-mail*

1. From any folder, tap .
- A **New e-mail** screen appears.
2. Enter e-mail details as described in **E-mail details** on page 48.
3. Write the e-mail. See **Writing text**.
4. Apply any options as described in **Selecting message options** on page 50.
5. Tap **Send** in the top right corner.

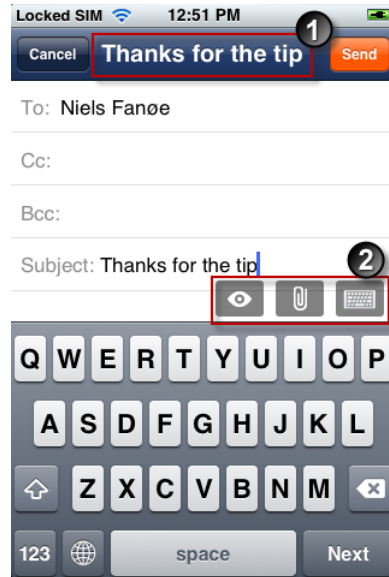
The e-mail is now saved in the **Outbox**. Depending on the e-mail sync. settings, the e-mail is sent immediately or queued for the next synchronization (see **E-mail sync. settings** on page 128). When the e-mail has been sent, it is moved to the **Sent** folder.

DME also accepts `mailto::` links in HTML pages if the links are preceded with the DME protocol identifier `dme://`. This lets you create internal web pages with special e-mail links that open DME as mail provider rather than the default Apple mail. Example of HTML snippet that opens the DME e-mail client, complete with a recipient and a subject:

```
<a href="dme://mailto:name@example.com?Subject=Comment from webpage">Send comment</a>
```

E-mail details

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

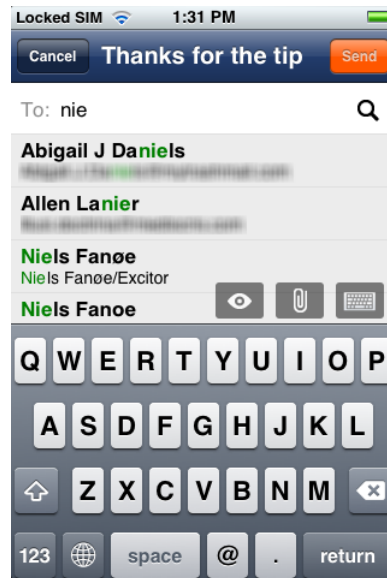


1. As you type the subject, the e-mail title changes from **New e-mail** to the entered subject.
2. Three small icons float above the virtual keyboard. These icons give you easy access to: Enter e-mail details, Add and review attachments, and hide the keyboard manually. If you hide the keyboard, it will reappear when you tap a field in the new e-mail.

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

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 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 those of your local contacts that have an e-mail address.

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>"

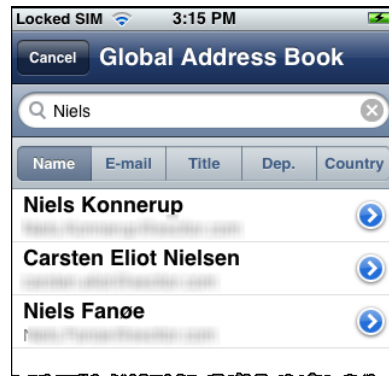
As you type more characters, the list will grow shorter. In the example above, typing an "a" after the initial "c" will limit the list to "Hooray Carlton <hooray@freude.de>" only.

Flick through the list, and tap to add the contact or e-mail address to the recipient field. The list only shows contacts that have an e-mail address. To add another contact, type a comma, and then start typing the name of the next recipient.

When a recipient has been entered, it is enclosed in an address bubble so it is easy for you to see how many recipients there are:

To: Niels Fanøe Niels Konnerup

The list is sorted alphabetically. If you cannot find the required contact, you can tap the search icon  to perform a search in the Global Address Book. DME will transfer the letters you have already typed in the name field to the **E-mail** field of the Global Address Search window, and execute the search immediately. Then just tap the name to insert a name into the recipient field. Tap the  button to see more details about a person in the list.

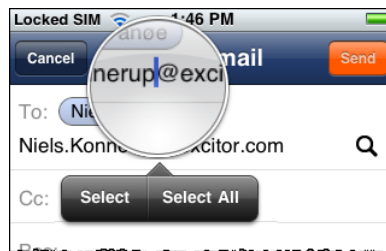


See also **Searching for contacts** on page 70.

❖ **Editing or removing recipients**

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


1. Tap the address bubble to expand it.
2. Touch and hold to bring up the on-screen magnifying glass, then drag to position the insertion point.



3. Release the finger. Tap **Select** to display handles which you can move to select the text you need, **Select all** to select all the text in the current field, or **Paste** (if you have recently copied text). You can edit or delete the address using the keyboard.

These are standard features of the iOS operating system.

Selecting message options

Tap the **Details** button  to open the **E-mail details** screen. Here you can set specific e-mail options. You can sign, encrypt, and mark the message with low, normal, or high importance.

❖ **Setting message options**

1. Tap **Details** in the e-mail you are creating.
2. Tap the **Importance** setting you wish to set for this e-mail - **Low**, **Normal**, or **High**.
3. Tap **Encrypt** to encrypt the e-mail.
4. Tap **Sign** to sign the e-mail. To sign an e-mail, your password (for either S/MIME or Lotus Notes encrypted e-mail) must be entered in the field **Private key password** in **Settings > Security**. If it is not entered here, DME will prompt you for the password. You will not be able to mark the e-mail as signed unless the password is entered. If you have questions about this, ask your DME administrator.

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

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

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

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

Saving as draft

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

❖ **Saving an e-mail as a draft**


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

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

Furthermore, if you are interrupted when writing an e-mail, for instance if you receive a call, the e-mail is automatically saved as a draft. When you open DME again, you are returned to the screen from which you were interrupted.

Responding to an e-mail


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

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



Replying to e-mails

❖ *Replying to an e-mail*


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

For more information about sending e-mails, see **Creating and sending e-mails** on page 47.

If the e-mail contains attachments, you are asked if you want to include these in the new e-mail. See **Sending attachments** on page 59 for information about how to work with attachments in e-mail replies.

Forwarding e-mails

❖ *Forwarding an e-mail*


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

For more information about sending e-mails, see **Creating and sending e-mails** on page 47.

If the e-mail contains attachments, you are asked if you want to include these in the new e-mail. See **Sending attachments** on page 59 for information about how to work with attachments in forwarded e-mails.

Creating meeting from e-mail

❖ **Converting e-mail to meeting**


1. Open the e-mail, and tap .
2. Tap **Create meeting**.

A new meeting invitation is created. The sender and all primary recipients of the e-mail are inserted as **Required participants**, and any **Cc** recipients are inserted as **Optional participants**. The e-mail **Subject** is carried over as title of the new meeting.

If the e-mail contains attachments, you are asked if you want to include these in the new meeting invitation.

This feature is a useful shortcut to turning an e-mail conversation into a request for a face-to-face meeting.

Responding to a meeting invitation

Meeting invitations are marked with a  in the mailbox view. Such e-mails are special, as they represent meeting invitations created in the collaboration system. For more information, see **Responding to meeting invitations** on page 84.

Working with attachments

When you open files that have been received as attachments in e-mails or meeting invitations, they are downloaded and stored in the secure DME container. See **Attachments** on page 41 for information about how to open attachments.

If you have a license for the DME document viewer and editor, the attachments are opened in the DME viewer.

DME Viewer and Editor

The DME Viewer and Editor technology is licensed from Pícsel Smart Office.



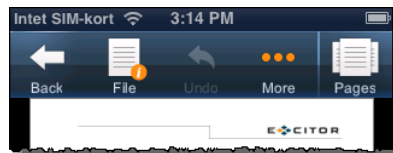
If enabled on the server for your device, the internal viewer will be disabled, and all attachments will be opened in the DME document viewer and editor. There are several advantages of this:

1. The attachments never leave the secure DME container, and you can be sure that the documents cannot be leaked by accident.
2. You can use the DME Viewer and Editor to create new documents or edit existing documents before sending them.

With the DME Viewer and Editor, you can work with documents of the following types:

Type	View	Edit	Create
Microsoft Office documents	✓	✓	✓
Comma-separated value files	✓		
Adobe PDF (edit means: annotate text and draw freehand text)	✓	✓	
Hangul documents (Korean)	✓	✓	
Image files: WMF, EMF, BMP, GIF, JPEG, PNG	✓		

When you choose to open an attachment, the DME Viewer and Editor is initialized, and the attachment is shown. A toolbar is shown along the top:



- ❖ **Back:** Return to the list of attachments.
- ❖ **File:** Search for text in the file (some file types), and optionally print the file (see below).
- ❖ **More:** Lets you manually reflow the document or view the file in 3D
- ❖ **Pages:** Lets you browse through all pages in the document using a carousel view as below.

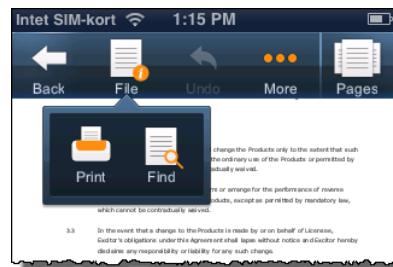


You can flip through, pinch and zoom the pages. If the top toolbar disappears, simply tap the top part of the screen to bring it back.

Printing

To print a document, the server setting **Allow printing** must be **ON** for your device.

Open an attachment, and choose **File > Print** in the DME viewer:



A screen like the following appears.



1. Choose your printer.
2. Choose how many copies you want to print.
3. If the **All pages** light is green, you will be printing all pages.
4. If you only want to print some pages, scroll through the document in the preview, and tap the pages you want to print. The green **All pages** light is turned off. To print all pages, tap **All pages**.
5. Tap **Print** to send the selected pages to the printer, or **Cancel** to return to the document view.



Creating and editing documents

With DME Viewer and Editor it is possible to create new documents and edit existing documents. This can be done as part of the process of creating a new e-mail or responding to an e-mail. **Note:** The workflow described below pertains not only to e-mails, but to all resources where attachments can be added, including meeting invitations and notes.

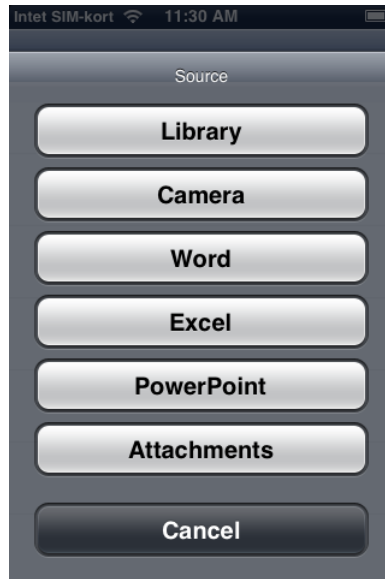
The following requires that you have a license for DME Viewer and Editor, and that the settings **Enable DME viewer and editor** and **Enable editing** are **ON** for your device.

❖ Creating new documents

To create a new document using DME Viewer and Editor, do the following:

1. Create an e-mail (see **Creating and sending e-mails** on page 47 or **Replying to e-mails** on page 52).
2. Tap the  icon in the floating toolbar.
3. Tap  in the top right of the **Attachments** screen.

4. You can now choose the source of the attachment you want to send:



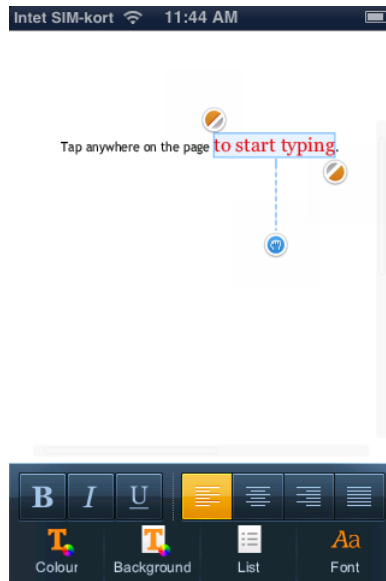
Apart from the picture **Library**, the **Camera**, and existing **Attachments** on the device, DME Viewer and Editor enables you to create Microsoft Office documents. For information about adding existing files, see ***Sending attachments*** on page 59.

5. Pick **Word** (for example).
6. You are asked to enter a filename for the new document.



7. Tap **Create**.
8. Tap on the page to start typing.

9. To format text, select the text (tap a word and drag the handles that appear). The bottom toolbar gives access to a number of formatting options.




For more information about options in DME Viewer and Editor, tap **More** > **Help** in the top toolbar.

10. Tap **Back** in the top toolbar to return to the **Attachments** list. You are asked to save your changes first.

You can now send the e-mail with attachments.

❖ **Editing documents**

You can edit documents that are attached to e-mails that you want to reply to or forward to someone. To do so,

1. Open the e-mail with attachments that you want to respond to.
2. Choose **Forward** or **Reply**, and confirm that you want to include attachments.
3. Tap the  icon in the floating toolbar to see the list of attachments.
4. Tap an attachment to open and edit it in DME Viewer and Editor (note that you can also create new documents as described above).
5. Make your edits, and tap **Back** in the top toolbar.

You are prompted to save your changes.

The edited attachment is now included in the e-mail you are replying to or forwarding.

Apart from MS Office files, you can also edit Adobe PDF files by adding annotations and free-hand text or drawings.



Please note: When you send an e-mail with a newly created or an edited document, the document is only stored in the e-mail which is sent to the recipient. The attachment will also seem to be available from your **Sent** folder, but you are currently unable to open the attachment after sending it. Therefore it is recommended that you include yourself in the list of recipients if you need access to the document you have created or edited.

Sending attachments

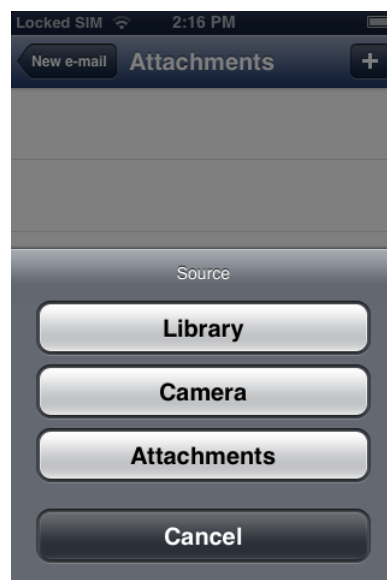
You can include attachments in e-mails in two different ways: by forwarding an e-mail that already contains attachments, or by adding attachments from the device to new e-mails (either original e-mails, forwarded e-mails, or replies). Furthermore, you can add attachments to meeting invitations and notes/journals.

If you add your own attachments (that is, not via a forwarded e-mail), you can choose to create new documents using DME Viewer and Editor (see **Creating and editing documents** on page 56) if you have a license for that, or you can add pictures and videos from your **Photo Albums** folder, or you can add an attachment which has been downloaded to your device.

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

1. Create an e-mail (see **Creating and sending e-mails** on page 47 or **Replying to e-mails** on page 52).
2. Tap the  icon in the floating toolbar.
3. Tap  in the top right of the **Attachments** screen.

You can now choose the source of the attachment you want to send:

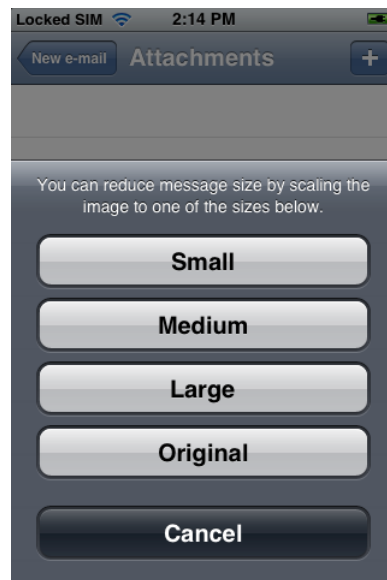


These are the options available if you do not have a license for DME Viewer and Editor (see **DME Viewer and Editor** on page 53).

4. Tap **Library** to select a Photo Album, and tap to select the pictures or videos that you want to add (you can select multiple),
or

Tap **Camera** to attach a new photo/video. Note that if you attach images and videos directly using the Camera, they are not stored on the device, but saved into the new e-mail as an attachment directly.

When you have selected the attachment(s) you want to use, DME offers to change the size of the attachment before you add it:



By reducing the size of the image, you can save transmission time and costs. Also, you get around an iOS limitation that disallows uploads greater than 10 MB. Pick one:

Small: The longest side of the image will be **320** pixels. For videos, this is **Low** quality.

Medium: The longest side of the image will be **640** pixels. For videos, this is **Normal** quality.

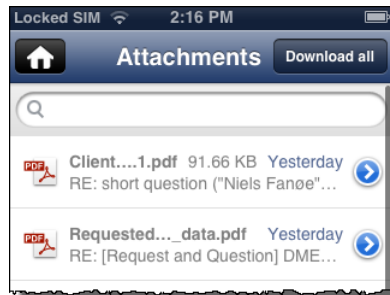
Large: The longest side of the image will be **1280** pixels. For videos, this is **High** quality.

Original: The image will not be resized, and the video will not be re-sampled.

Cancel: Do not add the attachment.

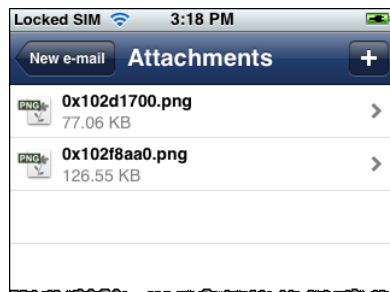
Note that if the original image is smaller than either of the sizes above, then the size will not be shown - for instance, if the image is 800 pixels on the longest side, the **Large** option will not be shown.

5. Finally, you can tap **Attachments** to select from among the attachments that have been downloaded to your device (from existing e-mails). DME shows the list of existing attachments:



Tap to add the attachment to your e-mail.

6. After adding attachments, you can tap an attachment to view the image or video, and you can swipe right or left to delete it.
7. Tap the top left e-mail button when you are done to go back to the e-mail you are writing.




❖ ***Sending attachments in e-mails you are responding to***

1. Forward, or reply to an e-mail (see ***Forwarding e-mails*** on page 52).
2. You can add attachments in the same way as for original e-mails (see above).

or

If the original e-mail contained one or more attachments, and you chose to include the attachments in the forwarded e-mail, you can now manage the attachments.

3. Tap the  icon in the floating toolbar to see the list of attachments that were included from the original e-mail.
4. You can now swipe right on one or more attachments to remove them from the e-mail, add more attachments in the same way as for original e-mails (see above), open them, and edit them (see the ***Editing documents*** section in ***Creating and editing documents*** on page 56).

Attachments in forwarded e-mails need not be downloaded to the device before they are sent (unless you want to edit them first). 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 87).
2. Add attachments in the same way as for original e-mails (see above).

❖ **Adding attachments to notes/journals**

1. Create a note (see **Notes** on page 104).
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.

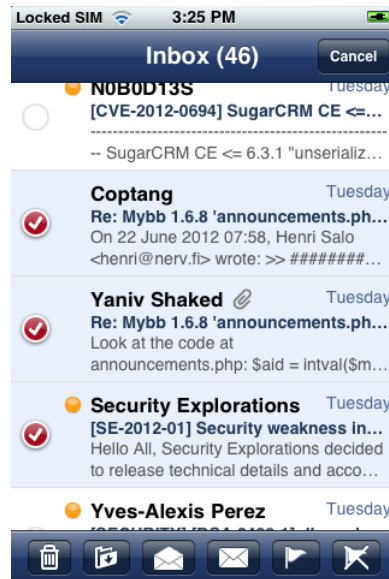
Mailbox view actions

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

Selecting multiple items

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

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



The search bar is removed, and the **Edit** button is changed to a **Cancel** button.

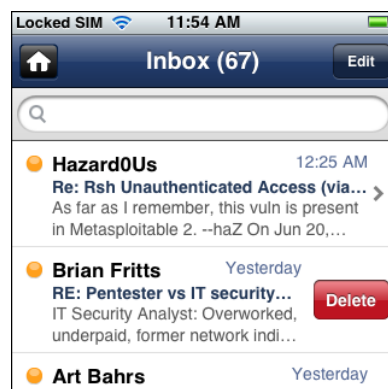
Tap **Cancel** to leave Edit mode.

Deleting e-mails

When deleting an e-mail from the mailbox view, the e-mail is removed from DME and from the collaboration system at the next synchronization.


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

1. Swipe right over the e-mail title.



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

❖ **Deleting multiple e-mails**

1. Select the e-mail or e-mails to be deleted. See **Selecting multiple items** on page 62 for information about how to select multiple e-mails.
2. Tap .
3. Tap **Delete** to confirm deletion.


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

See **Deleting an e-mail** on page 46 for information about deleting the currently open e-mail.

Moving e-mails

You can move one or more e-mails to another folder.

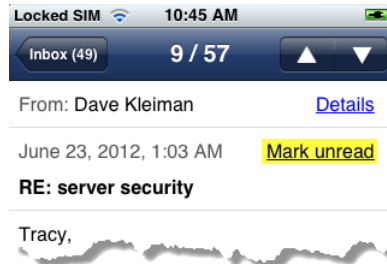
❖ **Moving multiple e-mails**

1. Select the e-mail or e-mails to be moved. See **Selecting multiple items** on page 62 for information about how to select multiple e-mails.
2. Tap the  icon to open the folder selection view (see **Navigating the folder tree** on page 31).
3. Tap the folder to which you want to move the selected e-mails.
4. The e-mails are moved, and the mailbox view of the e-mails' original folder is shown.

Marking e-mails read or unread



When you read an e-mail in the DME client, the e-mail will be marked as read - that is, the e-mail icon is shown as an open envelope instead of a closed envelope. Furthermore, the e-mail will be marked as read in the collaboration system the next time you synchronize. You can mark an e-mail as unread after reading it, for instance in order to remember reading it when you get back to the office, or you can mark unread e-mails as read.

When you read an e-mail, you can tap the link called **Mark unread** next to the received date to mark the current e-mail as unread (or tap **Mark read** to mark the current e-mail as read).



In a mailbox folder, you can apply the actions described below to a number of selected items. See **Selecting multiple items** on page 62 for information about how to select multiple items.


❖ **Marking multiple e-mails read or unread**

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

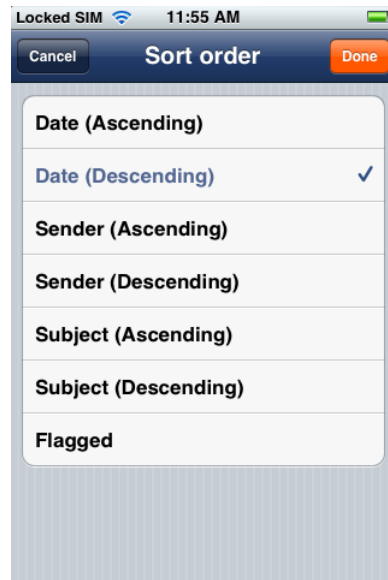
Sorting e-mails

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

❖ **Sorting e-mails**

1. In the mailbox view, tap the sort icon .
- or
2. From the Desktop, tap **Settings > E-mail sync**.
3. Tap **Sort order**.

Whichever way you do it, the following screen is shown:





1. Tap your choice of sort order - ascending or descending by **Date**, **Sender**, **Subject**, or according to the e-mail's **Flagged** status.
2. Tap **Done**.

The default sort order is **Date (Descending)**. The selected sort order applies to all folders.

Toggling flag for e-mails

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.

❖ *Toggling flag for multiple e-mails*

1. Select the e-mail or e-mails whose flag you want to toggle. See **Selecting multiple items** on page 62 for information about how to select multiple e-mails.
2. Tap the  icon to set the flag, or
Tap the  icon to remove the flag.

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

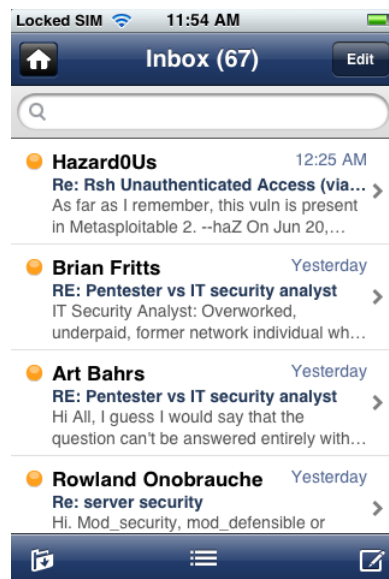
Searching

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

A search can be initiated from the mailbox view, the Calendar view, and Contacts, respectively.

Searching for e-mail

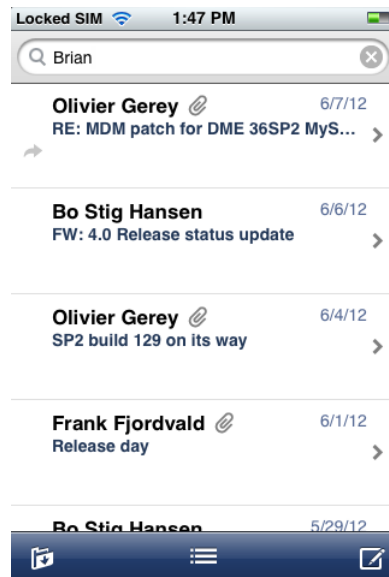
A **Search** field is shown at the top of every mailbox.



If you start typing in the **Search** field, DME will filter the displayed e-mails to match the text you enter. DME searches in all fields of the e-mail.



If you still haven't found the e-mail you were looking for, tap the **Search on server** at the bottom of the filtered e-mail folder. DME will then perform the same search in the same mailbox on the collaboration system, and return the results:



The results returned from the server only contain information about **Sender**, **Date**, and **Subject**. The actual contents of the e-mails are downloaded from the server when you tap to open the e-mail.

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:

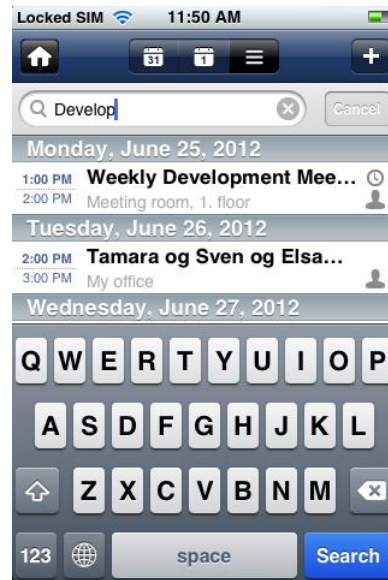
- ❖ If you use Domino, the search for e-mails will be performed in the selected folder only.
- ❖ If you use Exchange, a message will be shown: "Do you wish to include subfolders in your search?" If you answer **Yes**, e-mails in the subfolders of the selected folder will be searched as well.

Searching for calendar items

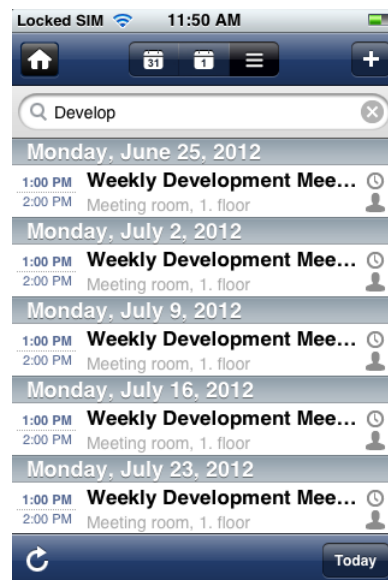
In a similar way to e-mails, you can search for calendar items. You can only search for items that have been synchronized to or created on the client.

To search for calendar items, open the **Event list** view in the Calendar.

Type the text you want to find. Tap **Search** to remove the keyboard.



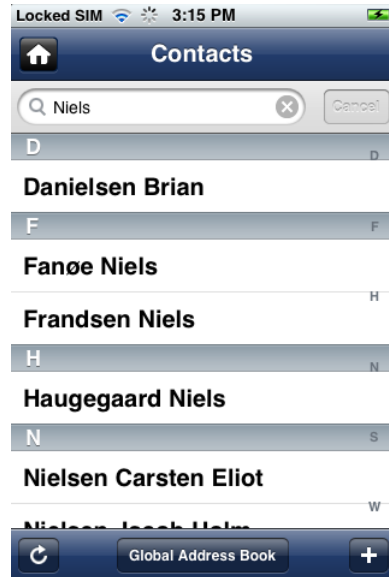
DME shows a list of the meetings that match your search text. All fields in the meetings are used in the search.



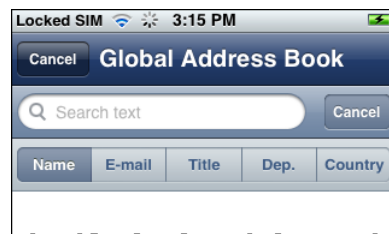
Searching for contacts

In Contacts, you can search for contacts stored locally or in the Global Address Book on the server.

Start typing in the **Search** field. The list of contacts will shrink as you type. Tap the **Search** button in the virtual keyboard to remove the keyboard and show the results, or tap **Cancel** next to the search field to remove the keyboard and show all contacts again.



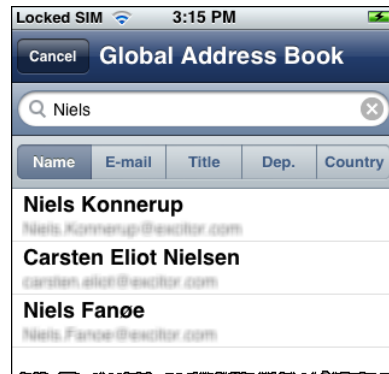
If the contact you are looking for does not exist on your device, tap the **Global Address Book** button.



Enter the text you want to search for. By default, DME will look in the **Name** field of the collaborations system's address book, but you can choose to search in the **E-mail**, **Title**, **Department**, or **Country** fields instead.



Tap **Search**. The results are shown:

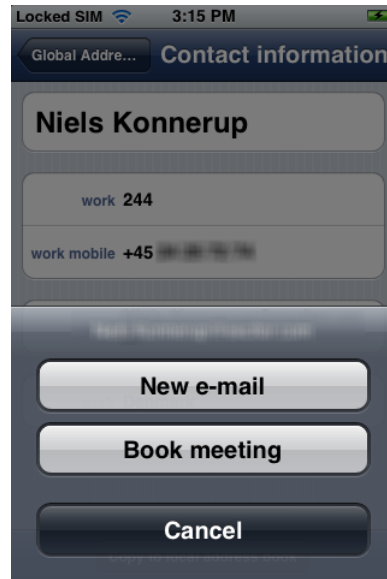


The search results are shown in the style determined by the settings **Sort Order** and **Display Order** in the iOS **Settings > Mail, Contacts, Calendar**. Tap the contact you need:



Tap **Copy to local address book** to store a copy of this contact in your local address book.

Tap the e-mail field to create a new e-mail for the contact or book a new meeting with the contact. See also **Using contacts** on page 95.



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.

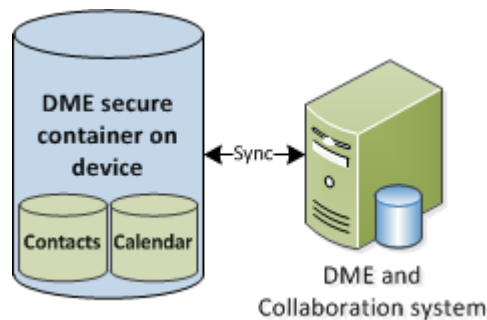
Meetings that you create for yourself (personal appointments) are saved directly in the Calendar. Meetings with other participants are also saved directly in your Calendar, and are sent as invitations to the other participants (and resources) at the next calendar synchronization.

You will receive alarms for calendar events, even when DME is closed.

The DME calendar requires that calendar synchronization is enabled. See **Calendar sync. settings** on page 130.

Interaction with the device Calendar

The primary function of the DME calendar is to keep your business calendar synchronized with the calendar on your collaboration system (Outlook or Lotus Notes), and keep your business appointments stored securely in the *DME secure container* so that nobody else can gain access to them.

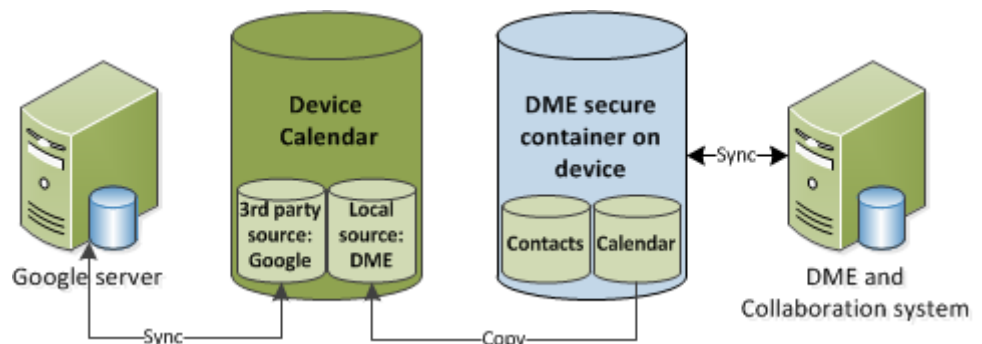


DME keeps the data in the DME client (calendar, contacts, etc.) in sync with the data on the collaboration system.

Your iOS device also comes with a calendar application, aptly named Calendar. This calendar is used for personal appointments, and consists of a *local source* and possibly one or more *third-party sources*. The calendar can be configured to use third-party sources, such as Google Calendar or iCloud, in the device Settings. In your device Calendar app, you can choose which calendar or calendars you want to see, by tapping the **Calendars** button.

Excitor recommends keeping business appointments in the secure DME container, and personal appointments in the device Calendar. This is called **Secure mode**.

However, if you want to be able to view your business appointments without having to log in to DME, you may choose to mix the calendars, so that events from the DME calendar can also be viewed in the device Calendar application.



This is called **Open mode**, and can be selected through an option called **Copy to local** in DME. In this mode, calendar events from DME are *copied* to (not synchronized with) a new calendar in the *local* source of the Calendar app. In the example above, the user is synchronizing personal appointments from his Google Calendar with the device Calendar (as a third-party source). By copying DME events to the local source we make sure that data from DME is not mixed into the user's Google calendar (which may also be shared with others).

Note: For this to work correctly with third-party synchronization services *other than iCloud*, you must ensure that a local calendar source exists before you enable the third-party sync. If it does not exist already, the third-party service will take over the entire calendar, and DME will be unable to create a local calendar. You can prevent this from happening in one of the following ways:

1. Make sure the DME calendar mode is **Open (Copy to local is On)** before you enable third-party sync.

or

2. Manually create a calendar appointment in the device calendar before enabling third-party sync.

Note: *This does not apply if you synchronize with iCloud.* If you do that, be sure to see **Synchronizing calendar with iCloud** on page 76.

In **Open** mode, there are some considerations:

- ❖ DME-related events and appointments must be created, deleted and updated *from DME*. Any modifications in the local DME calendar in the device Calendar app will not be synchronized back to DME. It is one way only - from the secure DME calendar to the device calendar, meaning that:
 - ❖ DME creates the entries in the local DME calendar in the device Calendar app.
 - ❖ DME updates the entries in the device calendar when they are changed in DME.
 - ❖ DME deletes the entries in the device calendar when the synchronization window changes or when they are otherwise removed in DME.

- ❖ If you decide to change to **Secure** mode, any events in the local DME calendar in the device Calendar app are removed. In fact, the entire local DME calendar is removed. Everything is of course still securely stored in the DME calendar.
- ❖ *Creating local calendars programmatically is not supported on iOS 4.* This means that on iOS 4, DME cannot create the required local calendar, and therefore users of devices that have not yet been upgraded to iOS 5 do not have the option to use **Open** mode.
- ❖ If you are *synchronizing your device calendar with iCloud*, the Apple iOS hides all local calendars in the device calendar, for as yet undisclosed reasons. Again, be sure to see **Synchronizing calendar with iCloud** on page 76.

Using another option in DME, called **Show in DME**, you can tell the secure DME calendar to show all entries from the device Calendar in DME. The entries are shown with the colors selected for the entries in the device Calendar app. as shown below.



For information about how to switch calendar modes and set the **Show in DME** option, see **Calendar sync. settings** on page 130.

Synchronizing calendar with iCloud

Special rules apply when you are synchronizing with iCloud. iCloud synchronization does not follow the same rules as other third-party synchronization services do, and the following steps are required if you want to run the Calendar in **Open** mode (**Copy to local**).

❖ **iCloud: Setting up DME Open mode with iCloud**

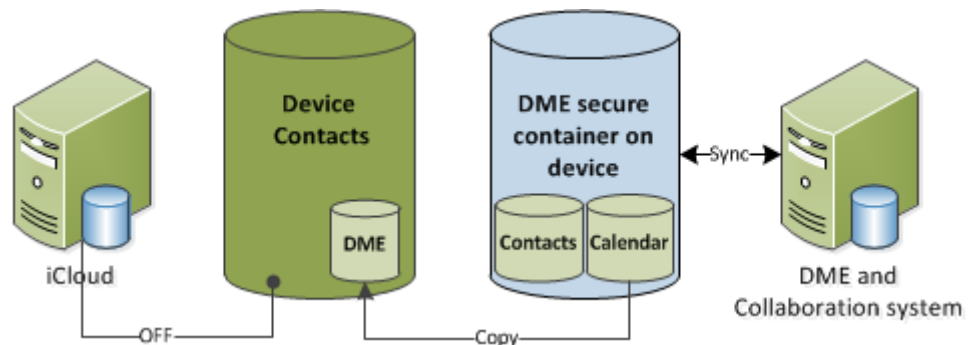
1. Make sure that the DME calendar runs in **Secure** mode (**Copy to local** is **Off**).

2. Enable iCloud calendar sync in your device Settings.
3. Manually create a calendar, and call it **DME**.
4. Set the DME calendar mode to **Open** (**Copy to local** is **On**).

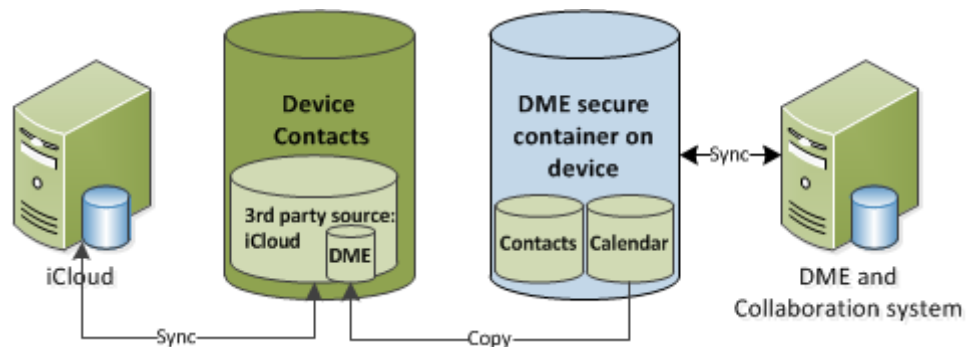
If you do not perform these steps, you risk having what seems to be duplicate calendar entries in your device calendar (and your DME calendar, if **Show in DME** is enabled).

The reason for this is that when iCloud is enabled, it completely takes over any existing local calendar source. This can be illustrated as follows.

The calendar with DME in **Open** mode, and before iCloud is enabled:



What happens when iCloud is enabled:



So the trick is to manually create a calendar in iCloud called **DME**. With iCloud enabled, the device calendar will only show entries from calendars that are controlled by iCloud. However, when you manually create a **DME** calendar in iCloud, iCloud allows the entries stored in the similarly named local calendar source by DME to be shown in the device calendar also.

If you are already experiencing duplicate calendar entries in your DME calendar in **Open** mode, you can do the following to fix it:

❖ **iCloud: Fixing duplicate iCloud calendar entries**

1. In iCloud, delete any **DME** calendar. One or more prompts will warn you that you may lose calendar entries, but confirm the deletion anyway - you will only lose the duplicate entries.
2. In DME, set the DME calendar mode to **Secure** (**Copy to local** is **Off**).

3. Manually create a calendar called **DME** in your iCloud-enabled device calendar.

4. Set the DME calendar mode to **Open** (**Copy to local** is **On**).

Your duplicate entries will be gone.

If you have set up iCloud and DME correctly, and you temporarily disable the iCloud sync, you should do the following.

❖ **iCloud: Disabling and re-enabling iCloud**


1. In DME, set the DME calendar mode to **Secure** (**Copy to local** is **Off**).

2. Re-enable iCloud.

3. Set the DME calendar mode to **Open** (**Copy to local** is **On**).

Since you have already once created the **DME** calendar manually, iCloud will not take over the DME calendar created by DME when you enable **Open** mode, and things are working again.

Calendar views



To view the calendar entries in the DME calendar, tap  from the Desktop. The icon shows today's date.

You can view your calendar entries in three different views. Along the top of each view is a View selector:




Tap to see your appointments in different views:

❖ **Month view:** See an overview of your schedule for one month. This is the default view in portrait mode. Browse to the previous or next month by swiping the month calendar or tapping the left or right arrows shown around the month name and year. *Today's date* is recessed and shown with a gray background. The *week numbers* are shown along the left-hand edge. Dates shown with **boldface** text contain *appointments*. Tap a date to show the appointments for that day. The *currently selected day* is shown with a blue background. Your appointments for the *selected date* are listed beneath the month view.

If an event has an alarm, a small alarm icon  is displayed with the event. If other people have been invited to the meeting, a small participant icon is displayed with the event .

If you have chosen to also show personal calendar events in DME, these events from other calendars in your device Calendar app are


shown in the color defined for the personal calendar to which the event belongs. See **Calendar sync. settings** on page 130 and **Interaction with the device Calendar** on page 74.

Tap  to go to the **Day** view, or *rotate* to landscape mode to go to the **Week** view.

- ❖ **Day view:** See all calendar entries for one day. Browse to the previous or next day by swiping, or by tapping the left or right arrows shown around the day name and date. The events are shown as **Subject (Location)**.


The events shown are color-coded according to their type:

- ❖ **Green:** Personal event (no other participants).
- ❖ **Blue:** Accepted meeting.
- ❖ **Red:** Tentatively accepted meeting.
- ❖ **Gold:** All-day event.
- ❖ **Gray:** If you have chosen to also show personal calendar events in DME, these events from other calendars in your device Calendar app are shown in gray. See **Calendar sync. settings** on page 130.

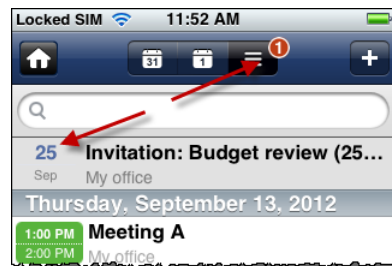
Tap  to go to the **Month** view, or *rotate* to landscape mode to go to the **Week** view.

- ❖ **Week view:** Rotate to landscape mode to go to the **Week** view. Here you see all calendar entries for one week. Browse to the previous or next week by swiping, or tapping the left or right arrows shown around the month name and year. The week number is shown to the far left, above the times.

Rotate to portrait mode to return to the view that was shown before you showed the **Week** view.

- ❖ **Event list view:** Tap  to go to the **Event list** view. This view lists all your events in one screen. In this view, you can search for a particular event. See **Searching for calendar items** on page 69.

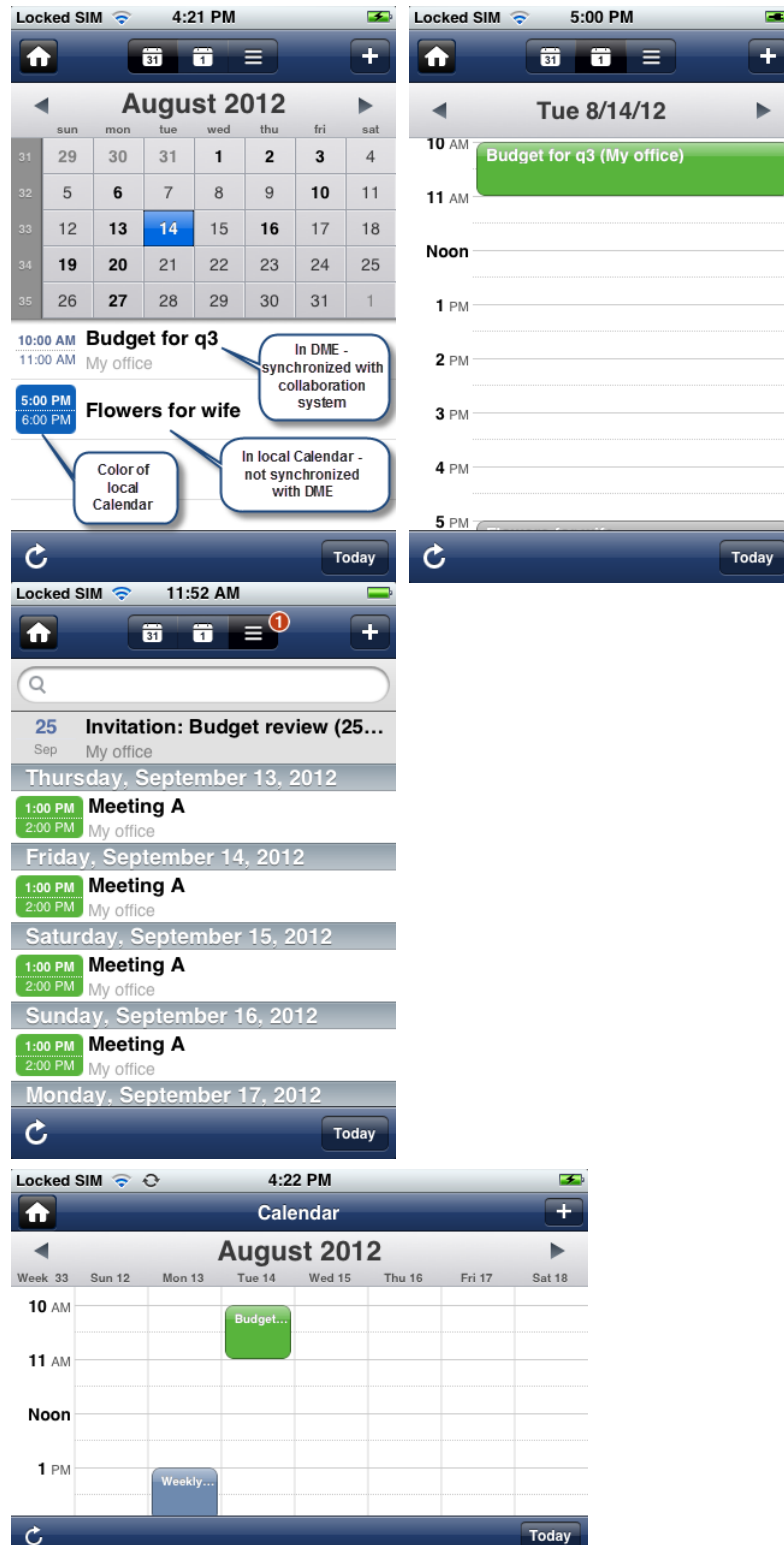
A *badge* on the **Event list** button means that you have received one or more meeting invitations that you have not yet replied to. These meeting invitations are shown at the top of the event list:



Tap an invitation to respond to it, or tap an appointment to view details or edit it.

The calendar shows all the appointments and meetings (collectively known as *events*) from the beginning and till the end of your *calendar synchronization window* (the period within which DME synchronizes your calendar - see **Calendar sync. settings** on page 130).



Examples of the different calendar views are shown below.



Tap the **Home** icon to return to the Desktop, or the **Plus** icon to create a new meeting. See **Booking meetings** on page 87.

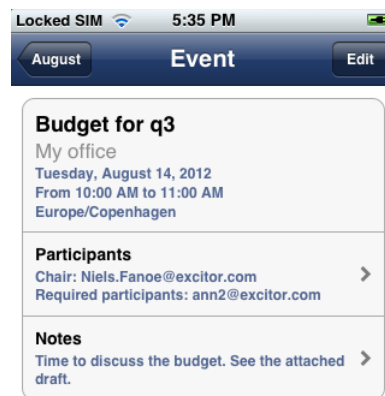
Calendar actions

From each view, you can select the following actions:

- ❖ **Create meeting:** Tap the  button to create a new meeting. The default date set for the new meeting is the currently viewed day. In the **Week view**, the date of the new meeting is set to the date last viewed in one of the other views, or, if you entered the **Week view** directly, the default date is set to the first day within the viewed week. If that date has passed, today's date is suggested as the meeting date. See **Booking meetings** on page 87.
- ❖ **Today:** To go to today's date in any view, tap the **Today** button.
- ❖ **Synchronize:** Perform a manual calendar synchronization by tapping the  button. See **Synchronization manager** on page 14 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.



Tap **[View name]** (**August** in the illustration above) to return to the calendar view.

If you tap the **Participants** or **Notes** field, the field's information opens in a separate view, where any included links are active. For information about the options in the bottom toolbar, see **Responding to meeting invitations** on page 84.

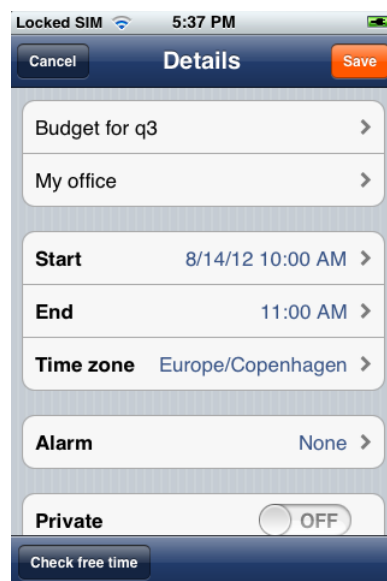
By tapping the **New** button , you create a new e-mail to all participants in the meeting. This can be handy; for instance if you need to send a quick message to everyone in the meeting that you will be half an hour late.

Tap **Edit** to edit details of the event. Your available options depend on whether you organized the meeting in question (you are the chair) or you were invited as a participant.

❖ **Calendar options for the meeting chair (organizer)**

❖ **Change meeting details**

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



Note: The Domino collaboration system permits the use of formatted text and attachments in the meeting description. If the description (the meeting notes) contains attachments, you will not be able to edit the description on the device. If there are no attachments, and you edit the **Description** field on the device, any formatting and any embedded objects in the field will be lost when the calendar event is synchronized back to the collaboration system.

When you are done, you may select **Check free time** in the DME menu to verify that all participants are free at the time in question, if you have changed the meeting time or date (corresponding to a **Reschedule** action). For more information, see **Checking free time** on page 93.


Select **Save** in the top toolbar to save your changes. If you remove a participant from the list of required participants, the

participant receives a meeting cancelation notice, and the meeting will be removed from the calendar of that participant.

If you have rescheduled the meeting (changed the start or end time or date of the meeting), you are given an option to add a comment to explain the change.

❖ **Cancel meeting**

If you want to cancel and delete the meeting, tap the meeting to open it.

Tap . You are given the option to add a comment, which will be sent to all participants. Tap **Cancel meeting** to remove the meeting from the calendar of all participants and send the comment to each participant when you synchronize.



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

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


❖ **Calendar options for meeting participants**


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

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

The toolbar shows three icons used for quick replies:



Accept, **Tentatively accept**, and **Decline**. You can also tap the **Reply**  button in the toolbar to access the options **Propose new time** and **Delegate**. For information about these options, see the next section, **Responding to meeting invitations** on page 84. Note that selecting **Delegate** or **Decline** removes the calendar entry from the calendar immediately.


Tapping  gives you the option to either **Delete** or **Decline** the meeting. In both cases, the calendar entry is removed - but the **Decline** option also sends a cancelation notice to each participant when you synchronize.

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.

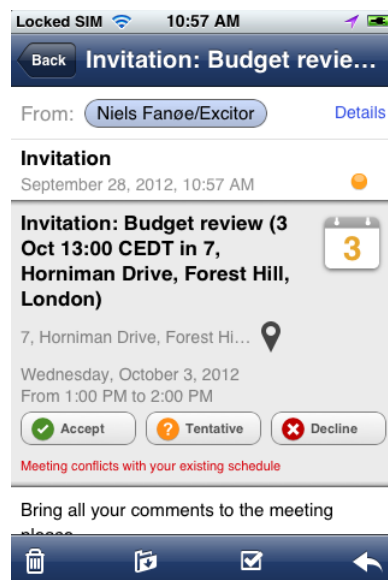
In the DME client, you can find your meeting invitations in two ways: In the **Inbox**, meeting invitations can be recognized by a meeting icon

 - see **E-mail** on page 36 for more information. On the Desktop, you can tell that you have new invitations if the Calendar icons shows a badge. The calendar List view will list meeting invitations to which you have not yet responded (see **Calendar views** on page 78).

A meeting invitation is actually an ordinary e-mail, but with added options. The standard e-mail options of **Reply**, **Forward**, etc. are described elsewhere - see **Responding to an e-mail** on page 52. This section describes those options that are specific to meeting invitations.

❖ Responding to a meeting invitation

1. Open the meeting invitation. You see an overview of the meeting, with subject and time of the meeting, who organized the meeting, who have been invited (participants), and any information about location and resources involved in the meeting.



DME checks your calendar and immediately shows you if the invitation overlaps another meeting in your calendar. If it does, the message "Meeting conflicts with your existing schedule" is shown in red below the option buttons. Tap the Calendar icon in the invitation to open your calendar on the meeting date.

Tap the location icon to open the meeting location in Maps.

2. You can now choose among a number of options. Most of the options are available on all supported collaboration systems, but there may be differences, which are noted below.

Furthermore, the description of the actions pertain to the standard way of inviting to meetings. For instance, in Domino the chair can select options in the meeting invitation in Notes specifying that he or she does not want to receive responses from invitees (participants), wants to prevent counter-proposals, or wants to prevent delegation. Such options are naturally observed by DME, even if they are not mentioned in the descriptions below.

- ❖ **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.
- ❖ **Tentative:** 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.
- ❖ **Decline:** Decline the meeting invitation. Notification of this is sent to the organizer/chair and any other participants.

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

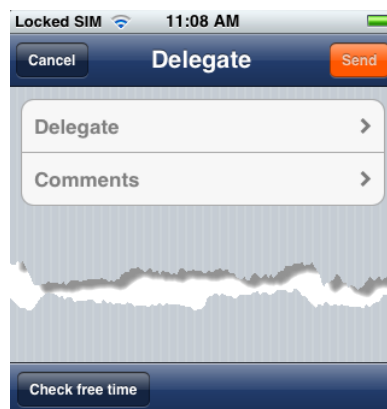
- ❖ **Standard e-mail reply options:** See *Responding to an e-mail* on page 52.
- ❖ **Propose new time:** If you would like to attend, but you are not available at the proposed time, you can propose a new time (also called *countering* the meeting proposal). Selecting this option opens a new screen in which you can select a new time, date, and time zone for the meeting.



When you are done, select **Send** to suggest the new proposed time to the chair. When you send the new proposed time, the meeting chair/organizer will receive an e-mail with the subject **Countered:** and the subject of the meeting.

Please note that once the calendar entry has been accepted, you are not able to change the time zone of the calendar entry if you subsequently edit the calendar entry from your calendar to propose a new time. *Note:* On Exchange 2003 systems, this action is not available for recurring meetings.

- ❖ **Delegate:** If you are unable to attend the meeting, you may want to send someone else in your stead. Choose **Delegate**, and select another user from your local or global address book.



The **Delegate** field functions as other recipient fields, with the ability to choose from the local and global address books and addresses from the **Inbox**. See **Entering recipients** on page 49 for more information.

When you are done, tap **Send** to send the delegation, or **Check free time** to see if the new proposal conflicts with the calendars of any of the required participants. For more information, see **Checking free time** on page 93.

3. When you accept, decline, tentatively accept, propose a new time, or delegate a meeting invitation, you are given the option to add a *comment*. If you enter a comment, it is sent to the organizer/chair. *Note:* On Exchange 2003 systems, not all actions allow you to reply with comments.
4. When you respond to a meeting invitation by using any of the above actions, the e-mail containing the invitation is removed from your **Inbox**, and if you accepted the meeting, your calendar is updated on the collaboration system at the next calendar synchronization.

Apart from these options, you can use the icons along the bottom of the screen to do the following:

- ❖ **Delete** the meeting invitation without responding.
- ❖ **Move** the meeting invitation to another folder. **Note:** the badge indication of new meeting invitations only applies to invitations in the main **Inbox** - if you move the meeting invitation to another folder, the badge will go away even if you have not yet responded to the meeting. See **Moving an e-mail** on page 45.
- ❖ **Mark** the meeting unread/read or **Flag** it - see **Toggling follow-up flag** on page 47.

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.

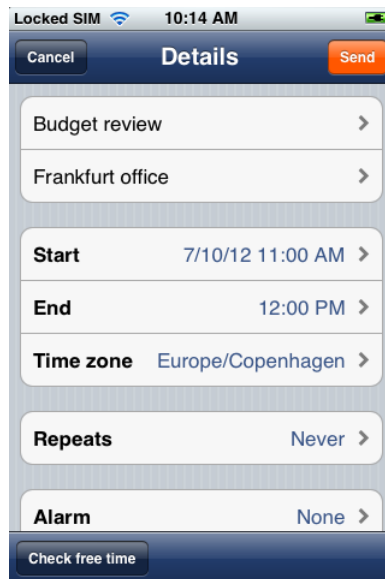
Recurring meetings created on the device are sent to the server as a true series of recurring meetings, not as individual events. If you create a recurring meeting on the device without an end date, the DME server will add an end date automatically. The end date will be five years in the future.

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, tap the **+** button from the Calendar.



2. Enter meeting details: see **Entering meeting details** on page 88.
3. Book a room and resources: see **Rooms and resources** on page 91.
4. Add participants: see **Adding participants** on page 92.
5. Check to see if the calendars of all participants are free at the proposed time: see **Checking free time** on page 93.
6. Add any notes (a description) by tapping the **Notes** field.
7. Add any attachments to the meeting invitation (see **Sending attachments** on page 59).
8. To finalize the creation of the meeting, select **Send** (if you have invited participants) or **Save** (if it is a personal appointment).

DME will prompt you to synchronize immediately. At the synchronization, meeting invitations are sent to the selected participants. The meeting is shown in your calendar whether you choose to synchronize or not.

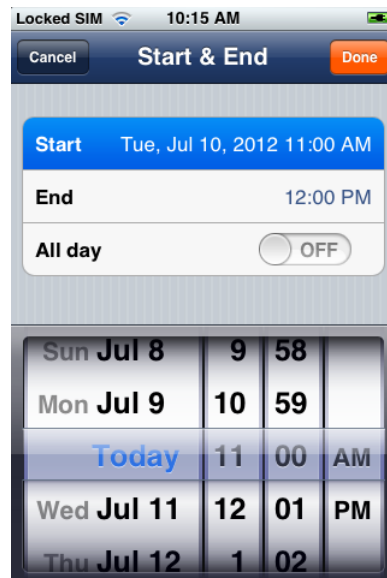
If you tap **Cancel** during the creation of a meeting, you can choose to **Save as draft** or **Discard changes**. Selecting **Save as draft** saves the meeting as a draft in the **Drafts** folder, allowing you to interrupt your work on the meeting proposal for a later time. The **Discard changes**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

Entering meeting details

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

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

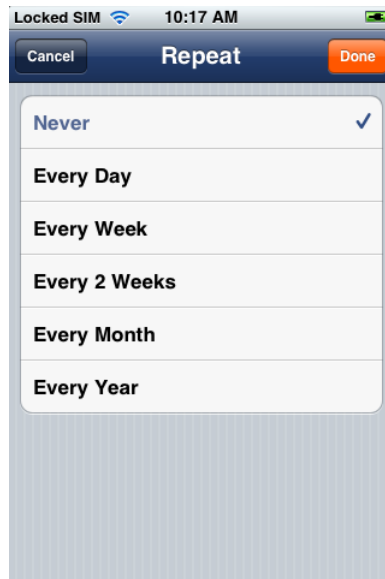
If you set the field **All day** to **On**, the appointment changes to an all-day event, and you can only choose a date.



- ❖ **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.

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

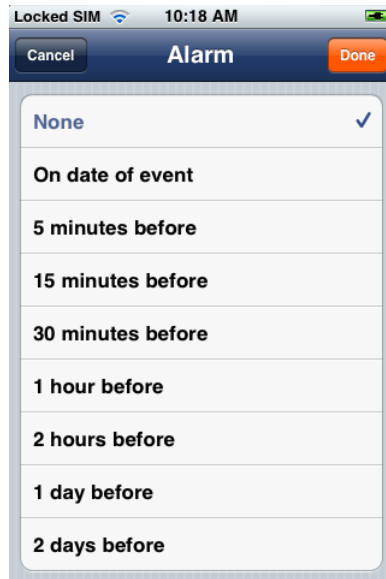


Note that when you create recurring (repeating) meetings, you will not be able to see the individual instances of the meeting on your device until you have synchronized your calendar. This is because the individual entries are actually created by the server, not the client. See **Recurring meetings** on page 87.

When you set a repeat value and tap **Done**, a new field is shown:

End repeat: Here you can set a date for the last meeting in the series of repeated meetings, or you can choose **Repeat forever**. By default, DME sets a date that corresponds to repeating the meeting 5 times. If you choose **Repeat forever**, the server will set an end date 5 years into the future (see also **Recurring meetings** on page 87).

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



- ❖ **Private:** Mark the meeting as private. This means the the meeting details are not visible to other people in the collaboration system when you sync the calendar item, but your time will appear booked.
- ❖ **Notes:** Enter more information about the new appointment, such as an agenda. This will be the body text of the calendar entry.
- ❖ **Attachments:** Here you can select one or more attachments to include in the meeting invitation. See **Sending attachments** on page 59.


Rooms and resources


To book a corporate meeting room or a resource (such as a projector), tap the field **Rooms** or **Resources**. The procedure for booking a room or a resource is identical - in the following, the booking of a room is described.

The first time you open the **Rooms** page, it is quite empty. This is because you must download the available rooms and resources from the collaboration system to your device first. A message asks you if you want to do this now:



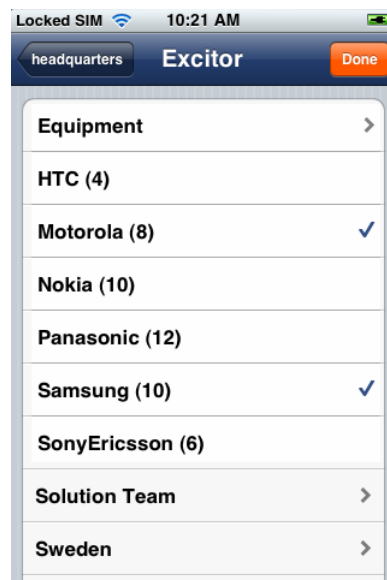
❖ **Downloading rooms and resources**

- ❖ Confirm the initial prompt to download rooms or resources, or tap the  button to retrieve the list of rooms and resources. DME asks you to confirm your action.

You can always refresh the list of resources by tapping the  button.

❖ **Selecting rooms and resources**

1. The list of rooms or resources retrieved from the collaboration system may contain multiple *sites*, and you may need to choose a site before you can see the list of rooms or resources. If your organization only uses one site, the list of rooms or resources is shown directly.
2. Flick up and down in the list of rooms or resources, and tap to mark the rooms or resources you want to book. Note that if the people capacity of the room is entered in the collaboration system, it is also shown in the list.



3. Select **Done**.

The selected rooms or resources are entered into the field in question, and you are returned to the meeting creation form.

Adding participants

To add participants to the meeting, do the following:

1. Tap **Required participants**.
2. In the **To** field, add or select participants as you would for an e-mail. See **E-mail details** on page 48 for more information.
3. Tap **Save** to return to the meeting creation form.

Repeat this process for **Optional participants** and **FYI** participants (also known as CC recipients).

Checking free time

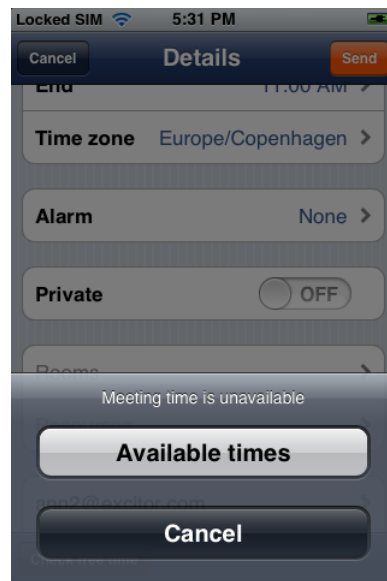
When participants, rooms and resources have been added, you can check if they are available within the specified time frame.

❖ **Checking free time**

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

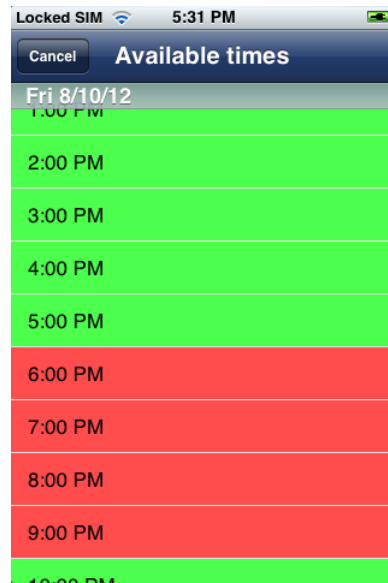
After DME has checked on the server, you will see a message indicating whether all participants and resources are available or unavailable within the selected time frame.

If one or more participant or resource is unavailable, the following options are shown:



2. Tap **Available times** to show alternative time frames
or
Tap **Cancel** to keep the current time frame.

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




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

The meeting details are changed to reflect the update.

Contacts


DME contains a complete, built-in contacts application, which keeps your business contacts synchronized with the personal address book on your collaboration system (Outlook or Lotus Notes). Contacts that are created, deleted, or updated on the device are created, deleted, or updated in Outlook/Notes as well, and vice versa.

Whenever you create an e-mail or book a meeting, you can choose recipients from your local contacts or from the Global Address Book (your company directory). See **Entering recipients** on page 49 for more information.

 See **Initial import and reset** on page 16 for information about special considerations in connection with the initial synchronization or import of contacts from the collaboration system.

The DME contacts requires that contact synchronization is enabled. See **Contacts sync. settings** on page 132.

Using contacts

To view your local contacts, tap  on the Desktop.

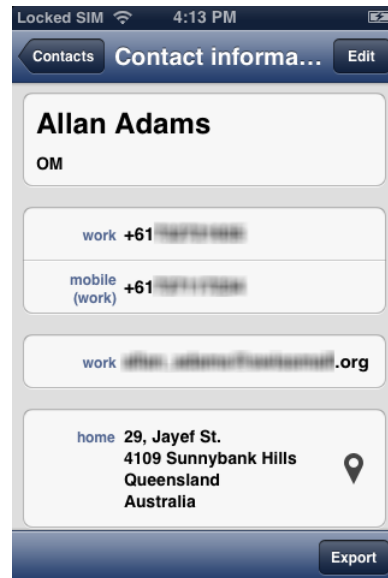
The list of contacts in your DME address book is shown. The contacts are shown in the style determined by the settings **Sort Order** and **Display Order** in the iOS **Settings > Mail, Contacts, Calendar**, where you can for instance choose to sort your contacts by Last name and then First name, but view them with First name first or Last name first.



Flick through the list, or tap the small list of letters to the right to go to a certain letter of the alphabet.

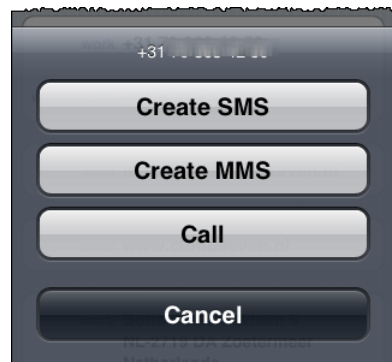
Or start typing in the **Search** field. The list of contacts will shrink as you type. Tap the **Search** button in the virtual keyboard to remove the keyboard and show the results, or tap **Cancel** next to the search field to remove the keyboard and show all contacts again. See also **Searching for contacts** on page 70.

When you find the contact you need, tap it.

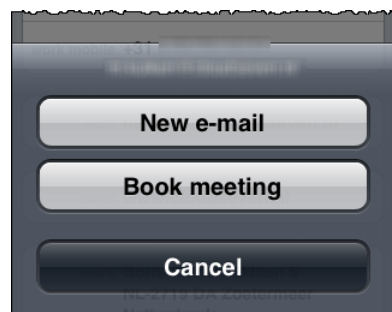


You can now tap any of the fields to use the information in the field:

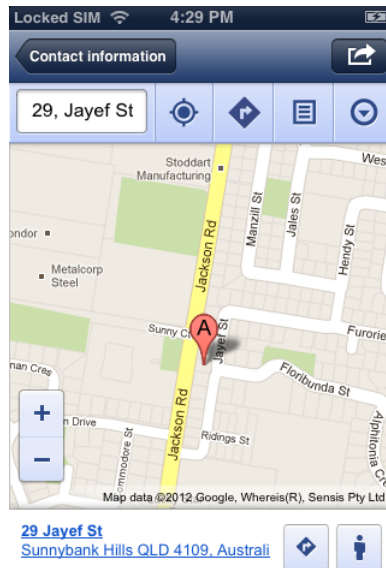
- ❖ Tapping a Phone field lets you create an SMS or MMS message to the contact, or place a call to the contact.



- ❖ 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 an internal web viewer.
- ❖ Tapping an Address field opens the address location in Google Maps.




Finally, you can tap the **Export** button to attach the contact information to a new e-mail. The contact will be attached as a vCard, and the name used as subject in a new e-mail.

Working with 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 tap  in the DME Address Book, or when you tap **Edit** when viewing a contact, DME lets you enter information into the following fields. Those marked with * are shown by default. To see field which is not shown by default, tap **Add field** first to add it.

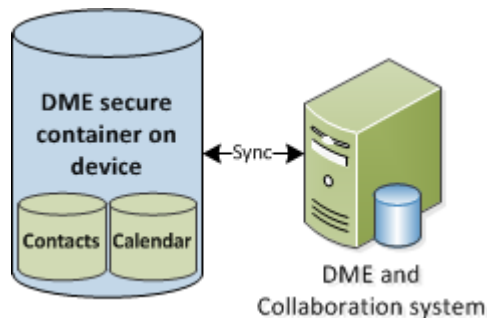
Name:	E-mail:	Dates:
Prefix	work*	birthday
First *	home	anniversary
Middle	other	
Last *	URL:	Other names:
Suffix	work*	spouse
Nickname	home	children
Title	other	assistant
Department	Address:	manager
Company*	work*	Notes:
Phone:	home	note
work*	other	location
home	Street* 1)	categories
other	Zip* 1)	IM 1-3
work mobile	City* 1)	
other mobile	State* 1)	
work fax	Country* 1)	
home fax		
other fax		
assistant		
company		
pager		

1) For each address type.

To delete a contact, swipe the contact left or right in the Contacts list, and tap **Delete**.

Interaction with the device Contacts

DME contains a complete, built-in contacts application. The primary function of the DME Contacts is to keep your business contacts synchronized with the contacts on your collaboration system (Outlook or Lotus Notes), and keep your business contacts stored securely in the *DME secure container* so that nobody else can gain access to them.

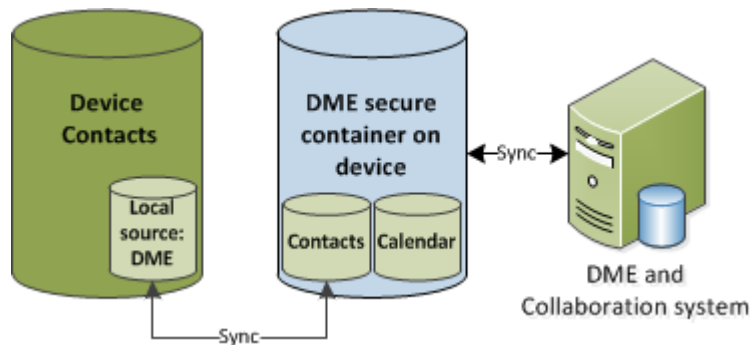


DME keeps the data in the DME client (calendar, contacts, etc.) in sync with the data on the collaboration system.

Your iOS device also includes a contacts application, aptly named Contacts. This app is used for keeping personal contacts, and consists of either a *local source* or one or more *third-party sources*.

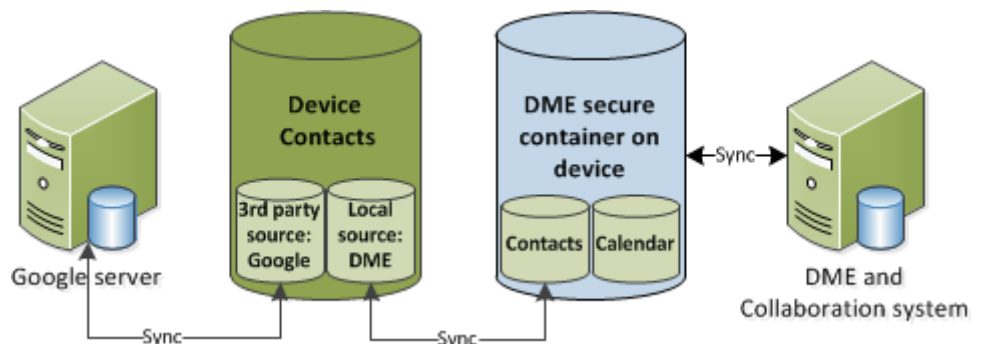
Excitor recommends keeping business contacts in the secure DME container, and personal contacts in the device Contacts. This is called **Secure** mode.

However, if you want to be able to view your business contacts without having to log in to DME, you may choose to allow the contacts from the DME Contacts to be available from the device Contacts application.



This is called **Open** mode, and can be selected through an option called **Sync with local** in DME. In this mode, your DME contacts are copied to a new contacts group named **DME** in the device Contacts app, and are then *kept synchronized* with DME. This means that if you add, delete, or modify a contact in your device Contacts, the change will be synchronized to DME, and ultimately to the collaboration system (and vice versa).

The Contacts app can be configured to use third-party sources, such as Google GMail or Mobile Me, in the device Settings. If you do this, your device Contacts will contain both the **DME** group of contacts and the third-party source:

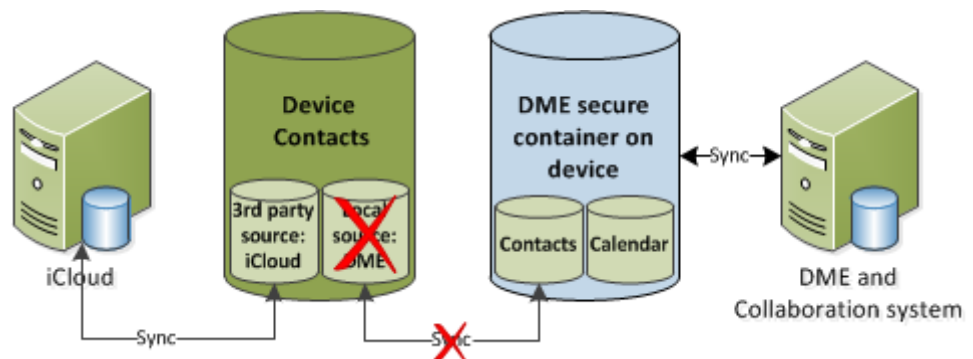


The different groups of contacts will coexist in the device Contacts app, and there is no interaction between them.

Note: For this to work correctly with third-party synchronization services *other than iCloud*, you must ensure that a local contacts source exists before you enable the third-party sync. If it does not exist already, the third-party service will take over the entire contacts store, and DME will be unable to create a local contacts group. You can prevent this from happening in one of the following ways:

1. Make sure the DME contacts mode is **Open (Sync with local is On)** before you enable third-party synchronization.
2. Make sure you have *at least one contact* in your DME contacts (the "local source") - even if you have to create one manually.
3. When you do enable third-party sync, make sure you select the option to **Keep on my device** for the contacts found in the local source (you are asked twice).

Note also that if you choose to synchronize contacts *with iCloud*, the Apple iOS will remove any local contact groups on the device, including the **DME** group of contacts:



So if you want to use iCloud synchronization of contacts with your device Contacts, you cannot use the **Open** contacts mode in DME. This is due to a quirk in the Apple iOS: The Apple iOS API does not allow local sources (such as DME) when iCloud sync is enabled. This has the following consequences:

- ❖ If you are upgrading DME, and you were previously using **Open** mode, and your device Contacts is set up to use iCloud for synchronization, DME will cut off the connection between your local contacts and the contacts in the secure DME Contacts. No contacts will be deleted, but they are no longer managed by DME.
- ❖ If you are using **Open** mode, and then begin synchronizing contacts with iCloud, DME will switch the **Copy to Local** setting off and show the following message, "A 3rd party sync service is configured to use the device address book. DME will no longer integrate with the device address book." Similar to the scenario above, DME then cuts the connection to your local contacts, which are then managed by the iCloud service, and not DME.

For information about how to switch contact modes, see **Contacts sync. settings** on page 132.

Adding contacts from Phone app

If you receive a call from someone, and you want to add the person as a contact, you can do so by tapping **Create New Contact** from the Phone application. However, the default iOS behavior is to add the contact without any group affiliation - meaning that it will be shown in the **All Contacts** group, but not the **DME** group. And since the contact is not in the **DME** group, it will not be synchronized with the collaboration system. To get around this, and add a contact in the **DME** group, you need to do the following:

1. Open the **Phone** app.
2. Tap **Contacts**.
3. Tap **Groups** (top left).
4. Tap the **DME** group.
5. Tap the **+** button to create a new contact, fill in the name of the contact, and save it.
6. Tap **Recents** in the **Phone** app.
7. Tap the blue arrow for the phone number that you want to add as a contact.
8. Tap **Add to Existing Contact**, and choose the contact you created in step 5.

This way you can be certain that the updated contact will be synchronized with DME. If you chose **Create New Contact** in step 8, the contact would not have been created in the DME group.

Creating contacts from links in e-mails within DME naturally adds the contacts to the **DME** group of contacts.

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.

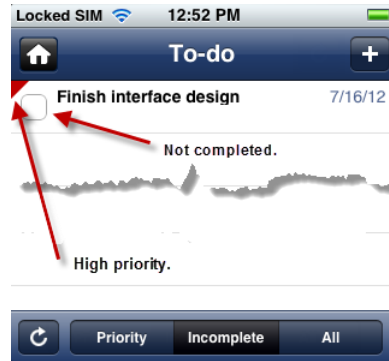
DME not only employs the work/home scheme to make a qualified guess about where to place the mobile phone number, but from all of the following fields, which are of the same type as **Mobile**:

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.

Tapping the **To-do** item in the Desktop opens a list of the to-dos created on the collaboration system or in DME. You can filter the list to show **Incomplete** to-dos only (standard view), to-dos with high **Priority** only, or **All** to-dos.



To delete a to-do, swipe left or right across the to-do, and tap **Delete**.

Tap the  button to perform a manual To-do synchronization.

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 (the *sync window*).

Examples:

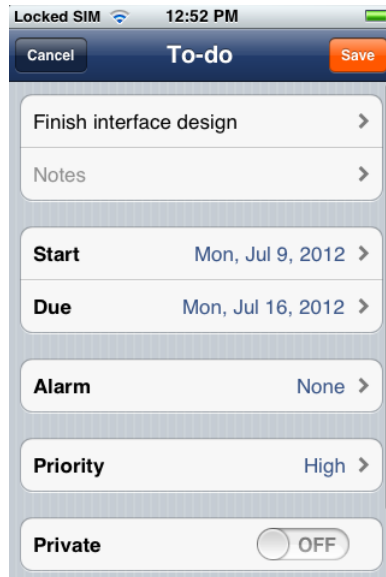
The sync window is set to 10 days in To-do settings, and today is April 15th.

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

Creating and editing to-dos

❖ *Creating a to-do*

1. Tap  from the **Desktop** 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 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. Set the **Completed** status. In the To-do list view, you can choose to only view incomplete to-dos.
4. Tap **Save** to save the to-do in the To-do list.

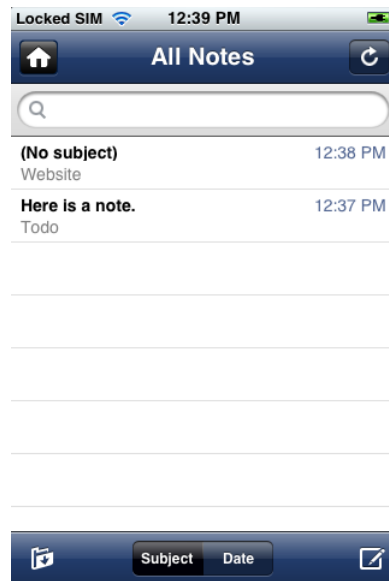
Notes




If your collaboration system is Lotus Domino, you can synchronize notes (formerly called "journals") with your DME client.

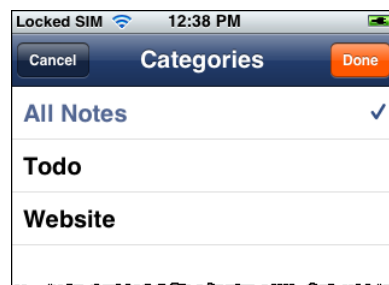
This requires that Notes synchronization is enabled in Settings (see **Notes sync. settings** on page 134).

Tap  on the Desktop to open the **All Notes** screen.





In this screen, you can see all notes that have been synchronized from Lotus Notes to the device or created on the device, in all categories. You can sort the notes by **Subject** or by **Date**.

To view notes of a specific category only, tap the  icon.



Tap a category, and tap **Done**. The list is now filtered to show notes of that category only.

Tap a note to edit it, or tap  to create a new note. While creating the note, you can choose any category for the note, or you can create a new category. You can set a date, and you can add attachments from the device to the note. For information about working with attachments, see **Attachments** on page 41 and **Sending attachments** on page 59.


Tap  to synchronize your notes manually with the collaboration system.

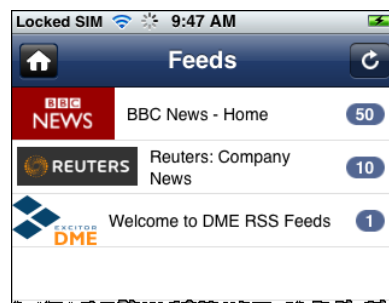
Feeds

With a DME 3.6 (or greater) server, you can get RSS feeds on your client. The feeds are defined by the DME administrator.

An RSS feed is a stream of links to articles or other content from a website that is frequently updated, such as a news site. Another source of an RSS feed could be a sales tools database (a list of new orders or other information from the sales database) or many other things.

The advantage of using DME's RSS feed reader over any other feed reader is that the content of the feeds, which may be sensitive if the feed source is an internal database, is kept within the secure storage space of DME.

To view the feeds that have been set up for you, tap  on the Desktop. A screen such as the following is shown:



Each feed to which you *subscribe* is listed. The number to the right of each feed shows the number of unread *articles* in the feed. You or the administrator can limit the number of articles available on the device at any one time (see **Feed sync. settings** on page 135). A standard feed called **Welcome to DME RSS Feeds** is usually included in the list; this feed tells you more about the DME RSS Feeds functionality.

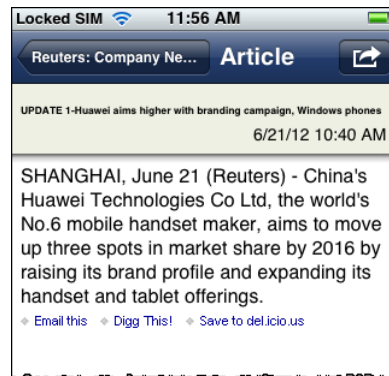
The feeds are updated at regular intervals. The server takes care of sending a notification to DME when this happens. To update the feeds manually, you can tap the **Synchronize** icon at the top right of this screen.

To view the articles of a feed, tap the feed title:



Unread articles are shown in **boldface** font. If you tap the top right checkmark icon, all articles are marked as read, and you are returned to the feed overview screen.

Tap an article to read it:



Most articles are just an excerpt of a larger article, and include a link to the full article. To view the full article in the AppBox secure browser (if enabled) or Safari, tap the top right **Link** icon, and choose **Open Web address**.

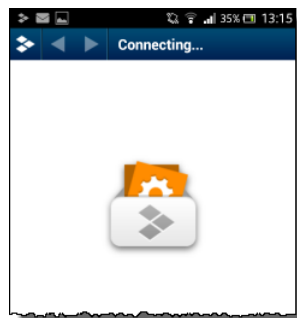
To avoid marking the current article as read, tap the top right **Link** icon, and choose **Mark unread**.

DME AppBox

DME AppBox was introduced in the DME client 4.0 for Apple iOS.

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.

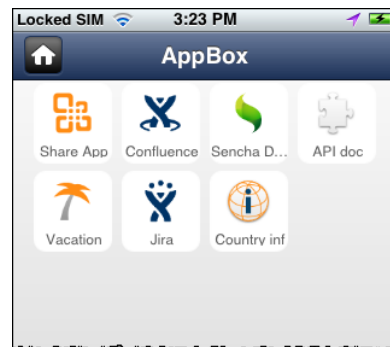
When you tap the AppBox icon, DME will connect to the AppBox server.



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 fullscreen skin" provides a slide-out menu on the left side of the screen. It slides out when you tap the three grey 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 38, the secure browser is also used for opening regular web links in e-mails.

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.

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:

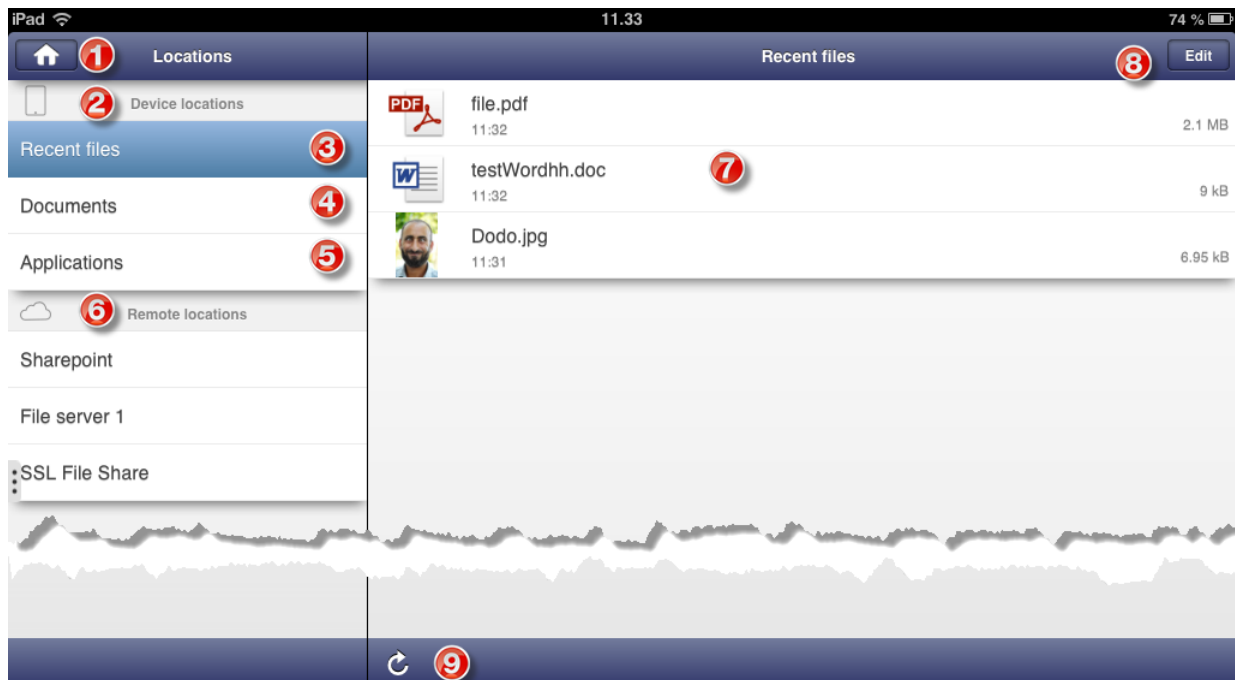
```
C:\Program Files
(x86)\Giritech\gon_5.6.0-19\config\templates
```

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

File browser overview

The following is a quick overview of the File Browser. 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.



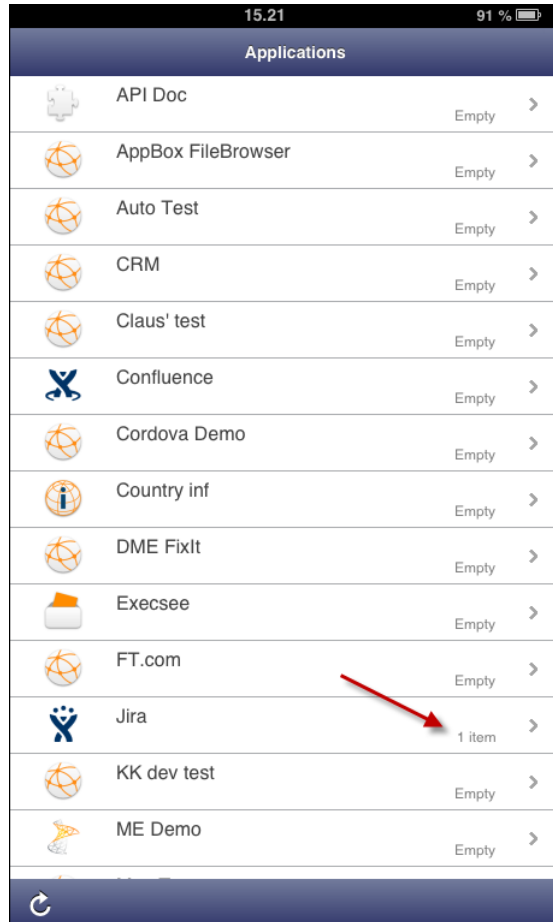
- I. The **Home** button closes the File Browser and shows the AppBox Launchpad again.

2. The **Locations** pane is divided into **Device locations** and **Remote locations**. The **Device locations** comprise the following locations:
3. 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.
4. The **Documents** location is a place where you can store files copied from a remote location or from an application folder.
5. 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 113.
6. The **Remote locations** section of the **Locations** pane consists of the *file shares* defined on the DME server. Your DME Administrator may have defined one or more of such file shares, which point to file servers on your local network. Through these remote locations, you and your coworkers can exchange files and store files that you may need to access when on the road.

Note that this section is only shown if any remote locations have in fact been created.
7. 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 113.
8. Tap the **Edit** button, or long-press a file, to perform operations on one or more files. See **File operations** on page 115.
9. 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.



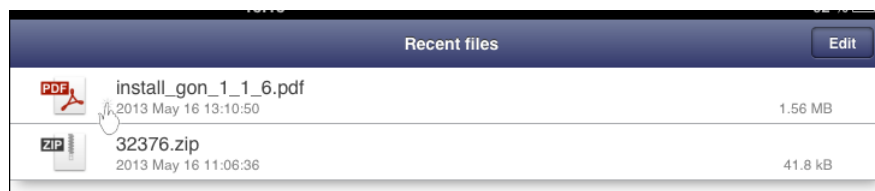
Applications		
API Doc	Empty	>
AppBox FileBrowser	Empty	>
Auto Test	Empty	>
CRM	Empty	>
Claus' test	Empty	>
Confluence	Empty	>
Cordova Demo	Empty	>
Country inf	Empty	>
DME FixIt	Empty	>
Execsee	Empty	>
FT.com	Empty	>
Jira	1 item	>
KK dev test	Empty	>
ME Demo	Empty	>



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 115.

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.

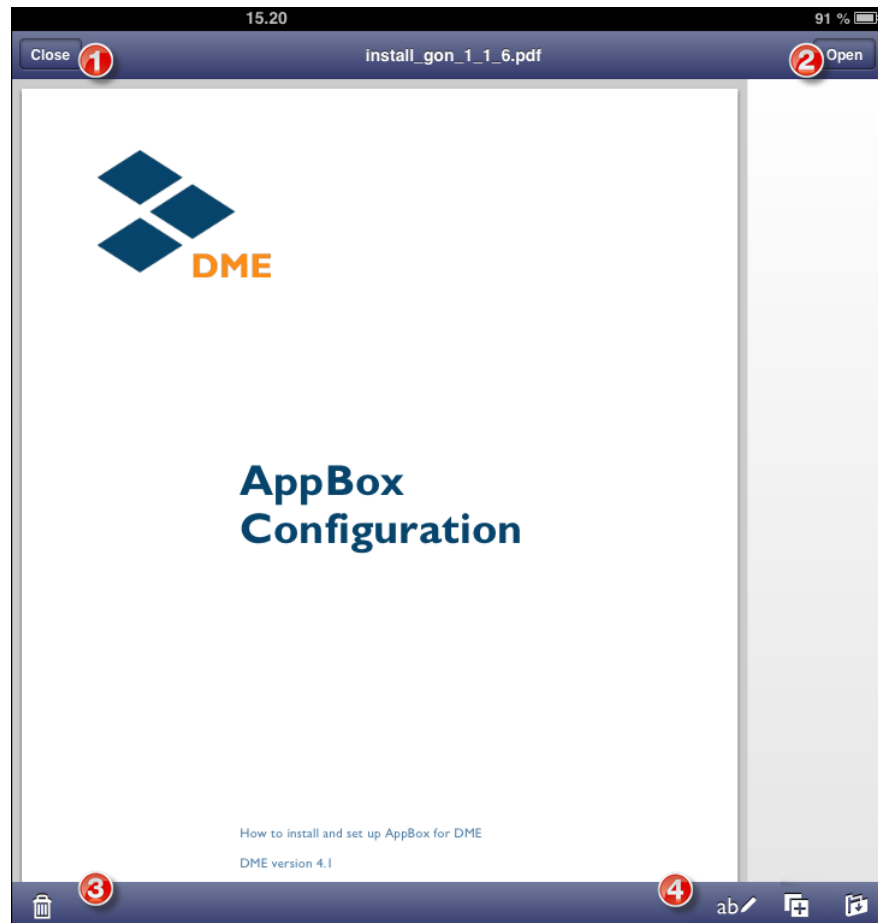
Opening a file

To work with a file shown in the DME File Browser, tap the file in any location.



Recent files			Edit
	install_gon_1_1_6.pdf 2013 May 16 13:10:50	1.56 MB	
	32376.zip 2013 May 16 11:06:36	41.8 kB	

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 choice of application is determined by your operating system. Sometimes you are offered a choice between different apps that can open the file of the current type. In a later version of the DME client for iOS, documents will be opened in DME Editor/Viewer (Picsel), if it is available.

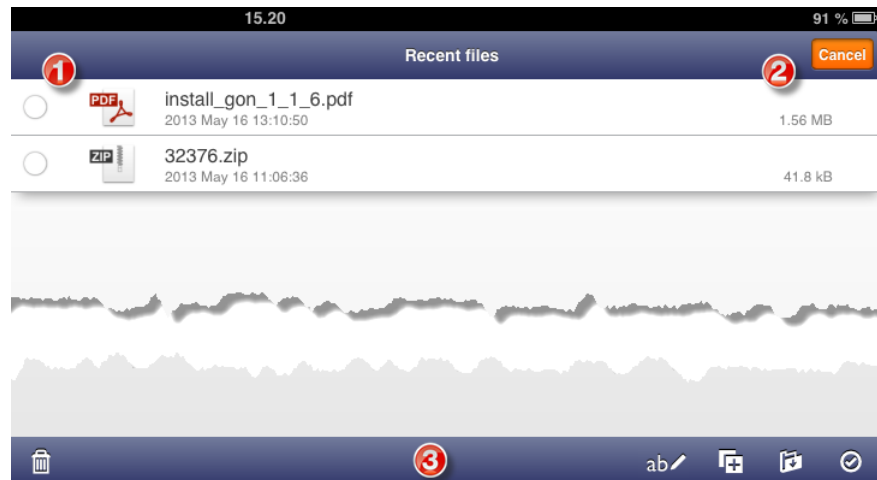
When the file is opened, use the DME AppBox slide-out menu to return to the File Browser when you are done reading it:



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

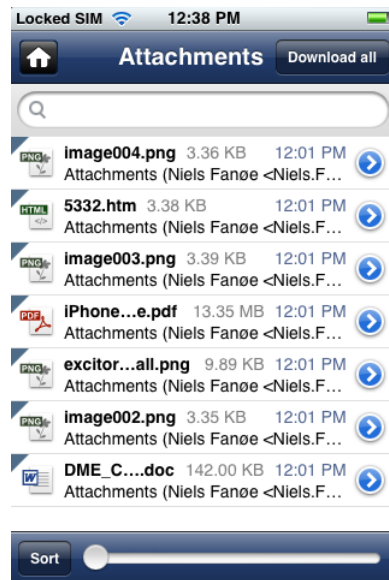
In any file list, you can tap the **Edit** button to perform various operations on one or more files in the list. Alternatively, you can *long-press* a file or folder to enable the **Edit** mode.



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.

Attachments

From the Desktop, you can open the **Attachments** view, which lists all attachments included in any e-mails, meetings, to-dos etc. currently on the device (in all folders). The lists shows if the attachment has been downloaded to the device or not: if the top left corner of the file icon is colored dark, it means that the attachment is only located on the mail system server; if the corner is not colored dark, the attachment has already been downloaded to the device, encrypted, and stored in the secure DME area.



For each attachment, the list shows the filename of the attachment and the subject and date of the item (e-mail, meeting invitation, etc.) in which the attachment is included. The icon shows the file type of the attachment in question (most file types can be recognized, but not all). All this information is searchable - you can filter the list of attachments by typing in the **Search** box above the list.

The file size is also shown if your collaboration system is set up correctly. If you are using Domino or Exchange 2003, the file size is always available, but Exchange 2007/2010 has some issues in this area. The file size is always shown if the attachment has been downloaded.

The slider along the bottom of the view lets you quickly filter the attachments based on their size - if you move the slider toward the right, the smallest attachments are filtered out of the list. This requires that the file sizes are known (see above).

You can also sort the attachments by name, size, and date (default) by tapping the **Sort** button.


Tap an attachment once to download the attachment to the device, or (if already downloaded) tap once to view the attachment in the associated viewer. For each attachment listed, a blue arrow provides a link to the e-mail, meeting, or to-do in which the attachment is included. Tap the blue arrow to open the item in question.



Finally, you can tap the **Download All** button to retrieve all attachments from the server. This is for instance useful if you want to make sure that all your attachments are available during an overseas flight.

The **Attachments** view was introduced in DME for iOS 3.6.2.

See also **Tools** on page 117 for information about deleting attachments from the device.

Tools

Tap  from the Desktop toolbar to access options that apply to DME in general. The options include the following items:

- ❖ **Settings:** Control the look and feel and the operation of your DME client. See **Settings** on page 126.
- ❖ **Reset...:** Refresh the contents of your DME client with a new copy from the server. Care should be taken before importing contacts and calendar items. See **Initial import and reset** on page 16.
- ❖ **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 **Logging in** on page 21 and the next section, and **Setting an unlock pattern** on page 119.
- ❖ **Log:** Displays the event *log*, which is kept by the DME client. The log can be useful in case of support questions, and you can send it as an e-mail by tapping the  icon in the Log view. You can also choose to delete the log by tapping the  icon. See **Further assistance** on page 135.
- ❖ **Delete all attachments:** When you download attachments to the device, the attachments will take up space. To free this space, you have the option to remove downloaded files from the device. The attachments will not be deleted on the mail system, only on the DME client. This action removes all attachments that have been downloaded to the device. Please note that this option is

only shown if any attachments have in fact been downloaded to the device.

- ❖ **Remove client cert.:** If your DME system uses the "client signing" feature for added security, the DME administrator will issue a *client certificate* which is valid for your device only. This means that the device is only given access to the DME system if this certificate is installed on the device. If the administrator needs to issue a new certificate to the device for some reason (for instance if the device is given to another user), then you need to log in to DME (as the previous user), and tap **Tools > Remove client cert.** before the new user is able to connect to the DME system. The DME server will transfer the new certificate on first connect, and the DME client will install it.

If you are unable to log in as the previous user, and the device is unable to connect to DME due to a client signing error, you can enter **FLUSHKEYS** as user name at the Login screen, and tap **Login**. This will clear the old client certificate from the device. When you log in again, you will be able to connect to the DME system and receive the new client certificate.

NOTE: You should only remove the client certificate (using this function or the **FLUSHKEYS** keyword) if instructed to do so by the DME administrator, as the administrator needs to issue a new key to your device when the old client certificate has been removed.

Please note that the **Remove client cert.** option is only shown if the server has sent a certificate to the device.

- ❖ **Lock:** If your device is an iPhone 3GS, iPhone 4, or iPad, and you run iOS 4+, you can choose whether pressing the **Home** button should lock DME (log you out of DME) or hide (minimize) DME without logging you out. If you have chosen **Hide**, you can still log out of DME manually by tapping this option. See **General settings** on page 126.
- ❖ **Out of office:** With this function, you can enable, disable, and modify your Out-of-Office text. See **Out of office** on page 120.
- ❖ **MDM Enrollment:** With this function, you can initiate an Apple MDM Enrollment of your device with the DME Server from the client. See **MDM Enrollment** on page 122.
- ❖ **About DME:** Shows the DME splash screen with the DME logo and information about the version of the DME client you are running.

Setting an 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 (previously known as a *swipe code*). An *unlock pattern* is defined by moving your finger across the screen.

The DME administrator can set a minimum number of tiles you must cover when entering the 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 pattern defined by you may expire after some time. The validity period of the pattern 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 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 swipe, 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.

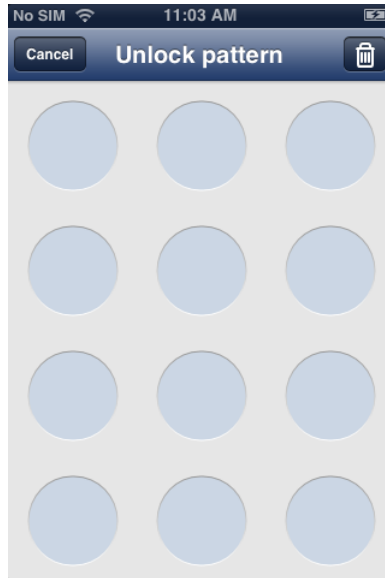
Note that the feature may be disabled entirely by the DME administrator for security reasons.

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 swipe 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. In the Desktop toolbar, tap  > **Set unlock pattern**.
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. Now move your finger vertically, horizontally, and diagonally across any of the 12 *tiles* in the screen. For the pattern to become a valid swipe code, you must cover at least the number of tiles that are defined as the **PIN code/swipe minimum length** by the DME administrator.

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

5. Repeat the swipe 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 swipe 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.

The unlock pattern definition screen closes, and your new 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.

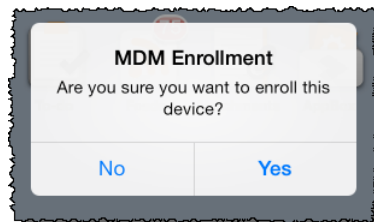
Exchange 2007/2010: DME does not support different reply messages for internal and external recipients. The text from the **Description** field will be used for both types of recipients.

MDM Enrollment

With the **MDM Enrollment** option in the **Tools** menu, you can initiate an Apple MDM Enrollment of your device with the DME Server from the client. MDM gives the DME Administrator the ability to securely configure and update settings, monitor compliance with corporate policies, and remotely wipe or lock your device in case it is lost or stolen.

Please note that the **MDM Enrollment** option will disappear from the menu after you have selected it. So when you select the option, you should complete the enrollment process. If the MDM enrollment process is interrupted along the way, for instance due to the Internet connection being lost, please contact your DME Administrator for information about how you can repeat the enrollment process.

When you select this option, the DME client will first ask you if you are sure you want to enroll the device:



If you tap **Yes**, the DME client will check the Wi-Fi address (also known as the MAC address) of your device. The Wi-Fi address is used as a unique identifier for your MDM-enrolled device on the DME server.

If your device was running iOS7 when you upgraded to DME 4.1.4 (or later), the DME client will not be able to find the address. In this case, you will need to enter the Wi-Fi address yourself. To do so, please follow the guidelines for copying and pasting the Wi-Fi address in the section **DME and iOS7** on page 24.

When the Wi-Fi address has been obtained, the client will perform a full system info sync with the server, and then open Safari at the address `<SERVERPATH>/mdm` (where `<SERVERPATH>` is the path to the DME server, including port). If the DME server has been set up correctly, this link enables the user to complete the enrollment procedure:

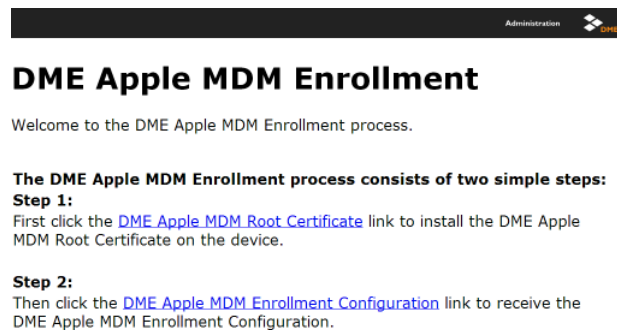
1. Log in to DME. Use the same login credentials as you use for the DME client.



2. Then complete the steps in the following section - see **Installing Apple MDM profile** on page 123.

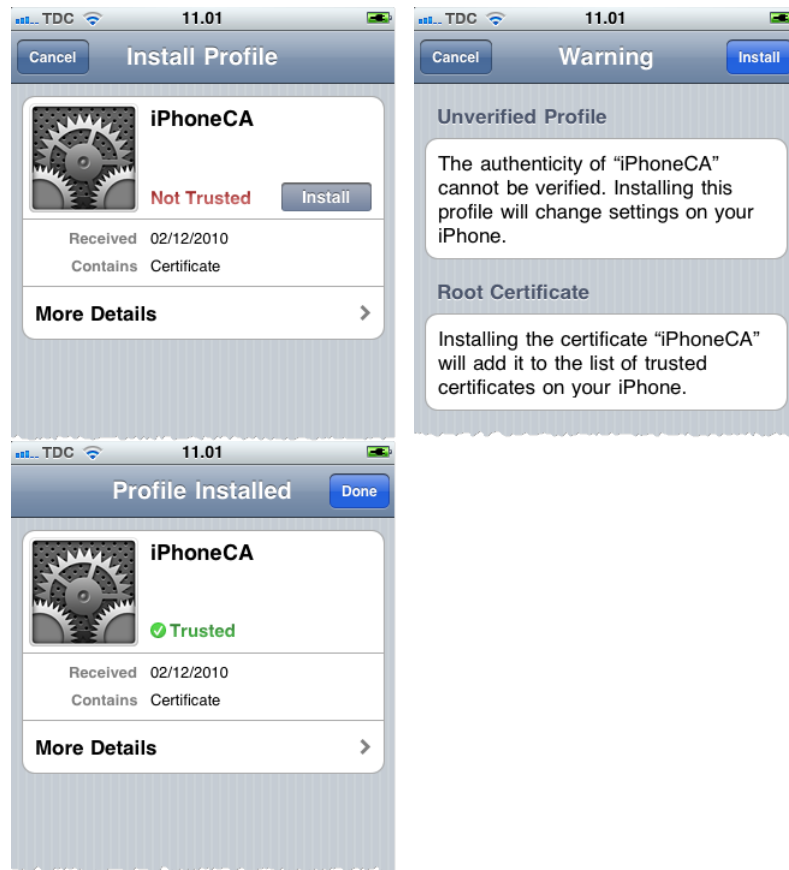
Installing Apple MDM profile

When the user has been directed to the **DME Apple MDM Enrollment** web page, he or she is presented with the following page containing instructions and two links:



1. The user should first tap link no. 1 to install the DME Apple MDM root certificate on the device. This root certificate is self-signed and auto-generated by DME for the purpose of signing any profiles distributed by DME, including the main MDM profile. If the user omits this step, all profiles distributed by DME will be **Unsigned** (but still valid).

After tapping the link, the user should tap the **Install** button and complete the installation.



2. To complete the enrollment, the user must now go back to the **DME Apple MDM Enrollment** web page and tap link no. 2 to install the DME Mobile Device Management profile. This will initiate a SCEP communication session, through which the device receives a certificate generated by the DME Apple MDM server. This certificate establishes the trust between server and device, enabling the silent installation of configuration and provisioning profiles and the execution of MDM actions.

After tapping the link, the user should complete the installation process.

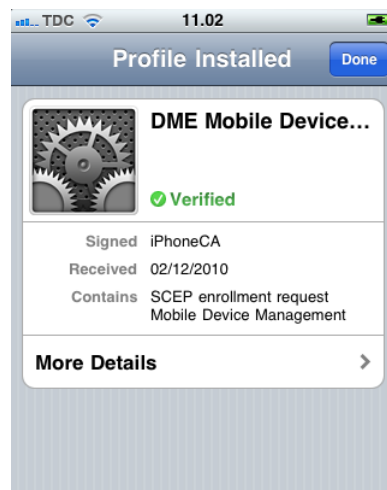
Please note: On some devices, the certificate appears to be *Not trusted* and *Unsigned*. This is due to a quirk in iOS and has no practical importance for the security of DME.



When tapping **Install**, the DME MDM server and the device will communicate using SCEP. It will proceed through the following actions:



Finally, the following screen is shown to indicate that the installation is complete.



Tap **Done**. Profiles can be inspected in **Settings > General > Profiles** on the device.

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

❖ Phone number

Tap to enter the phone number of the device. The DME server needs to know your phone number for sending SMS messages to the device, and for device management purposes. This field is only available if your device has a phone module (that is, not iPod touch and iPad WiFi).

❖ 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 **First-time login** on page 22.

❖ AppBox server path

This setting will usually be locked on the server, and invisible on the client. The field contains a *connection string* used to be able to connect to the G/On AppBox server. The AppBox server is required in order for Web AppBox and the DME secure browser to work on the device. This connection string is automatically entered after your first system information sync.

The connection string should not be changed unless you are specifically asked to do so by the DME system administrator.

❖ Language

Tap to select the language of the DME interface. The language change takes effect immediately. The client currently supports the following languages:

Chinese (simplified), Danish, Dutch, English, French, German, Japanese, Korean, Norwegian, Russian, Spanish, Swedish.

❖ **Home button**

If your device supports multitasking (iPhone 3GS and above, iPad, or iPod 3rd generation and above running iOS 4 or later), you can choose how pressing the **Home** button should affect DME.

- ❖ **Lock:** Pressing the **Home** button locks DME - meaning that you are logged out of DME. When you later tap the DME icon again, you are required to log in.
- ❖ **Hide:** Pressing the **Home** button hides (minimizes) DME, without logging you out. When you later tap the DME icon again, you are not required to log in (unless the amount of time set as **Logout timeout** has passed in the meantime), but you are immediately returned to the screen from which you pressed the **Home** button. In order to log out, you must go to the DME Desktop and tap **Tools > Lock**.

Security settings

❖ **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.

❖ **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.

E-mail sync. settings

❖ E-mail sync.

If you enable this setting, e-mail synchronization is enabled. This setting affects both manual and push synchronization.

If you disable this, e-mails are never synchronized.

❖ Days back

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

❖ Send immediately

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

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

If you select **Send & 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.

❖ Sort order

Tap this option to set the order in which e-mails in your e-mail folders should be sorted. For more information, see **Sorting e-mails** on page 65.

❖ Mark as read when shown in preview pane

This setting applies to iPad only. If you set this to **On**, an e-mail will be marked as read when it has been shown in the Preview pane on your iPad.

❖ Mail alert

Tap this option to select which sound (or no sound) you want hear when you receive a new mail in DME.

❖ **Start**

In this field you can specify the time of day after which you want to start receiving audible e-mail notifications, if this is enabled. Spin the time selection wheels to select a time.



❖ **End**

In this field you can specify the time of day at which you no longer want to receive audible e-mail notifications, if this is enabled.

❖ **Vibrating alert**

If you enable this function, the device vibrator will buzz when you receive an e-mail in DME.

❖ **Signature**

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

Folder sync. settings

❖ **Sync. contents**

In this field you can specify you can choose to enable synchronization of e-mails in subfolders by default. The e-mails are synchronized for the number of days specified in the **Days back** field. You can change the setting for individual e-mail folders (see **Setting folder options** on page 32).

Regardless of this setting, the folder structure as such (without e-mails) is synchronized between the collaboration system and the device. You need the folder structure when choosing where to search for e-mails on the server - see E-mails (on server) 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 screen. Think of this option as an action button - if you tap it, the settings for **Days back** and **Sync. contents** made in this screen will be applied to all folders instantly, regardless of their individual settings. This is a way to apply the default settings selected here to all folders at the same time.

Calendar sync. settings

❖ Calendar sync.

If you select **Enabled**, calendar synchronization is enabled. This setting affects both manual and push synchronization.

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

❖ Days back

Items from the last number of days selected here will be synchronized and be available on the device. To select the number of days, spin the wheels. If you select **Months** in the right-hand wheel, the Days counter is increased by a factor of 30. If you select **Years**, the Days counter is increased by a factor of 365.



❖ **Days forward**

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

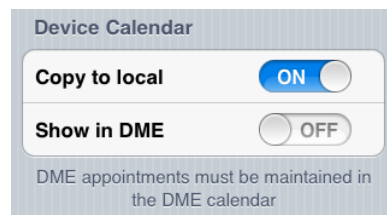
❖ **Alarm sound**

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

❖ **Sound**

If the field **Alarm sound** above is **ON**, you can choose which sound to play when a calendar alarm goes off. You can choose between **Reminder** and the standard Apple **OS Alert**.

❖ **Device Calendar**



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

- ❖ **Copy to local - On:** This is also called **Open** mode. DME creates a calendar called **DME** in the local source of the device calendar, and shows calendar entries from DME in that local calendar. The entries from DME are copied (*one-way sync.*) to the device calendar, and you can then view your calendar entries without having to log in to DME.

When you use this mode, appointments in the local **DME** calendar in the device Calendar app must be created/updated/deleted from within the secure DME calendar in order for the changes to be reflected in the collaboration system.

DME shows a message telling you what is about to happen when you use this mode, stating the number of calendar entries that will be copied to your local calendar. Tap **Copy** to start the copying process, or **Cancel** to cancel.

Please note: **Open** mode is not supported on iOS4 devices.

Note also that if iCloud calendar synchronization is enabled in your device calendar, your DME appointments will *not* be visible in the device calendar. This is because Apple iOS hides all local calendars when you enable iCloud calendar synchronization for some reason.

- ❖ **Copy to local - Off:** This is also called **Secure** mode. There is no interaction between DME and the device calendar - your business appointments are kept secured by DME. When you switch to **Secure** mode, the local DME calendar is removed.

When you change this setting to **On**, a message explaining what is going to happen will be shown. When you switch to **Off**, the change takes effect immediately.

- ❖ **Show in DME - On:** Events from the device calendar will be shown in the DME calendar also, in the colors defined for the device calendars in the device Calendar app to set them apart from regular DME events from the collaboration system. You can even tap them and edit them from within the DME calendar, but when you do so, you are actually using the underlying Apple Calendar, not DME.

See *Interaction with the device Calendar* on page 74 for important information about and a more in-depth explanation of the implications of **Open** and **Secure** mode.

Contacts sync. settings

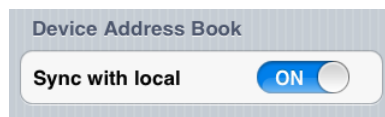
❖ **Contacts sync.**

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

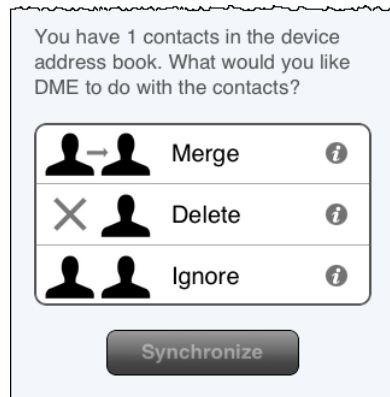
❖ **Device Address Book**

With the setting in this field you can choose how DME should interact with the native address book on your device - the *Contacts* application. As of version 3.5.4 of the client, DME contains an internal address book - the *DME Contacts*. You can choose to keep your business contacts in the DME Contacts and your private contacts in the native *Contacts* application - for reasons of security, work/life balance, or both. This is determined with the following setting:



- ❖ **Sync with local - On:** This is also called **Open** mode. Contacts from DME are shown in a separate group called **DME** in the device *Contacts* application. Contacts in this group are kept synchronized with the DME Contacts insofar as the native contacts application supports the DME address book fields.

When you select this option, DME shows a message describing how many contacts will be copied from the secure DME contacts to the device contacts. Furthermore, you are prompted to decide what you want to do with any contacts that already exist in your device Contacts: **Merge**, **Delete**, or **Ignore**.



Merge: DME will *import* the contacts in the device address book and *merge* them with the DME contacts in the **DME** group of the device contacts. This might create duplicate entries. Use this option if you have previously had DME manage your device contacts, or if you would like DME to do so from now on.

Delete: DME will *delete* the contacts in the device address book. Use this option to clean up old contacts from your device address book before exporting DME contacts to it.

Ignore: DME will *ignore* the contacts in the device address book, and simply create a new **DME** group. The contacts will co-exist. Use this option if you wish to keep your private contacts, but also have your DME contacts in the device address book.

Tap the info icon to view the above information about each option.

Tap one of the three options, and tap **Synchronize** to carry out the switch to **Open** mode.

Note that if you synchronize your device address book *using iCloud*, the **Sync with Local** option can only be **Off**. This is because the Apple iOS does not permit DME to create a local group in the device address book when iCloud is enabled. We hope that this will change in the future.

When you use this mode, you can access your business contacts without having to log in to DME. Or, to put it in another way, your contacts are no longer secured by DME.

- ❖ **Sync with local - Off:** This is also called **Secure** mode. There is no interaction - contacts in the DME Contacts and in the device Address Book are kept completely separate. This lets you keep your business contacts in sync with your collaboration system securely in DME. Note that when you select this option, DME will delete any contacts in the **DME** group of the Contacts application immediately.

See *Interaction with the device Contacts* on page 98 for more information.

To-do sync. settings

- ❖ **To-do sync.**

If you select **On**, to-do item synchronization is enabled.

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

- ❖ **Days back**

When to-dos are synchronized, items from the selected number of days back in time will be synchronized and available in the device. See **To-do** on page 102 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.

Notes sync. settings

- ❖ **Notes sync.**

If your collaboration system is Lotus Domino, you are able to synchronize notes (journals) from your Lotus Notes when you **enable** this option.

If you **disable** this option, notes are never synchronized.

- ❖ **Days back**

When notes are synchronized, items from the selected number of days back in time will be synchronized and available in the device. See **Notes** on page 104 for more information.

- ❖ **Days forward**

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

Feed sync. settings

❖ **Feed sync.**

Feed sync. must be **enabled** if you want to use the built-in DME newsfeed reader. For more information, see **Feeds** on page 106.

❖ **Max. articles in feed**

This setting determines how many articles DME is permitted to download per feed. Options are **Unlimited**, **50**, or **100**.

Further assistance

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

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

❖ **Supplying support information**

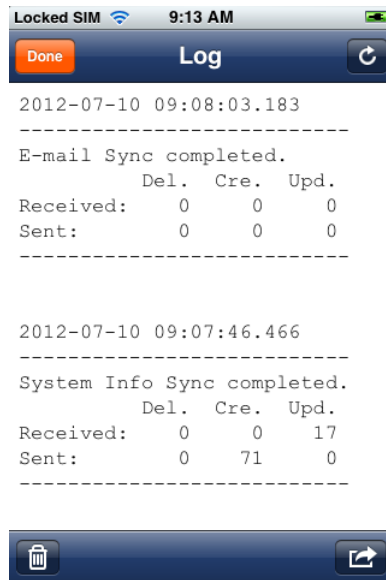
To find the version number of your DME client:


1. From the DME Desktop, tap **Tools > About DME**.



DME keeps a log of the events that take place in the client. Your Helpdesk may ask for this. Do the following:

1. From the DME Desktop, tap **Tools > Log**.



2. Tap **Export log**  to add the log text as an attachment to a new e-mail.
3. Send the log to Helpdesk.

Note that the DME administrator may also retrieve the log from the DME Server interface.

List of procedures

❖ Logging in to DME for the first time	23
❖ Uninstalling the DME client for iOS	26
❖ Opening an attachment	41
❖ Editing and printing attachments	44
❖ Removing all attachments from the device	45
❖ Moving an e-mail	46
❖ Deleting an e-mail	46
❖ Viewing e-mail details	46
❖ Toggling flag for an e-mail	47
❖ Creating and sending an e-mail	47
❖ Editing or removing recipients	50
❖ Setting message options	51
❖ Saving an e-mail as a draft	51
❖ Replying to an e-mail	52
❖ Forwarding an e-mail	52
❖ Converting e-mail to meeting	53
❖ Creating new documents	56
❖ Editing documents	58
❖ Sending attachments in original e-mails and replies	59
❖ Sending attachments in e-mails you are responding to	61
❖ Adding attachments to meeting invitations	62
❖ Adding attachments to notes/journals	62
❖ Deleting an e-mail from the mailbox view	63
❖ Deleting multiple e-mails	64
❖ Moving multiple e-mails	64
❖ Marking multiple e-mails read or unread	65
❖ Sorting e-mails	65
❖ Toggling flag for multiple e-mails	66
❖ iCloud: Setting up DME Open mode with iCloud	76
❖ iCloud: Fixing duplicate iCloud calendar entries	77
❖ iCloud: Disabling and re-enabling iCloud	78
❖ Calendar options for the meeting chair (organizer)	82
❖ Calendar options for meeting participants	83

❖ Responding to a meeting invitation	84
❖ Creating a new meeting	88
❖ Downloading rooms and resources	92
❖ Selecting rooms and resources	92
❖ Checking free time	93
❖ Creating a to-do	104
❖ Substituting password for unlock pattern	120
❖ Supplying support information	135

