

# GO!NotifyLink Android Solution

User Guide

GO!NotifyLink ActiveSync Solution for Android (Native)



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# Introduction

## What's in this document

This document provides instructions for creating your *GO!NotifyLink* account on an Android device operating with the ActiveSync protocol native to the device.

Please note that the processes documented and the screen shots included in this guide may vary from device to device. Information in this guide is representative of what is generally functional for your *GO!NotifyLink* account using an Android device with its native ActiveSync protocol.

You can also refer to the device comparison [chart](#) to learn which *GO!NotifyLink* IT policies are supported and which are not supported when using the *GO!NotifyLink for Android (Native)* Solution.

## Requirements

- You must have a user account on *GO!NotifyLink Enterprise Server v4.7.x*.
- It is recommended that you use one of the Android device models listed on our portal page. Other Android models may work, however, those listed were tested and verified to work.  
See the list at: <http://gonotifylink.globopl.com/AndroidNative.asp>
- Supported Android Operating System version: 2.0–2.1, 2.2.x, 2.3–2.3.7, 3.0–3.2, 4.0–4.4, 5.0–5.1  
**Check your OS:** From the device Home screen, tap **Settings** > **About Phone:** **Firmware version**

# Account Setup Instructions

## Setup Your GO!NotifyLink Account on the Device

Since the *GO!NotifyLink* server has the ability to communicate via the Microsoft ActiveSync protocol, you use the Exchange ActiveSync account setup procedure on the device to create your *GO!NotifyLink* account. Though field descriptions may be labeled “Exchange,” keep in mind that you will always enter credentials associated with your *GO!NotifyLink* account.

### Before you Begin:

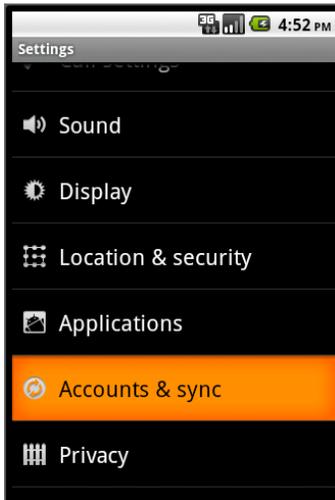
- **Verify that folders are selected for mail synchronization.** Access the GO!NotifyLink Client Web to check whether the *Drafts* and *Sent Items* folders are selected for processing. Not having these folders selected may cause the mailbox to crash when opening messages. GroupWise users may also need to *create* a Drafts folder. See [Knowledge Base article](#) for instructions on selecting folders.
- **Obtain your Authentication Password.** During the account setup process, the software will prompt for “Password.” This is **not** your mail password, but **the Authentication Password assigned to you by your GO!NotifyLink administrator.** Consult your administrator for this password or log into the *GO!NotifyLink Client Web* and select, **General > Device**, to view the stored password. See [Accessing the GO!NotifyLink Client Web](#).

### Gather the following information

Please note that the instructions documented and the screen shots included in this section and throughout this guide may vary by device model. The following information is what is required to setup your *GO!NotifyLink* account, although the order in which you enter the information may vary across devices.

Gather the following information prior to setting up your *GO!NotifyLink* account on your device. You may need to consult your *GO!NotifyLink* administrator for the mail server name and authentication password.

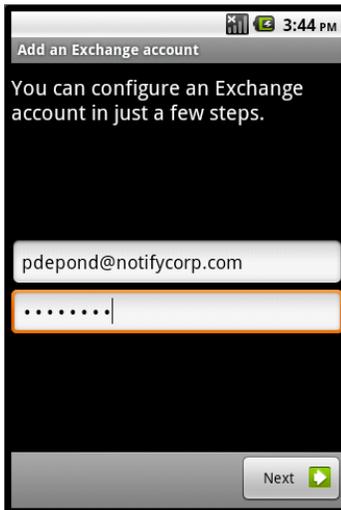
When you are prompted for:	Enter:
<b>Server</b>	The external address or domain name of the <i>GO!NotifyLink</i> server. (It is best to use a domain name, as opposed to an IP address.)
<b>Domain</b>	Nothing. Leave the domain blank or enter ‘Notify’ if an entry is required.
<b>Email address</b>	Your email address on the groupware server.
<b>Username</b>	Your full email address.
<b>Authentication Password</b>	A password generated from the <i>GO!NotifyLink Enterprise Server</i> identifying you as an authorized <i>GO!NotifyLink</i> user. Consult your <i>GO!NotifyLink</i> administrator for this password.



From the Android Home screen, select **Settings > Accounts & sync (or Accounts)**.

Tap the **Add account** button.

At the prompt to specify the type of account you want to set up, select **Corporate**.



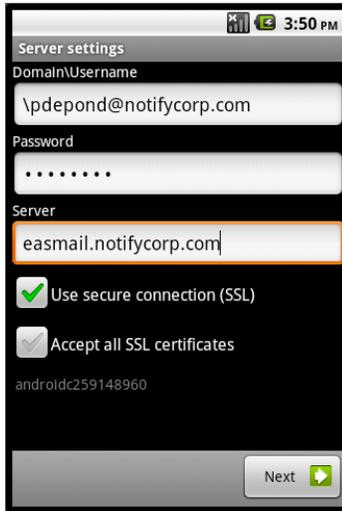
### Step 1:

Begin configuring your account by entering the following information (*some device models do not require this step*):

**Email Address** – Enter your email address.

**Password** – Enter the **GO!NotifyLink Authentication Password** given to you by your administrator.

Tap **Next** to continue.



## Step 2:

The fields on the *Server settings* screen may be pre-populated with information obtained from the credentials you entered in the previous screen. Enter or edit the following:

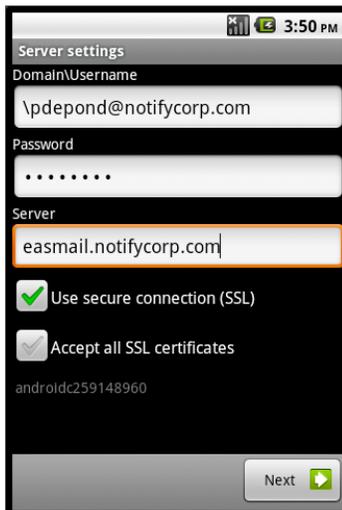
**Domain** – Leave the domain blank or enter 'Notify' if an entry is required.

**Username** – Enter your full Email address for the Username

**Password** – Enter the *GO!NotifyLink Authentication Password* given to you by your administrator.

**Server** – Enter the address of the *GO!NotifyLink* server

**GO!NotifyLink On Demand users**, enter the server address noted in your welcome letter.



## Step 3:

If your server uses SSL encryption, check the box beside **Use secure connection (SSL)**.

**Note:** An SSL certificate must be installed on your web server in order for you to use SSL. Check with your administrator to determine if this feature is available to you. *GO!NotifyLink On Demand* users should check the box, as SSL certificates *are* installed on all on demand servers.

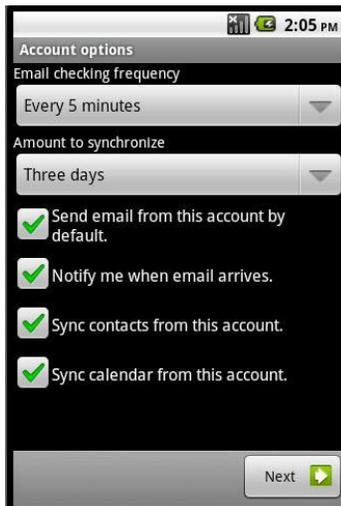
Note: If the option, **Accept all SSL certificates** is displayed, leave it disabled unless your administrator instructs you to enable it.

Tap **Next**.



## Step 4:

Accept any security prompt that references *GO!NotifyLink* or the *GO!NotifyLink* server.



## Step 5:

The **Account options** screen appears.

Make the account preference selections. *Please note that the options will vary by device model.*

**Email checking frequency** – choose direct push or a scheduled push option

- Automatic (Push) – *the direct push setting*
- Every 5, 10, 15, or 30 minutes – *scheduled push options*
- Every hour – *scheduled push options*

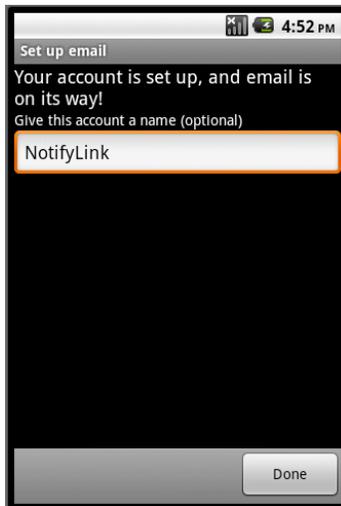
For **Amount to synchronize** – This is the number of days a message will be available on the device. This serves as message cleanup tool that manages email quantity on the device.

- 1 or 3 days
- 1 or 2 weeks
- 1 month

Check the appropriate boxes:

- **Send email from this account by default**  
Check this to make your *GO!NotifyLink* email account the default email account from which you send messages.
- **Notify me when email arrives**  
Check this to receive a notification in the device status bar when mail arrives.
- **Sync contacts from this account**  
Check this to synchronize contacts
- **Sync calendar from this account**  
Check this to synchronize calendar events.

Tap **Next**.



## Step 6:

You can give the account a name if you wish or skip it and tap **Done**.

You will see your account listed on the **Accounts and sync settings (Accounts)** screen or an account activation screen *may* appear.



## Step 7:

At the activation screen, tap **Activate** to complete your account setup.

Note that existing data on the device will be selected and replaced with email and PIM retrieved from the server.

Go to the [Settings](#) section to learn about selecting preferences and configuring your account.

# Account Maintenance

If you are moving your *GO!NotifyLink for Android* account to a different Android device, you will need to.

- Remove your account from the old device
- *Clear Registration* on the *GO!NotifyLink Client Web*
- Set up your *GO!NotifyLink* account on the new device

## Removing Your Account from the Device

1. From the Android Home screen, select **Settings > Accounts & sync**.
2. Select your *GO!NotifyLink* account and tap the **Remove account** button.

## Clear Registration on the *GO!NotifyLink Client Web*

Before you recreate your account on a different device, go to the *GO!NotifyLink Client Web* and ‘*Clear Registration*.’

1. Log in to the *GO!NotifyLink Client Web* ([login instructions](#)) and select **General > Device**.
2. Click the **Clear Registration** button.
3. Proceed with recreating your account.

# Settings

## Device IT Policy Comparison Chart

Link to this [chart](#) to learn which *GO!NotifyLink* IT policies are supported and which are not supported when using the *GO!NotifyLink Android* Solution.

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## Synchronization Settings

### Synchronizing Items from the Server to the Device

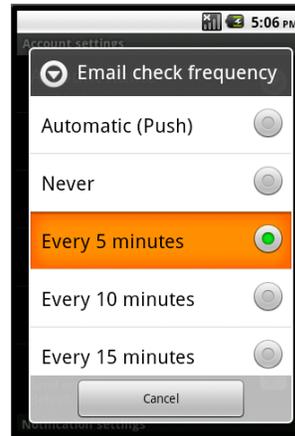
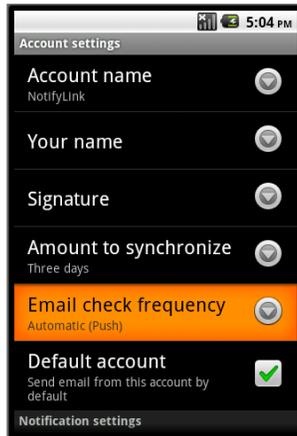
**Direct Push vs. Scheduled Push.** When you setup an Exchange ActiveSync account, the default synchronization mode may be **Direct Push**. With *Direct Push*, the device maintains an open connection so that information is delivered to the device as it becomes available. The setting for *Direct Push* on the Android is called “*Automatic (Push)*.” The alternative is a **Scheduled Push** mode where the device is set to check for new messages at a set interval.

**Battery Life.** Though Direct Push offers more up-to-the-minute message delivery, for some users, increased battery consumption may be a tradeoff. If your battery is not lasting as long as you would like, set a **Scheduled Push** interval by changing the **Email checking frequency** on the device.

### To change synchronization to a scheduled push mode:

1. Select **Settings > Accounts & sync**.
2. Select your account, then tap **Account settings**.
3. Expand the drop down box under **Email checking frequency** and select the interval at which the device should check for new data. Choose from:
  - Automatic (Push) – the *Direct Push setting*
  - Every 5, 10, 15, or 30 minutes
  - Every hour

4. Select the *Menu* and choose **Save**.



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## Accessing the GO!NotifyLink Client Web

There are several settings, configurable on the *GO!NotifyLink Client Web*, that control what synchronizes to your device. See [Email and PIM Settings](#). What follows are instructions for accessing the Client Web online. You may need to consult your system administrator for server address information.

### When instructions in this guide direct you to change a setting from the Client Web:

**On Premise Users:** In your web browser, enter the server address of the web server running the Http/Web component of *GO!NotifyLink*, followed by **/client/**

**On Demand Users:** In your web browser, enter the server address of the On Demand web server:

**<https://hosted<#>.notifylink.com/client/clientlogin.php>**

Where # is indicated, insert the server number you have been assigned to (without brackets <>).

### Login

In the **Username** and **Password** fields of the Login screen, enter the email address and password of your mail account. (You can change the password assigned to you in the Client Web from the Accounts page.)

Consult the [Enterprise Server Client Web Guide](#) for more information on the Client Web.

## Device IT Policy Comparison Chart

Link to this [chart](#) to learn which *GO!NotifyLink* IT policies are supported and which are not supported when using the *GO!NotifyLink Android Solution*.

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# Email and PIM Settings

This chart summarizes settings that control how email and PIM (calendar events and contacts) are synchronized to the device. Some settings are configurable on the device. Others are configurable through the *GO!NotifyLink Client Web*. [Instructions for accessing the Client Web](#)

Below is a list of the settings and where they can be configured.

Configuration Settings	Description	Configurable via:
<b>Default email account</b>	Make your <i>GO!NotifyLink</i> email account the default email account from which you send messages.	Device: <a href="#">Settings &gt; Accounts &amp; sync &gt; (select your account) &gt; Account settings &gt; Default account</a>
<b>Filters</b>	Filters messages sent from the server	GO!NotifyLink Client Web: <a href="#">Mailbox &gt; Filters</a>
<b>Folder Mirroring</b>	On the web Folder Mirroring is automatically enabled. Select email folders to be synchronized to the device. Users may choose Sent, Trash, Drafts, or custom folders.	GO!NotifyLink Client Web: To select folders: <a href="#">Mailbox &gt; Folders</a>
<b>Notification ON/OFF</b>	Enables/Disables <i>GO!NotifyLink</i> message notification. Restarts/Suspends retrieval of Email from the server.	GO!NotifyLink Client Web: <a href="#">General &gt; Control Options</a>
<b>Message History</b>	Number of days a message is available on the device. Choose from 1 or 3 days, 1 or 2 weeks, 1 month. This also works as a cleanup to manage message quantity. Cleanup will take effect within 24 hours of the scheduled delete.	Device <a href="#">Settings &gt; Accounts &amp; sync &gt; (select your account) &gt; Account settings &gt; Amount to synchronize</a>
<b>Calendar Sync Range</b>	Set the calendar synchronization range - how far back and ahead to sync calendar events. This also works as a cleanup to manage calendar event quantity on the device. <b>Look-back</b> is pre-set on the device at 2 weeks. At this time, it cannot be changed. <b>Look-ahead</b> is set from the client web. Default is 26 weeks. Choose from 1 to 52 weeks.	GO!NotifyLink Client Web: <a href="#">PIM &gt; Calendar &gt; Synchronization Range</a>
<b>Choose Address Books</b>	If the groupware server supports multiple address books, you can select which address book to synchronize. The device will synchronize only one address book, but you may choose which one it syncs.	GO!NotifyLink Client Web: <a href="#">PIM &gt; Contacts &gt; Choose Address Books</a>

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# Security Settings

## SSL

SSL is an encryption protocol for data-in-motion between the device and *GO!NotifyLink* server. An SSL certificate must be installed on the web server in order for you to use SSL. Check with your IT administrator to determine if this feature is available to you. (SSL is available to GO!NotifyLink On Demand users, as all On Demand servers are equipped with SSL certificates.)

You may enable the SSL encryption when you create your Exchange ActiveSync account.

You may also enable/disable SSL encryption at a later time through the device settings.

### Instructions for editing the SSL setting:

1. Select **Settings** > Accounts & sync.
2. Select your account.
3. Tap **Account settings** > **Incoming settings**.
4. Check or uncheck the **Use secure connection (SSL)** box.

**Note:** The **Accept all SSL certificates** box should be left unchecked unless your administrator instructs you to do otherwise.

5. Tap **Next**.

## Password, Lock, and Wipe Features

*Instructions in this section are intended as general guidelines. Actual processes and locations may vary by device. Please consult the device manufacturer's user guide for more information.*

### Required Password and Inactivity Timeout

If your organization's mobile security policy requires that your device be password protected, you will be prompted to create a password. You may be required to enter a password that follows a specific length or pattern.

The password can be updated from the device's security settings: Select **Settings** > **Location & security** > **Set up screen lock**.

The device will lock after the specified *Inactivity Timeout* interval. You must enter your unlock password to access the device.

### Changing Your Password on the Device

To change your password, select **Settings** > **Location & security** > **Change screen lock**.

### Wipe on Failed Unlock Attempts

*Wipe on Failed Unlock Attempts* is a security feature that limits an unauthorized user's ability to guess your unlock password. Functionality of this security feature is device dependent.

If the device supports this feature, it will allow only so many attempts before it will delete all data, accounts, and applications from the device, but it will not erase the SD card.

## Remote Wipe

In the event that your device is lost or stolen, contact your IT Administrator as soon as possible. The administrator has the ability to issue a *Remote Wipe* security command to the device from the *GO!NotifyLink Administration Web*.

The remote wipe will delete all data, accounts, and applications from the device, but will not erase the SD card.

## Data-at-Rest Encryption

If the **Require Device Encryption** policy on the *GO!NotifyLink Enterprise Server* is enabled and the device model supports this feature, personal data stored on the device will be encrypted.

In addition, tablet devices running OS 3.0 will encrypt the personal data stored on the device. Please note that the initial encryption process for OS 3.0 devices takes approximately one hour. A dialog box displays while the data is encrypting.

# Using Your Device

This section documents the basic functionality of the Android mail, calendar, and contacts applications. Use the icons on the Android Home screen to access the applications.

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## Mail

*Instructions in this section are intended as general guidelines. Actual processes and locations may vary by device. Please consult the device manufacturer's user guide for more information.*

To view the Inbox tap the mail application icon on the Home screen.

### Selecting Email Folders

*GO!NotifyLink* can synchronize email from multiple folders on the mail server to the device *Inbox* and to multiple folders that mirror those on the server.

If you have access to the [GO!NotifyLink Client Web](#), you can select the folders you wish to synchronize to the device.

From the *GO!NotifyLink* Client Web home page, select **Mailbox Properties > Folders** and select the folders you want *GO!NotifyLink* to monitor. In addition to the *Inbox*, you can select the *Sent Items*, *Drafts*, or any custom folders.

### Composing Email

Select the *Mail* application. Press the device **Menu** button and select **Compose**.

Type a name or email address in the **To** field. As you type, matching email addresses from your contacts may appear. You can also add a recipient by selecting a recipient from this list. Repeat to add more addresses. **Cc** and **Bcc** options may be available from the application menu.

Enter the **Subject** and **body** of the email.

An option for including **attachments** may be available from the application menu. Select the attachment option and choose a file to attach. See more on attachments below.

### Sending Email from the Address Book

You can create a new Email message directly from the **Contacts** application.

Access your contact list, select a contact, and select the Email option. You will automatically be placed in the *Compose* screen with the contact you selected in the **To:** field.

## Reading Email

To view the Email folders available in addition to the *Inbox*, enter the device mail application, press the device menu button and tap **Folders**. Select a folder to view from the list.

## Viewing an Open Message

Scroll through your message list and select a message to open it.

## Viewing Attachments

Attachments associated with Email messages are available for download to the device. The device must have a viewing application that supports the attachment's file type.

Open the message and select the attachment you wish to view.

## Replying To and Forwarding Messages

**Replying to Messages** When viewing a message, select **Reply**, **Reply All**, or **Delete** from the toolbar at the bottom of the message screen.

**Forwarding a Message** An option for forwarding email may be available from the application menu. Press the device menu button and select **Forward**.

## Responding to Meeting Requests

Meeting Requests, issued from a user on the same groupware server, appear in your *Inbox* with an icon that distinguishes them as invitations and on your Calendar.

**Note:** Meeting requests sent to you from users on external groupware servers may appear as messages in your *Inbox*. You can reply to these messages, however, you will not be able to accept or decline the meeting, nor will the request initiate a change to your calendar.

Once you respond, the invitation is removed from your *Inbox*. If you decline the invitation, the event is removed from your calendar.

Open the invitation to see the details and choose your response. They may appear as follows:

**Yes, Maybe, No** or **Accept, Tentative, Decline**

Add a message to your response before sending it, if you wish.

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# Calendar

From the Calendar application, you may create new calendar events and edit, view, or delete existing events.

Select the Calendar icon from the Home screen. Press the device menu button and choose to view the calendar in a day, week, month, agenda or today view.

*Instructions in this section are intended as general guidelines. Actual processes and locations may vary by device. Please consult the device manufacturer's user guide for more information.*

## Creating New Calendar Events

Select the **Calendar** icon and choose the option to create a new event.

Enter the information for any or all of the fields or accept the defaults.

- Subject
- Location
- Description
- Time (Start, End, All-Day)
- Recurrence pattern
- Reminders
- Meeting attendees (meeting requests)

## Creating a Recurring Event

To make the event you are creating a recurring series of events, select the option for recurrence.

This option may appear as: **Repetition, Recurrence, etc.**

Set the recurrence pattern. There are usually options to make the event a **Daily, Weekly, Monthly, or Yearly** occurrence.

There may also be an option to set a range (when the series should end).

## Issuing a Meeting Request

You can issue a meeting request from the Calendar application.

This may be done by adding **Guests, Participants, Attendees**, etc. when creating a new event or the option might be available from the application menu.

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## Contacts (People)

*Instructions in this section are intended as general guidelines. Actual processes and locations may vary by device. Please consult the device manufacturer's user guide for more information.*

### Adding New Contacts

Select the **Contacts** application.

Select the option for adding a **New contact**.

Enter the contact's name and personal information for any of the optional fields available.

### Choose an Address Book

If your groupware server supports multiple address books and you have access to the *GO!NotifyLink* Client Web you can select the address book you wish to synchronize to the device.

**Note:** The device will synchronize only one address book, but you may choose which one it syncs.

**From the *GO!NotifyLink* Client Web home page,**

Select **PIM > Contacts > Choose Address Books** and check the address book to be monitored.

**Note:** FirstClass, MDaemon, Meeting Maker, Mirapoint, oracle, and Sun Java Enterprise System collaboration suites do not support multiple address books.

### Using Remote Lookup

If there are public address book on the server and the server is set up correctly, the *Contact* application will enable you to search the public address book and add contacts from it to the device contact list.

Select the **Contacts** application and choose the search option.

A list of contacts that meet the search criteria will display on the screen. You can select the contacts you wish to add to your device contact list.

### Using Remote Lookup While Composing Email or Creating a Meeting Request

You can use Remote Lookup in the *Mail* application while composing an email or in the *Calendar* application when creating a meeting request at the fields where you enter recipients.