GO!NotifyLink ActiveSync Solution for Symbian Series 60, 3rd Edition

User Guide

What's in this document

This document:

- Lists software requirements

- Provides instructions for downloading and installing the *Mail for Exchange*® application

- Provides instructions for creating the required Microsoft Exchange® mail account on the device

- Provides information for getting started using the *GO!NotifyLink ActiveSync Solution for Symbian S60* devices

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 Nokia S60, 3rd edition 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 ActiveSync Solution for Symbian Series 60, 3rd Edition.*

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Requirements

- You must be set up with a user account on the *GO!NotifyLink Enterprise Server*

- From the OVI store, install the **Mail for Exchange ActiveSync** application if you have a device that was not shipped with the app pre-installed.

- Supported Symbian devices using version 9.1 or greater operating system

Download and Install Mail for Exchange

Some devices are shipped with the Mail for Exchange application pre-installed.
Check your device to see whether you have the *Mail for Exchange* software:

If you have a folder on the device's main menu called *Email*. Open it and look for the Mail for Exchange icon.

OR
Check the device's application manager. Look for Mail for Exchange in the list of *Installed Applications*.

If Mail for Exchange is already installed on the device, skip this step and proceed to the Account Setup Instructions.

To install Mail for Exchange form the OVI Store:

1. Select the OVI store icon on the device menu or browse to the OVI Store at http://store.ovi.com/

2. Create a OVI user account or sign in with one you created previously.

3. Search for the *Mail for Exchange* application and download it.

If you are unable to install from the OVI store, connect your device to a computer with a USB cable and enter the following address in the computer browser.

http://europe.nokia.com/support/download-software/mail-for-exchange/faq-for-mail-for-exchange?comp=NOKIA+MAIL+FOR+EXCHANGE&name=Mail+for+Exchange&faqId=FA131210_en_US

Find the correct version of *Mail for Exchange* for your device model under the heading:
How do I download the Mail for Exchange 3.0.50 Clients for Corporate Deployment?

Download Mail for Exchange on to the device.

Account Setup Instructions

Gather the following information

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.

Mail for Exchange server	This is the external address or domain name of the *GO!NotifyLink* server. (It is best to use a domain name, as opposed to an IP address.)
Email address	Your email address on the groupware server.
Authentication Password	A password generated from the *GO!NotifyLink Enterprise Server* identifying you as an authorized *GO!NotifyLink* user. Consult your *GO!NotifyLink* administrator for this password.

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 *Mail for Exchange* 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.

Step 1:

Open **Mail for Exchange**

Step 2:

Enter the **Incoming Mail Server** information:

  a. **Email address** – Enter your full email address.

  b. **Password** – Enter the *GO!NotifyLink* Authentication Password provided by your GO!NotifyLink administrator..

  c. **Username** – Enter your full email address.

  d. **Domain** – Leave blank or if an entry is required, enter **Notify**.

Select **Cancel** as the device may try to auto-complete the registration by searching for the server source. Then, manually enter the server address. If you do not cancel, the search continues and displays an error each time it fails to find the server automatically.

  e. **Mail for Exchange server** – Enter the *GO!NotifyLink* server's URL.

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

Step 3:

You may be prompted to select the PIM item types you wish to synchronize. Often synchronization is turned off by default, so verify that the settings are turned on for items you wish to sync.

□ **Calendar**

□ **Contacts**

□ **To-do notes**

Step 4:

Choose how you wish to synchronize the data initially.

□ **Keep on phone** – keeps existing PIM items on the device and loads items from the server.

□ **Delete from phone** – replaces existing PIM items on the device with items from the server.

Step 5:

If your mail server uses **SSL** encryption, enable the **SSL** setting on the device.

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 enable SSL as certificates *are* installed on all on demand servers.

a. Open **Mail for Exchange**. Select **Options** > **Settings** > **Mailbox**. (OR Open Mail for Exchange and select **Menu** > **Edit profile**.)

b. Scroll down to and select **Adv. mailbox settings**.

c. Scroll to **Secure connection** and select **yes** to enable.

d. If there is an option to set the **port number**, verify that it is set to 443.

Account Maintenance

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

- Clear Registration on the *GO!NotifyLink Client Web*
- Remove your *GO!NotifyLink* account form the old device and recreate it on the new device

Clear Registration Before Reregistering Your Account on a New Device

If you are reregistering your account because you changed devices, you must **Clear Registration** via the *GO!NotifyLink Client Web*.

See instructions for accessing the GO!NotifyLink Client Web.
See also *Removing Your Account from the Device* (below).

1. Login to the *GO!NotifyLink Client Web* and select **General** > **Device**.
2. Click the **Clear Registration** button.
3. Proceed with reregistering your account.

Removing Your Account from the Device

When you remove an account from the device, the account and all mail and PIM items (calendar events, contacts, and tasks) associated with it, are deleted from the device.

The option to remove your account from the device may be found in one of the following places:

Open the *Email* folder on the device main menu and select **Settings** > (highlight *Mail for Exchange*) > **Options** > **Remove mailbox**.

OR

Open Mail for Exchange and select **Menu** > **Delete profile.**

Editing Your Account Configuration Settings

You may edit your account settings in one of the following ways:

Open **Mail for Exchange**. Select **Options** > **Settings** > **Mailbox**. Select the field(s) you wish to change.

OR

Open Mail for Exchange and select **Menu** > **Edit profile.**

Settings

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 detailed information.

Synchronization Settings

Synchronizing Items From the Server to the Device

Direct Push vs. Scheduled Push. When you setup a *Mail for Exchange*, the default synchronization mode is **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* in Mail for Exchange is called "*Always on.*" 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 **Peak sync schedule** and **Off-peak sync schedule** in *Mail for Exchange*.

Change Your Synchronization Setting

You may change your synchronization settings in one of the following ways:

Open **Mail for Exchange**. Select **Options** > **Settings** > *When to sync*. Select the field(s) you wish to change.

OR

Open Mail for Exchange and select **Menu** > **Edit profile.** Select the field(s) you wish to change.

Peak sync days	Choose from *Monday* through *Sunday.* (default: M-F)
Peak start time and *Peak end time*	Peak times for the *Peak sync days*. (default: 8 am – 5 pm)
Peak sync schedule	• Manual • Always on (default) • 15 or 30 minutes • 1, 4, or 12 hours
Off-peak sync schedule	• Manual • Always on • 15 or 30 minutes • 1, 4 (default), or 12 hours
Sync while roaming	• No (default) • Yes, on peak only • Yes, always

Accessing the GO!NotifyLink Client Web

There are several settings, configurable on the *GO!NotifyLink Client Web*, that control what synchronizes to your device. 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 webOS* Solution.

Email and PIM Settings

This chart summarizes the settings that control how email and PIM (calendar events, contacts, and tasks) are synchronized to the device. Some settings are configurable on your webOS 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:
Filters	Filters messages sent from the server	GO!NotifyLink Client Web: *Mailbox > Filters*
Folder Mirroring	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: Mailbox > Folders*
Notification ON/OFF	Enables/Disables GO!NotifyLink message notification. Restarts/Suspends retrieval of Email from the server.	GO!NotifyLink Client Web: *General > Control Options*
Email Sync Range	Number of days a message is available on the device. Use as a cleanup setting to manage message quantity. Choose to remove email older than 1 or 3 days, 1 or 2 weeks, 1 month, or None. (If *None* is chosen, range will default to 180 days.)	Device From the Mail for Exchange Inbox, tap *Options* > *Settings* > *What to sync* Choose an option for *Remove e-m. older than*
Calendar Sync Range	Set the calendar synchronization range - how far ahead and back to sync your calendar events on the device. **Look-ahead** is set from the client web. Default is 26 weeks. Choose from 1 to 104 weeks. **Look-back** is set on the device.	GO!NotifyLink Client Web: *PIM > Calendar > Synchronization Range*
Contact Synchronization	Mail for Exchange only supports synchronization of one contact folder.	
Task Sync Range	Set task synchronization look-ahead range. Choose from 1 to 104 weeks. Default is 26 weeks.	GO!NotifyLink Client web: *PIM > Tasks*

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.)

If your mail server uses **SSL** encryption, enable the **SSL** setting on the device.

   a. Open **Mail for Exchange**. Select **Options** > **Settings** > **Mailbox**.
      (OR Open Mail for Exchange and select **Menu** > **Edit profile.)**

   b. Select **Options** > **Settings** > **Mailbox**.

   c. Scroll down to and select **Adv. mailbox settings**.

   d. Scroll to **Secure connection** and select **yes** to enable.

   e. If there is an option to set the **port number**, verify that it is set to 443.

Required Password and Inactivity Timeout

If your organization's mobile security policy requires that your device be password protected, you may be prompted to create a password.

When this policy is enabled on the server and if you have never used a password before, you will have to enter the device's default password, which is 12345, in order to access the setting where you change the password.

If you are already using a password, you may be require to change it in order to meet the password strength requirements.

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 enforce a Remote Wipe security function on the device from the GO!NotifyLink Administration Web.

A Remote Wipe will perform a full erase on the device which deletes all personal information, such as messages, contacts, calendar events and tasks, the Microsoft Exchange ActiveSync account, and any third party applications you have added. In addition, the wipe deletes all files stored in the storage card of your phone, which includes all documents, pdfs, pictures, videos, and music files.

Using Your Device

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 detailed information.

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, 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, Deleted Items, Drafts*, or any custom folders.

Custom Folders Must be Enabled on the Device

The native mail folders are automatically enabled for synchronization. However, custom folders must be enabled on the device before they will synchronize.

Open *Mail for Exchange* and on the folder list highlight a customer folder you wish to synchronize. Then select **subscribe** from the *Menu* or *Options.*

Sending Email

1. Open Mail for Exchange.
2. Select **Create email** from the Options menu or press "**c**" on the device keyboard.
3. Enter the **recipient**(s) email address in the **To** and **CC** (optional) fields. You may also add recipients by selecting them from Contacts. Select **Options** > **Add recipient**.

    > *Note:* To enter a Bcc recipient, select **Options** > **More** > **Show Bcc field**

4. Enter a **Subject** and **body** text.
5. From the *Options* menu you can: set a **Low** or **High Priority**, **Add attachment**, or **Save to Drafts**.
6. Select **Options** > **Send** to send the message.

Add Attachments to a Message

1. While composing a message, select **Options** > **Add attachment**.
2. Select the memory source where the file is stored: **Phone memory**, **Memory card**. Navigate to where the file is stored and select the file to attach.
3. Repeat steps 1 and 2 to attach more files.

Reply to a Message

1. Open a message and select:

    - **Options** > **Reply** or press '**r**' on the device keyboard
    - **Options** > **Reply to all** or press '**a**' on the device keyboard

2. Type your message.
3. Select **Options** > **Send** to send the message.

Forward a Message

1. Open a message and select **Options** > **Forward** or press '**f**' on the device keyboard.
2. Add one or more email address and your message.
3. Select **Options** > **Send** to send the message.

Reading Email

The Message List

Messages in boldface text are unread.

Select a message to read it.

Within a message, press 'n' to see the **next** message or 'p' to see the **previous** message.

Open an Attachment

You can receive any kind of attachment, but you can only view attachments if the file type is supported.

- To open a single attachment select the name of the attachment. After it downloads, select **Open** to view the document.

- If there are multiple attachments, select the attachment list, which shows the number of files attached and the combined size of the files: (EX) `Attach. (2) 203 KB`
Select the attachment you wish to view, wait for it to download, then select **Open** to view the file.

- If the device does not support a file type, you will not be able to open it.

Save an Attachment

1. Open the attachment.
2. Select **Options** > **Saving options** > **Save as**.
3. Accept the **filename** or rename it.
4. Select a location to save it: **C: Phone memory** or **E: Memory card**.
5. Select a **Folder** in which to store the file.
6. Select the file **Type** (format).
7. Select **Save**.

Viewing HTML Email

If you are using Mail for Exchange version 3.0 or higher you have an option to view an email in HTML format.

1. Open the email in Mail for Exchange. It will display in plain text.
2. Select **Options** > **Show as HTML**.

Calendar

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 detailed information.

From the *Mail for Exchange* Calendar application, you may create calendar events and edit, view, or delete existing events.

Select **Options** > **Change view** to view the calendar in a day, week, month, agenda, or To-do view.

> ***Cautionary Note!*** *The Delete All Entries* option on the Mail for Exchange Calendar menu will clear the entire calendar on both the device and server.

Creating New Calendar Events

1. Open the Mail for Exchange **Calendar** application.
2. Select **Options** > **New entry** > **Meeting** or press "**n**" on the device keyboard.
3. Enter the **subject** and event **time** and **date**.
4. Enter the information for any or all of the optional fields.

    - All-day event
    - Location
    - Reminder alarm
    - Recurrence pattern
    - Privacy status
    - Details (notes)

5. Select **Done** to complete the entry.

Creating a Recurring Event

To make the event you are creating a recurring one, select the recurrence option where it reads Not repeated and define the recurrence pattern for the event.

1. Set the event to recur **Daily**, **Weekly**, **Every two weeks**, **Monthly**, or **Yearly**.
2. Set the recurrence range (when the series will end).
3. Select **Done** to complete entry.

Meeting Requests

You can receive, and respond to meeting invitations on the device. Creating meeting requests on the device is not supported.

Meeting invitations, issued from users on the same groupware server, arrive as emails in the Mail for Exchange *Inbox* and appear on the Calendar as well.

> ***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.

Responding to Meeting Requests

1. Open **the** *Mail for Exchange* **Mail** option**.**

2. Open the meeting request email. These emails display an invitation symbol in the message list.

3. Respond with **Accept**, **Tentative**, or **Decline**.

Contacts

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 detailed information.

Contact Folder Synchronization

Mail for Exchange supports only one main contact folder.

If you have access to the GO!NotifyLink Client Web, you may select the contact folder you wish to synchronize to the device.

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

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

Adding New Contacts

1. Open **Contacts**.
2. Select **Options** > **New Contact**
3. Enter the contact information.
4. Select **Done**.

Find a Contact / Search Using Remote Lookup

If you open Contacts and begin typing, matching names from the contact list appear as you type.

In addition, if an LDAP server is defined in *GO!NotifyLink* and your *GO!NotifyLink* user account is set up to access it, you can use the device *Contacts* application to search your enterprise directory for contacts in your organization.

From the *Contacts* application or the *To, Cc,* or *Bcc* fields:

Begin to type the contact's first, last or company name. As you type, a list of contacts that begin with the letter(s) you enter will appear. Select a contact from the list that displays.

To search further using the remote lookup feature, select **Options** > **Search from remote**.

From the Device Menu:

You can also use remote lookup by selecting the **Directory** or **Company Directory** icon from the device menu.

Tasks

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 detailed information.

Creating New Tasks

Tasks (To-do items) are created, viewed, and edited through the *Mail for Exchange* **Calendar** application.

1. Open the *Mail for Exchange* **Calendar** application.
2. Select **Options** > **New entry** > **To-do**.
3. Enter a **subject** and **start date.**
4. Turn the **reminder** on and enter a reminder alarm time and date.
5. Enter the **importance** status: High, Normal, or Low
6. Enter a **privacy** status: Private or Public
7. Select **Done** to complete the task (To-do) entry.