



Getting Started Device User Guide

iAnywhere[®] Mobile Office 5.7

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Welcome

iAnywhere Mobile Office allows enterprise users to send and receive Lotus Domino or Microsoft Exchange email and PIM data or IMAP/POP3 email within the native environment of their Windows Mobile or Symbian device. Key features of iAnywhere Mobile Office on the device are the ability to configure settings using the iAnywhere Office Settings utility and the accessibility of the user's Corporate Directory.

For more detailed information, see Device User Guide standalone Help available from the Start menu: Programs > iAnywhere Mobile Office > Mobile Office docs > Device User Guide.

Activation of iAnywhere Mobile Office

Before you can use iAnywhere Mobile Office on your mobile device, you will receive an iAnywhere Mobile Office activation email or SMS message from your administrator to tell you that you have been registered with the server. Once you've received your activation message from the administrator, you are ready to install the software.

Installing the Client Software

Supported Devices

iAnywhere supports the following devices:

- Windows Mobile 5, 6, 6.1 or higher (Standard and Professional)
- Symbian 9.0 or higher (Nokia Series 60 3rd and 5th Edition)
- Sony Ericsson UIQ 3.0 (limited Feature Set)
- Apple iPhone and iPod Touch 3.0 or higher

Client Software Installation - Windows Mobile and Symbian Devices

Your iAnywhere Mobile Office activation message outlines the necessary steps to install and set up the client software on your device.

Note: You may be prompted to enter the authentication data contained in the message. Print the message or copy the information to ensure that it is readily available.

To install the client software:

Note: The appearance of your download screen may differ from that shown here.



1. On your device, enter the URL for the download site, which is contained in your activation message.
2. Select **Download Client**.
3. If prompted, enter the following information contained in your activation message:
 - o Server name
 - o Port name
 - o Company ID
 - o User Name
 - o Activation Code
4. Select **Done** to activate your account.

Note: You must activate your account within the number of hours specified in your activation message. If you are unable to activate your account within that time frame, contact your administrator to re-register.

Client Software Installation – iPhone Devices

Your iAnywhere Mobile Office activation message outlines the necessary steps to install and set up the client software on your device.

To install the client software:

1. From the iPhone home screen, tap **App Store**.
2. Tap the Search icon and enter *Sybase* or *iAnywhere* into the Search field.
3. When the iAnywhere Mobile Office results display, tap **Free**.
4. Tap **Free** again on the iAnywhere Mobile Office information page.
5. Tap **Install**.
6. After the iAnywhere Mobile Office software is installed, go back to the home screen and tap **Settings**.
7. Scroll down to the **iAnywhere** icon and tap it.
The **Connections** screen displays.
8. Enter the information contained in the activation message in the **Connection** fields:
 - Server Name**
 - Server Port**
 - Company Id** (if connected through a Proxy server)
 - User Name**
 - Activation Code**
9. Return to the home screen and tap the **iAnywhere** icon to start receiving email and PIM data.

Using iAnywhere Mobile Office

This *Getting Started Guide* addresses the iAnywhere Office Settings application and basic iAnywhere Mobile Office functions – using the Corporate Directory, sending and receiving email, and using calendars – that run within your device’s native environment. Other features, such as notes and task lists, are also available, and you are encouraged to experiment with your device to understand its full capabilities when using iAnywhere Mobile Office.

Because Windows Mobile, Symbian, and iPhone devices differ in operation and functionality within the iAnywhere Mobile Office environment, each section in this *Getting Started Guide* contains separate information for each device type. Note that the information provided in this guide is representative only, and your device and its functionality may differ.

iAnywhere Office Settings

Notes: iAnywhere Office Settings is a feature of Windows Mobile and Symbian devices only.

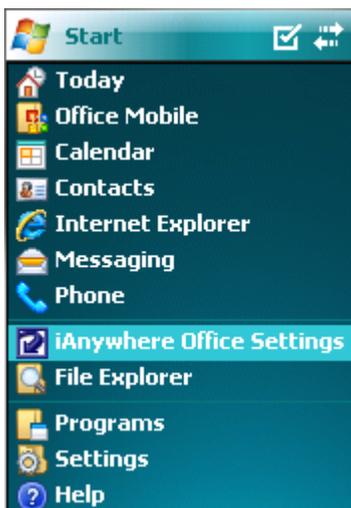
If your device is connected to a Mobile Office server installation in No Groupware mode, the iAnywhere Office Settings will not display settings such as Calendar, Contacts, Tasks, Folders, Outbox, or Sent Items. Instead, only Connections and Advanced settings are available. Additionally, Corporate Directory will not be available. For more information, see iAnywhere Mobile Office Device User Guide at Start > Programs > iAnywhere Mobile Office > Mobile Office Docs > Device User Guide.

Use the iAnywhere Office Settings application to configure your device to manage the email and PIM data delivered to you by the server. Configuring your device allows you to conserve space by specifying what information you receive and how long it is stored on the device and to stipulate how emails and PIM data are synchronized between the device and the server.

Note: The administrator can make any of these settings read-only. In this case, the device user cannot change them.

Office Settings Interface – Windows Mobile

On a Windows Mobile device, reach the application by selecting the **iAnywhere Office Settings** icon in the **Start** menu.



You can also reach the iAnywhere Mobile Office settings screen by selecting **Preferences** in any of the function menus.

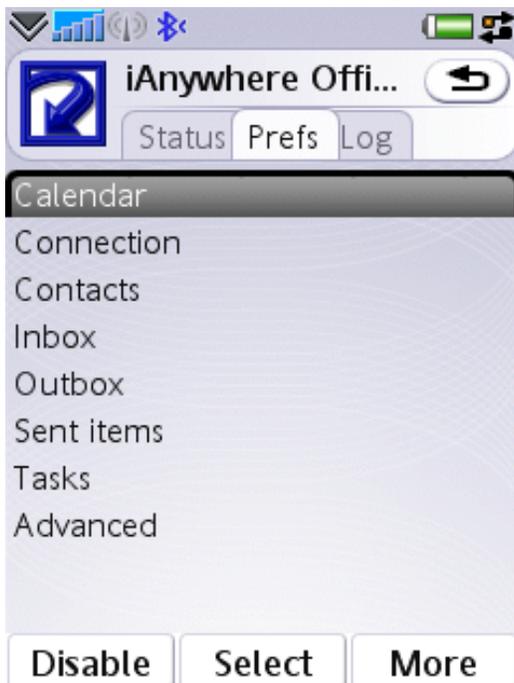
Office Settings Interface – Symbian

When using a Symbian device, open iAnywhere Office Settings through the **Installations** folder. Reach the interface by scrolling to and selecting **Prefs** in the iAnywhere Office Settings toolbar, as shown here.

Nokia device:



Sony Ericsson device:



iAnywhere Office Settings

The iAnywhere Office Settings are listed below.

Note: As noted previously, the administrator can make any of the settings described here read-only. In this case, the device user cannot change them.

Calendar

Setting options:

- **Enable:** When selected or marked as **Yes**, the feature is enabled.
- **Past Events:** The number of past calendar events to retain on the device.

Note: Upon initial connection of a device, past calendar appointments prior to syncing are not received unless they are attached to a future recurring appointment, for example, a weekly meeting. The value for Past Events refers to the elapsed events that accumulate after initial connection.

- **Send Device Changes:** When selected or marked as **Yes**, any item that you change on your mobile device Inbox, such as reading an email or updating an appointment, will also be updated on the server. If this is not selected or is marked as **No**, any item that you update on your device will remain unchanged on the server. Note also that when the Send Device Changes is set to false in the Inbox, you are not able to receive attachments.

Connection

View your device's connection settings. Unless instructed to do so by your system administrator, do not modify these settings.

Contacts

Setting options:

- **Enabled:** When selected or marked as **Yes**, the feature is enabled.
- **Send Device Changes:** When selected or marked as **Yes**, any item that you change on your mobile device Inbox, such as reading an email or updating an appointment, will also be updated on the server. If this is not selected or is marked as **No**, any item that you update on your device will remain unchanged on the server. Note also that when the Send Device Changes is set to false in the Inbox, you are not able to receive attachments.

Inbox

Setting options:

- **Enabled:** When selected or marked as **Yes**, the feature is enabled.

- **Preview Size (KB):** The maximum number of characters within each email that is synchronized to the device.
- **Past Days:** The number of past days to retain previous emails.
- **Send Device Changes:** When selected or marked as **Yes**, any item that you change on your mobile device Inbox, such as reading an email or updating an appointment, will also be updated on the server. If this is not selected or is marked as No, any item that you update on your device will remain unchanged on the server. Note also that when the Send Device Changes is set to false in the Inbox, you are not able to receive attachments.

Outbox

Setting options:

- **Enabled:** When selected or marked as **Yes**, the feature is enabled.

Sent Items

Setting options:

- **Enabled:** When selected or marked as **Yes**, the feature is enabled.
- **Preview Size (KB):** The email body size limit that the user can download a complete email on demand.
- **Past Days:** The number of days to retain sent emails.
- **Save Sent Items:** When selected or marked as **Yes**, the sent items are saved.
- **Send Device Changes:** When selected or marked as **Yes**, any item that you change on your mobile device Inbox, such as reading an email or updating an appointment, will also be updated on the server. If this is not selected or is marked as No, any item that you update on your device will remain unchanged on the server. Note also that when the Send Device Changes is set to false in the Inbox, you are not able to receive attachments.

Folders

(Windows Mobile) View the folders available on the server that can be synchronized, set folder defaults, and select additional folders for synchronization.

Tasks

Setting options:

- **Enabled:** When selected or marked as Yes, the feature is enabled.
- **Uncompleted Tasks Only:** Sync uncompleted tasks only.
- **Send Device Changes:** When selected or marked as **Yes**, any item that you change on your mobile device, such as reading an email or updating an appointment, will also

be updated on the server. If this is not selected or is marked as No, any item that you update on your device will remain unchanged on the server.

Advanced

Setting options:

- **iAnywhere Office enabled:** Enable or disable the iAnywhere Mobile Office engine.
- **SMS Push:** Use this option to switch from an IP Push to an SMS Push for an automatic Send/Receive data exchange. Unlike an IP push, which maintains a persistent IP connection, an SMS-based push uses an IP connection only long enough for the Send/Receive data exchange to complete. The feature overcomes network issues with always-on connectivity and battery life consumption on 3G networks. The client (**iAnywhere Office Enabled** setting) must be checked for the SMS Push to work. When automatic Send/Receive with SMS Push is enabled, any client changes immediately establishes an IP connection to exchange the device changes.
- **Refresh All Data:** Refresh all data on device by reloading email and PIM data from the server.
- **Restart Client:** Restart the iAnywhere Mobile Office engine.
- **Keep Alive (sec):** Set the interval (in seconds) at which the device and the server communicate to maintain the connection,
- **Allow Roaming:** This feature controls whether Mobile Office is allowed to maintain a persistent connection to the server when the device is not on the Carrier's home network. If available, the Send/Receive functionality can still be used when the device is roaming. After a roaming occurrence and the device is back on the Carrier's home network, the product automatically switches back to a persistent connection if enabled.
- **URL Prefix:** Specifies the URL prefix to be used when the client is connecting through the relay server.

Sending and Receiving Email

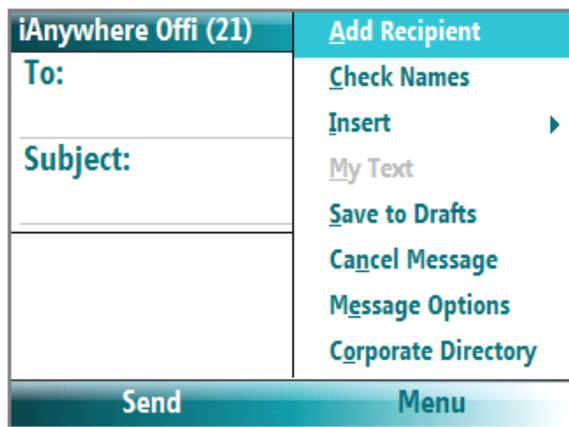
Once iAnywhere Mobile Office is installed on your mobile device, your emails will be delivered to you automatically, just seconds after they are received by your corporate email server. You can review and send corporate email through your device's native Messaging function.

This section describes the basics of sending and receiving emails, and explains how you can easily use the email function in conjunction with your Corporate Directory.

Email with Windows Mobile Devices

*Note: Windows Mobile device users have the option of disabling iAnywhere Mobile Office and using the Messaging **Send/Receive** feature to retrieve email and PIM data from the server at their convenience, which will enhance battery life.*

Sending an Email



To send an email from your Windows Mobile device:

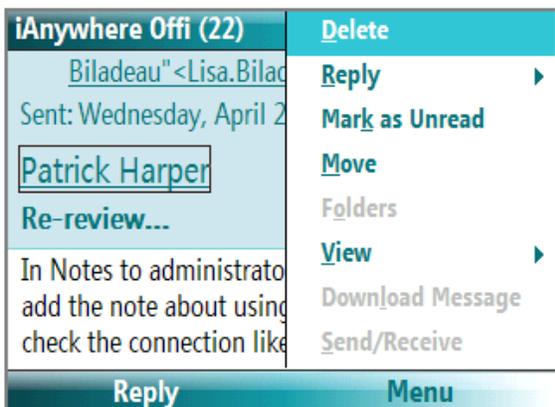
1. In the **Start** menu, select and open **Messaging**.
2. Select **iAnywhere Office**.
3. In the iAnywhere Office mail menu, select **New** to open a blank message. While in the **To:** field, you can use the message **Menu** to:
 - o Add a recipient from your personal contact list.
 - o Insert an attachment.
 - o Use the **Corporate Directory** in the message menu to locate and quickly link to a colleague's email address that is stored on the server.
 - o Cancel the message or save it as a draft.
4. Complete your email message, and select **Send**.

Note: Use the iAnywhere Office Messaging menu to move back and forth between your synchronized mail subfolders.

Reading and Replying to an Email

To read your email:

1. In the **Start** menu, select and open **Messaging**.
2. Select **iAnywhere Office**. A listing of your corporate emails will appear, and any unread emails will be tagged with an unopened envelope icon.
3. Select an email and press the **OK** button to read the message.
4. Select **Reply** to respond to the email, or use the messaging **Menu** for other actions:



- o Delete the email.
- o Move the email to another subfolder.
- o Mark the email as unread.

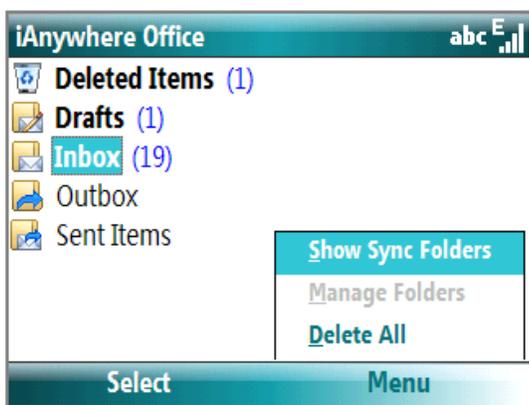
Note: If the email was sent from Notes with a Prevent Copying option, you cannot reply to or forward the email.

5. Use the **Up** and **Down** arrows to scroll through your mail.

*Note: If you press the **Left** or **Right** arrow while in your mail listing, you will be shifted into another mail account. To return to iAnywhere Mobile Office, press the **Left** or **Right** arrow again.*

Windows Mobile Default Email Folder Settings

The Windows Mobile messaging application contains a set of default email folders: *Deleted Items*, *Drafts*, *Inbox*, *Outbox*, and *Sent Items*.



If you have created other email folders, such as a *Personal* folder, these folders can also be listed in the **Folders** view. Select **Show All Folders** in the **Menu** in the folders view. Once you have synchronized your email subfolders, you can select the **Show Sync Folders** to display them in the **Folders** view (Smartphone devices only).

In the **Messaging** function, you can move an email back and forth between folders, leave it in your inbox as either read or unread, or delete it.

Email with Symbian Devices

Sending an Email

Nokia device:



Sony Ericsson device:



To send an email from your Symbian device:

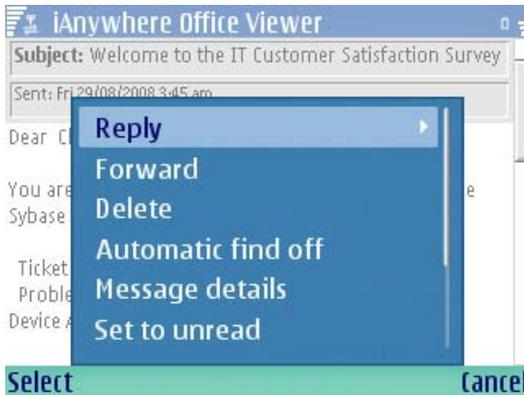
1. In the **Start** menu, select and open **Messaging**.
2. Select **iAnywhere Office Mail**.
3. In the **Options** menu, select **Create message** and then select **E-mail** to open a blank message.
4. In the **To:** field, select **Options**, and then select **Add Recipients**.
5. Enter a text string to locate the recipient from your contact list or from the Corporate Directory.

6. Highlight the desired recipient and, in the **Options** menu, select **OK** to add the recipient to the email.
7. Complete the email and select **Send** in the **Options** menu.

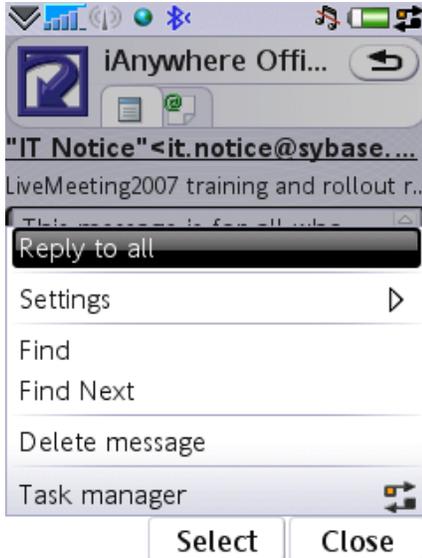
Reading and Replying to an Email

Your incoming email will be delivered automatically to your Symbian device within seconds of receipt by your corporate mail server.

Nokia device:



Sony Ericsson device:



To read email:

1. In the **Start** menu, select and open **Messaging**.
2. Select **iAnywhere Office Mail**, and select **Inbox**. A listing of received emails will be displayed.
3. Scroll through the list and select an email. Press the joystick to open it.

- In the **Options** menu, you can reply to, forward, or delete the email. Highlight the desired option, and press **Select**.

Note: If the email was sent from Notes with a Prevent Copying option, you cannot reply to or forward the email.

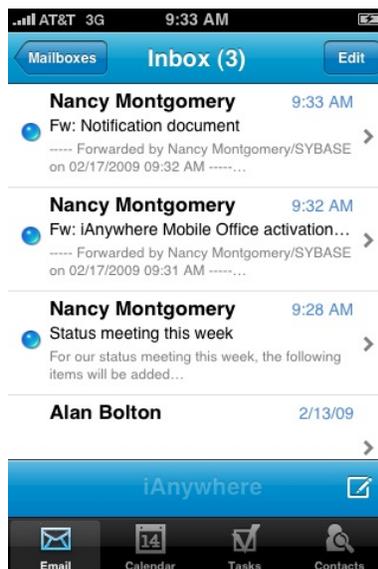
Email with iPhone Devices

Sending an Email

To send an email:

- From the iPhone home screen, tap **iAnywhere**.
- If prompted, enter your password.
- On the **Mailboxes** screen, tap **Inbox**.

The **Inbox** screen displays:



- Tap the New Message icon (✉) in the lower right corner.
- In the **New Message** screen, tap the add icon (+) to bring up your contacts list and to search the corporate directory for names.
- Tap the name you are looking for from the contacts list or enter the name in the **Corporate Directory Search** field. In the search results, tap the name you were looking for.

The name will display in the **To** field of the **New Message** screen.

Note: Alternatives to looking up a person in the corporate directory:

- Enter the email address in the **To** field and tap the icon or tap **Return** on the keyboard.
- Enter the name of the person in the **To** field. The server will look it up in the corporate directory.

- If you want to add recipients to the **Cc** and **Bcc** fields, tap those fields to enter recipient names.

*Note: Tapping the **To**, **Cc**, or **Bcc** label next to a recipient name will toggle the label for that recipient.*

- To delete a recipient from any of the recipient fields:
Tap the delete icon (⊖) next to the recipient's name.
To cancel the delete, tap the delete icon (⊖) again.
To delete the name, tap the Delete button (Delete).
- While in the **Header** section, tap the **Subject** field to enter the subject of the email.
- Tap **Return** on the keyboard or tap the **Body** button to enter the email message.
You can switch back to the Header section by tapping the **Header** button.
- Tap **Send**.

Searching Email

You can search any of the email folders for a name or text string by tapping the search icon (🔍) from the email folder and entering the search name or term in the **Search Mailbox** field.

Reading and Replying to an Email

- From the iPhone home screen, tap **iAnywhere**.
- If prompted, enter your password.
- On the **Mailboxes** screen, tap **Inbox**.
- Tap the email you want to read.
- When you are finished reading the email, tap the **Inbox** arrow in the upper left corner to return to the **Inbox** screen, or tap the reply arrow (↩) in the lower left corner to reply to or forward the email.

When you tap the reply arrow, the screen displays the **Reply**, **Reply All**, **Forward**, and **Cancel** buttons:



- Tap **Reply** or **Reply All** to reply to the message or tap **Forward** to forward the email.

Note: If the email was sent from Notes with a Prevent Copying option, you cannot reply to or forward the email.

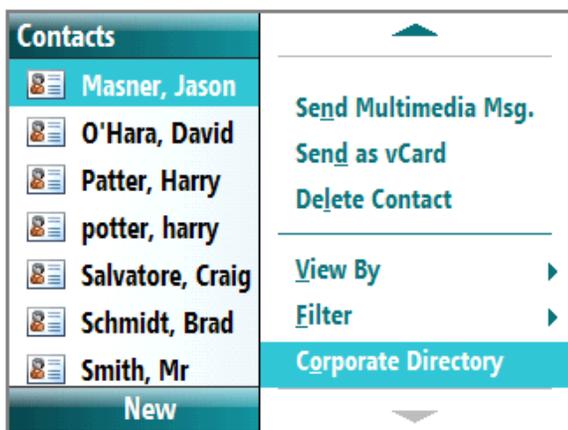
- If you are forwarding the email, tap the **To** field and enter the recipient name(s). Tap the **Cc** and **Bcc** fields to enter recipients in those fields.
- While in the Header section, tap the **Subject** field to enter the subject of the email.
- Tap **Return** on the keyboard or tap **Body** to enter the email message.
- Tap **Send** to send the email.

Working with Corporate Directory

Use the iAnywhere Mobile Office **Corporate Directory** feature to easily find a colleague's contact information. The **Corporate Directory** links to the mail and contact functions, so you can immediately phone or email the colleague, or add the individual to your personal Address Book.

Note: If your device is connected to a Mobile Office server installation in No Groupware mode, Corporate Directory is not available. For more information about No Groupware mode, see iAnywhere Mobile Office Device User Guide at Start > Programs > iAnywhere Mobile Office > Mobile Office Docs > Device User Guide.

Corporate Directory with Windows Mobile



To access and browse the **Corporate Directory** using a Windows Mobile device:

1. In the **Start** menu, select **Contacts** (You can also use the **Corporate Directory** in the **Messaging** function, as described previously).
2. Select **Corporate Directory** from the Contacts **Menu**.
3. Enter a text string to initiate the search. For example, enter *schm* and then select **Find** to locate all individuals named *Schmidt* in the corporate directory.
4. When you locate the correct individual, highlight the name, and press the **OK** button to view the contact information.

5. Directly from this screen, you can phone or email the individual, or select **Add Contact** to add the individual to your personal address book.



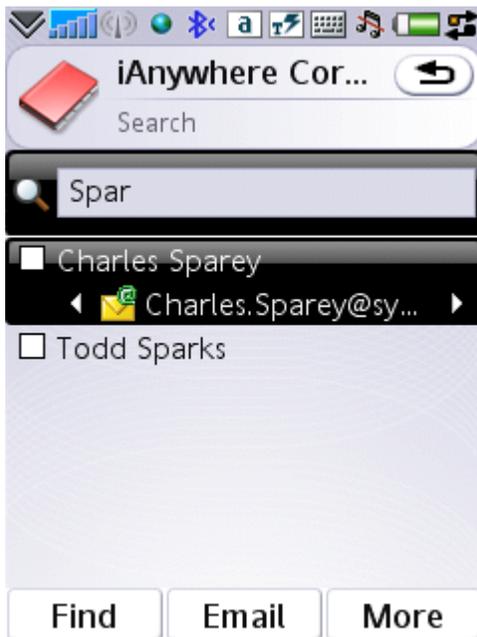
*Note: The **Add Contact** option expands to **Always** and **Now**. **Now** adds the selected contact to the personal address book; **Always** will add all viewed or selected contacts to the personal address book until **Always** is unselected.*

Corporate Directory with Symbian

Nokia device:



Sony Ericsson device:



To access and browse the **Corporate Directory** with a Symbian device:

1. From the **Installations** folder, select and open **iAnywhere Corporate Directory**.
2. Enter a text string to initiate the search. For example, enter *spar*, select **Options**, and then select **Find**.
3. When you find the right individual, select **Options**, and then select **Open** for contact details.
4. By selecting **Options** in the **CorpDir Details** window, you can phone the contact, create a message, or add the individual to your contact list.



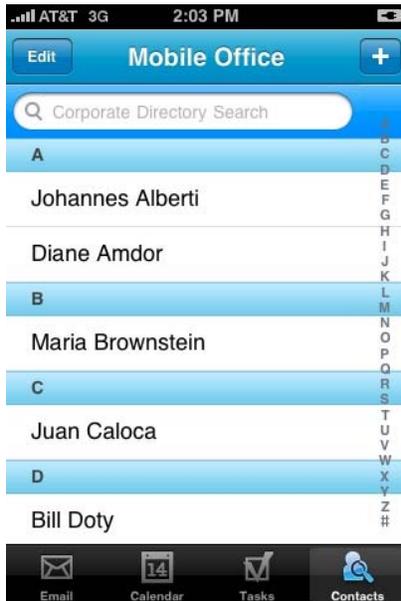
5. Enter a text string to initiate the search. For example, enter *spar* and then select **Find** to locate all individuals named *Sparey* in the corporate directory.
6. When you locate the correct individual, highlight the name, and press **Options** to view the contact information. Directly from this screen, you can phone or email the individual, or select **Add Contact** to add the individual to your personal address book.

Corporate Directory with iPhone

To access and browse the **Corporate Directory** using an iPhone device:

1. From the iPhone home screen, tap **iAnywhere**.
2. Tap **Contacts** at the bottom of the screen.

The **Mobile Office** screen displays:



3. Tap the **Corporate Directory Search** field at the top of the screen to bring up the keyboard.
4. Enter the name you are searching for in the search field and tap **Search**.

The search results display.

5. When you find the name you are looking for, tap the name.

The **Info** screen displays contact information about the person such as email and phone number. From the **Info** screen, you can directly contact the person by email or phone.

6. When you are finished viewing the information, tap the **Mobile Office** arrow icon in the upper left of the screen.
7. Tap **Done**.

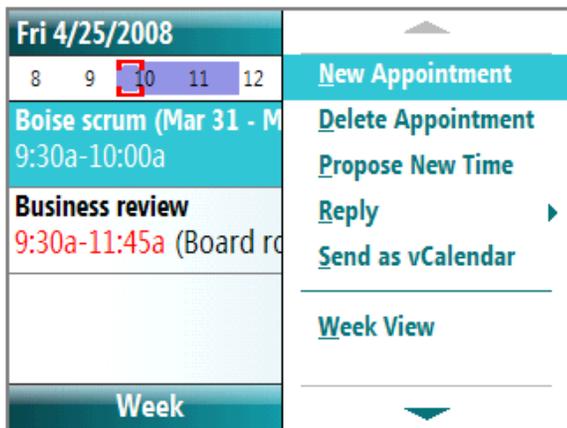
This returns you to the **Mobile Office** screen and your contacts list.

You can access the corporate directory from the **Email** feature also. See details above in [Email with iPhone Devices](#).

Working with Calendars

With iAnywhere Mobile Office, you can view your Domino or Exchange calendar in various views, and easily check your daily agenda, enter new appointments, and respond to meeting requests.

Calendars with Windows Mobile

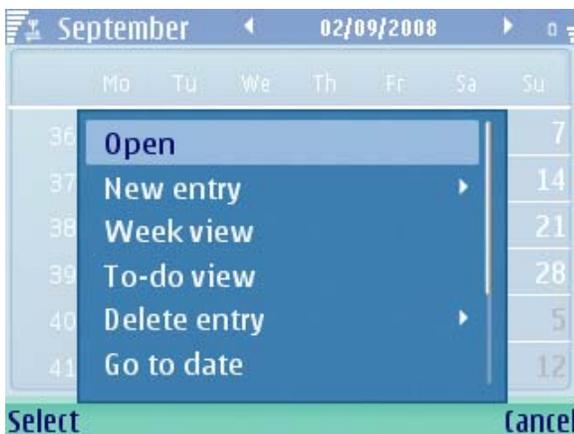


To use the **Calendar** options:

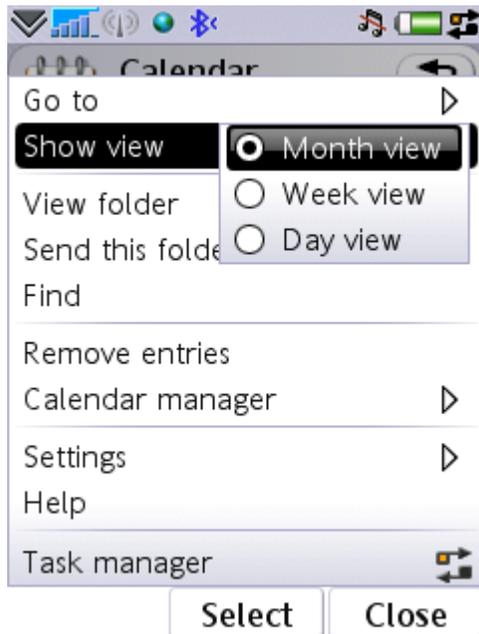
1. In the **Calendar** function, press the left soft key to scroll through the agenda views. In any view, you can select a scheduled appointment and press the **OK** button for details.
2. Use the Calendar **Menu** to create or delete appointments, and to select calendar views.
3. Select **Tools > Options** in the **Menu** to establish your personal preferences for calendar views and to set reminder times for events and appointments.

Calendars with Symbian

Nokia device:



Sony Ericsson device:



To use the **Calendar** options using a Symbian device:

1. Open the **Calendar** through the folder in the **Start** menu.
2. Select **Options** to open entries for a particular date, create or delete calendar entries, and select calendar views.
3. To create a new calendar item, select **New entry**, and then select **Meeting**, **Memo**, **Anniversary**, or **To-do** item. Make your selection, and enter all necessary data into the fields. When ready, press **Done**.
4. Also through the **Options** menu, you can scroll through the list and select **Settings**. This option allows you to establish your default calendar view and to set a calendar alarm tone.

Calendars with iPhone

To use the calendar feature on an iPhone device:

1. From the iPhone home screen, tap the iAnywhere icon.
2. Tap the **Calendar** icon at the bottom of the screen.

The calendar displays in two views:

Month View



List View



3. To view a scheduled event, tap the event from either the month or the list view to see details about the event.
4. To add an event, go to the month and day for which you want to schedule an event, tap the Add icon (**+**), and enter information into the title, Start/End, and Notes fields. Then tap **Done**.
5. To edit or delete a calendar event, tap the event you want to edit or delete, then tap the **Edit** button to edit the event or **Delete** to delete it.

Working with Workflow Packages

Client-invoked Workflow packages are accessed from the **Messaging** application as follows:

- For Windows Mobile devices, the **Workflows** folder is accessible from Messaging > iAnywhere Office > Inbox. Select Workflows from the Menu.
- For Symbian devices, the **Workflows** folder is accessible from Messaging > iAnywhere Office Mail > Workflows.
- For iPhone devices, the **Workflows** folder is accessible from home screen > iAnywhere > Workflows.

For more information about using Workflow packages, see *Device User Guide* at Start > Programs > iAnywhere Mobile Office > Mobile Office Docs.

Learn more about iAnywhere Mobile Office

Explore iAnywhere Mobile Office on your mobile device to understand its full capabilities. For additional information about specific operations and functions, refer to the iAnywhere Mobile Office *Device User Guide*, a standalone Help system available from: Start > Programs > iAnywhere Mobile Office > Mobile Office Docs.