



User Guide



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Chapter 1

Introduction



This document describes the user facing functionality of TouchDown™ for Android devices. It is intended as a guide to the different functions of the application as well as a guide to help you perform common operations with the application.

Installation and configuration of TouchDown is covered in a separate document. Refer to the Installation and Configuration Guide for more information.

NOTE: This document assumes that you have TouchDown installed, configured and activated for full operation.

Chapter 2

Main Screen



Once you have the program installed and your account configured, you can start TouchDown by going to the home screen of the device, and tapping the TouchDown icon.

Main Screen

When TouchDown starts, the Main screen is displayed.

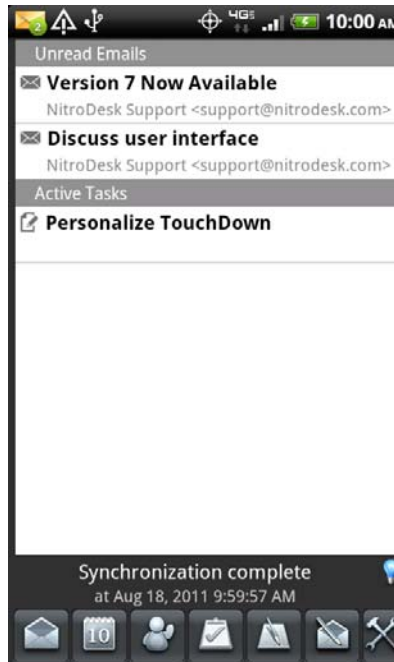


FIGURE 1. TouchDown Main Screen

If your TouchDown installation has synchronized Emails, Calendars and Tasks, this screen displays the following items in this order:

- Last five unread emails in the past 24 hours
- Upcoming appointments for the current day
- Incomplete tasks in ascending order of Due Date

Button Bar

This is the row of buttons located at the bottom of the main screen. If you hold the device in portrait mode, and if you use multiple profiles, **some of these buttons may not be visible**.



Email



Calendar



Contacts



Tasks



Activation. If this shopping cart icon appears, your copy is not yet activated. Tap this button for activation options.



Compose New Email. This button is available once you have activated the application.



Configure Settings



Change Profiles. This button appears only if you have created multiple profiles and allows you to quickly change to another profile.



Notes. This button is available only if you connect to a Microsoft® Exchange 2010 server. This is the first version of Exchange Server that supports syncing of Notes through Microsoft® Exchange ActiveSync®.

NOTE: If you long press the back button on your device a list of Go To options appear so you can switch quickly between sections.



Status Area

The area, just to the left of the status light bulb, displays the various status messages that are generated during TouchDown's operations. For example, you can see what items are being processed during a sync in this area.

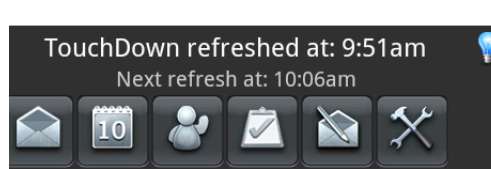


FIGURE 2. Status Message

To the right of the status area, an indicator light bulb displays the status of Push email. The following defines each light bulb color:



Push email is not enabled, or push has been temporarily suspended, or the configuration does not support Push email



Push email is listening for changes



Sync is in process

Main Screen Menu

While on the TouchDown Main screen, tap the Menu button on the device to access the options described below.

SYNC will sync all folders (Email, Calendar, Contacts, Tasks and Notes).

DISABLE or ENABLE PUSH will either disable or enable Push Email. When Push is disabled, you can only sync manually. See Sync.

CHANGE PIN will reset the PIN. If your Exchange Server does not require you to use a PIN to log into TouchDown, this button is grayed out.

DIAGNOSTICS logs recent activities in TouchDown and is a helpful troubleshooting tool. You can email the log to support@nitrodesk.com for help in troubleshooting the problem you may be having with the application.

SETTINGS takes you to the Settings screen.

The following Menu options are available by tapping the More button.

ABOUT displays the version of TouchDown you have installed on your device and if the license is valid.

SEARCH offers a shortcut to search for all data currently synced to the device. You can search as you type for Emails, Appointments, Contacts, Tasks and Notes.


CLEAN QUEUE is useful if an email was unable to be sent. If items are stuck in the queue and preventing a sync, try cleaning the queue to clear any pending synchronization operations. Any unsent items will be lost unless you save each item as a draft.

OUTBOUND shows a list of emails that failed to send. If you do not see email items in the Sent Folder, it is possible they are still located in the Outbound list.

PROFILES allows you to create or edit multiple Exchange Server profiles to be used with TouchDown. You can sync as many profiles with TouchDown as your device can support. However, only one account will be active at any time (pushing or polling).

To create a new profile,

- 1 Tap Menu, More, Profiles on the Main screen.**
- 2 Tap Add Profile and Type Profile Name. Tap OK.**
- 3 Long press on any profile to manage options, such as moving the profile data to SD card.**

Once you create a new profile, a new button  in the home screen will allow you to quickly switch profiles.

Chapter 3

Email




To access your Email list, tap the Email button 



FIGURE 3. Email List

Email Headers

The email screen (Figure 3) displays the headers of each email in a list view. To the left of the email a green bar indicates that the email is unread. The subject of the email is shown on top and below in grey is the name of the sender with the body of the message below that. To the right is the time stamp for the email. To the far left is an empty checkbox. You can tap the checkbox, which will light green when selected, to move or delete multiple email items at once. Once the items are selected, you can then tap Menu and select the desired action. Swiping left on an email will open it in conversation chat mode.

Compose Email

COMPOSE will bring up the compose email screen to create a new email.

There are four tabs:

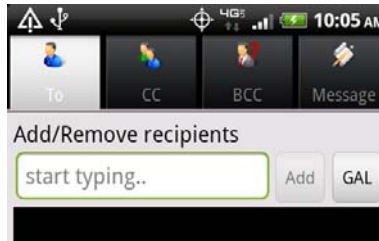


FIGURE 4. Email Tabs

Tab Name	Description & Tips
To	Add recipients by using a Global Address List (GAL) search by tapping the GAL button or start typing in the field and the TouchDown Contact list will suggest a few of your favorites. You can also add recipients by typing the full email address. Once the email address is in the box, press the Add button to add it to the email.
CC	Copy recipients on your email.
BCC	Add a recipient whose email address does not appear in the To/From header.
Message	Type your message. You can also Save as Draft, add your signature and/or add an attachment on this tab. If you tap Menu/Options, you can Request a Delivery Confirmation or Request Read Receipt. If you have the language voice pack installed you can dictate your message.

Message Tab

SAVE AS DRAFT will save the current message in the Draft folder on the device. You can resume the message by navigating to the Drafts folder and tapping on the draft email. Note that this draft will not be synced with the server and only available on the device.

ATTACHMENTS allows you to add or delete attachments

SIGNATURE allows you to add or remove the signature to the bottom of the email

The following Menu options are available by tapping the Menu button on the device.

SEND will send the message

DISCARD cancels the current message and exits to previous screen

IMPORTANCE allows you set the importance of the email to low, normal or high


The following Menu options are available by tapping the Menu button on the device and tapping Options.

REQUEST DELIVERY CONFIRMATION

REQUEST READ RECEIPT

SIGN MESSAGE will allow you sign the message with your digital certificate If S/MIME is configured correctly

ENCRYPT MESSAGE will allow you to encrypt the message so that only the recipients can view the message. Note that this requires the public key of the recipient to be available to the application.

DICTATE MESSAGE  allows you dictate the message instead of typing it.

Email Menu

DELETE the email from TouchDown. Unless you have “Don’t delete emails on server” checked in the TouchDown Advanced settings (See Page 40), the email will also be deleted from the server. You can sync your deleted items folder to keep track of these items.

MARK READ / UNREAD changes the email status as read if it is unread, or unread if it has been read.

MOVE TO will open up a list of folders to select where to move the email. A plus sign may be located to the right of some folders. This symbol can be used to expand the folder.

NOTE: If the folder you want is not listed, make sure you have a check next to “Allow to move to any folder” in Email Options (See Page 14).

SYNC will immediately check the server to request any changes and to report any changes you may have made from your device.

The following Menu options are available by tapping the More button.

FILTER will display a pop-up window to select an option to filter your email list. The following options are available:

- All
- Unread
- Flagged
- With Attachments
- Conversations
- High Importance
- Unflagged

Tap the option to select it. The current option will display a green light on the right. Only one filter can be applied at a time.

SORT allows you to sort email by:

- Date (Ascending or Descending)
- Sender (Ascending or Descending)
- Subject (Ascending or Descending)

- Size (Ascending or Descending)

SEARCH allows you to search for any emails synced on the device. The search is performed as you type in the keyword.

NOTE: If Require Encryption is enabled for security policies this option is not functional.

SERVER SEARCH allows you to search for any email items on the server, whether they are synced to the device or not.

NOTE: This will work with Exchange Server 2007 with ActiveSync® or later.

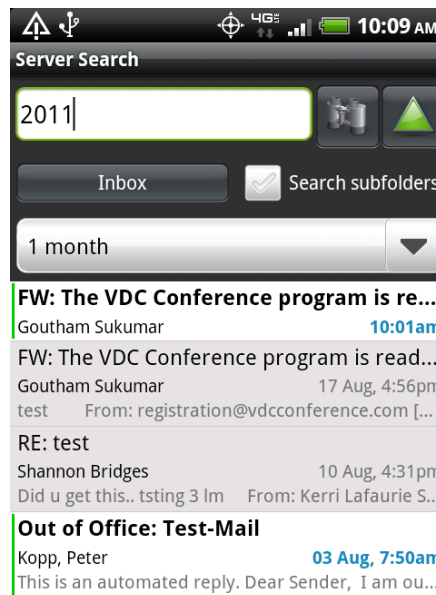


FIGURE 5. Server Search

MARK ALL READ marks all items in the email list as Read.

MARK UNREAD marks all selected items in the email list as Unread.

SELECT ALL & UNSELECT ALL selects or unselects all emails in the list.

FETCH ALL allows you to enter the number of days you want to refresh the email list with items from the past.

OPTIONS See Chapter 4, “Email Options” on page 13 for more details.

CHOOSE FOLDERS lets you select the folders to synchronize.

Working with Email

The following options are available by long pressing on an email.

QUICK REPLY... pulls up a list of replies to use. See “Quick Replies” on page 59 for help working with Quick Replies.

SPEAK your message. If you have the language voice pack installed you can listen to your message.

MARK AS READ marks the email as Read.

MARK AS UNREAD marks the email as Unread.

DELETE the email from TouchDown. Unless you have “Don’t delete emails on server” checked in the TouchDown Advanced settings (See Page 40), the email will also be deleted from the server.

MOVE will open up a list of folders to select where to move the email. A plus sign may be located to the right of some folders. This symbol can be used to expand the folder.

REPLY will reply to sender.

REPLY ALL will reply to the sender all recipients.

FORWARD will forward the email.

MAKE TASK... will create a task using the email as the subject and description. See “Create/Edit Task Screen” on page 31.


Chapter 4

Email Options



This chapter describes how you can customize email options.

To access Email options,

- 1 While in TouchDown, open the email list. 
- 2 Tap the Menu button on the device.
- 3 Select More.
- 4 Tap Options.

The following Email options are available.

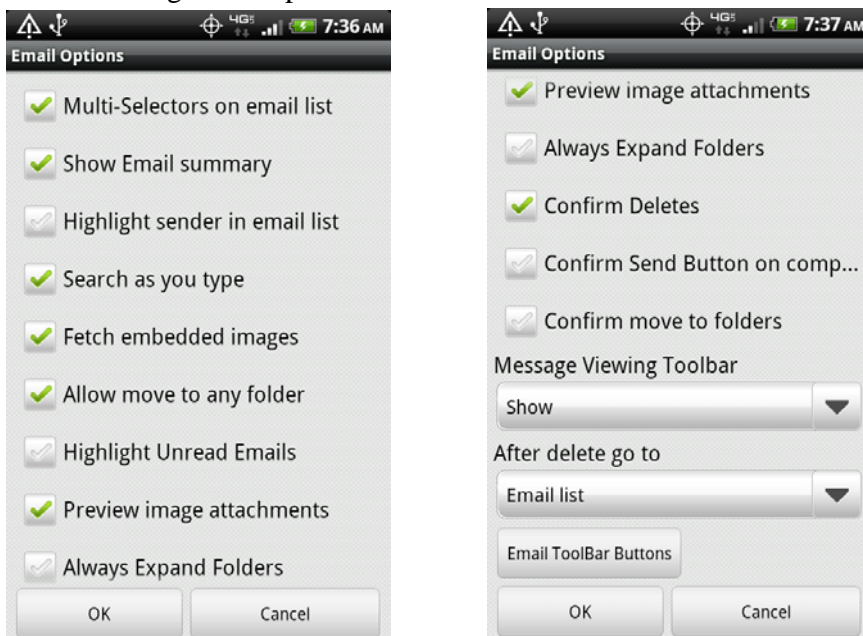


FIGURE 6. Email Options

MULTI-SELECTORS ON EMAIL LIST will display a check box on the left side of each email message in the email list. You can select a message by tapping the box. Once emails are selected, you can perform operations like Delete, Mark Read, Mark Unread and Move to Folder on all the selected items by tapping the Menu button on the device and selecting the option from the menu that is displayed.

SHOW EMAIL SUMMARY displays the first line of the email body in addition to the subject and sender.

HIGHLIGHT SENDER IN EMAIL LIST makes the name of the sender of any email larger and bold as opposed to the subject.

SEARCH AS YOU TYPE will search for messages using the Menu/Search option in the email list view. The messages will be filtered according to your search string as you type it in. If this option is not selected, you must tap the green arrow next to the search string to perform the search.

FETCH EMBEDDED IMAGES automatically downloads and displays embedded images within emails. This options requires Exchange ActiveSync® connection mode with HTML emails enabled.

ALLOW MOVE TO ANY FOLDER allows you to move messages to folders that you have not selected for synchronization. If this is not selected, you can only move emails to folders that you are already synchronizing.

HIGHLIGHT UNREAD EMAILS displays unread messages in bold. Read items in the email list will appear grey.

PREVIEW IMAGE ATTACHMENTS will display a sample thumbnail of image attachments after downloading.

ALWAYS EXPAND FOLDERS displays all folders in folder list.

CONFIRM DELETES will prompt you to confirm that you want to delete the email each time you tap Delete.

CONFIRM SEND BUTTON ON COMPOSE will prompt you to confirm that you want to send an email each time you tap Send.

CONFIRM MOVE TO FOLDERS will prompt you to confirm that you want to move an email each time you tap Move To.

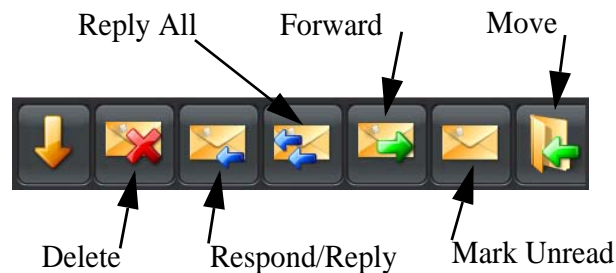
MESSAGE VIEWING TOOLBAR allows you to control if the toolbar is shown at the bottom when viewing an email. The following options are available:

Option	Description
Show	Toolbar will be shown
Hide	Toolbar will not be shown
Toggle on Shake	Toolbar will be toggled on and off when you shake the device while viewing a message

AFTER DELETE GO TO lets you select the action after deleting an email. The following choices are available.

Option	Description
Email List	Go to the email list
Next Email	Open the next email in the list. If none, go back to the email list view
Previous Email	Go to the previous email in the list. If none, go back to the email list view

EMAIL TOOLBAR BUTTONS allows you to choose the buttons that appear at the bottom of the screen when you view an email. The following buttons are available.



- Delete
- Respond

The respond button was created in an attempt to save space on the email toolbar. The Reply, Reply All and Forward buttons can be used to replace the respond button.

- Reply
- Reply All
- Forward
- Mark Unread
- Move

Month View

The Month view is an overall look at the selected month of appointments. Swiping left or right will display past and future months. TouchDown's default setting is to sync 2 weeks of past appointments. If you want to change the default, see "Appointments to Synchronize" on page 37. Tapping on a day will automatically switch to Day view. To return to the Month view, tap Menu, Month view.



FIGURE 8. Month View

REFRESH removes all items from the TouchDown calendar and repopulates the list with the items from your Microsoft® Exchange Server. A **refresh** will permanently delete changes made on the device if they have not yet synced to the server and repopulates with only the data that is available on the Exchange Server. This is different from a Sync command in that a Sync will check the server for changes and also report changes made from the device to the server.

NEW EVENT will open the Create Event screen. Choose this option to create your event or meeting. On this the screen you can invite attendees using the Global Address List (GAL). Once an attendee is selected, you can tap Menu, Availability to review free/busy information if your Exchange Server supports retrieval of Free/Busy information.

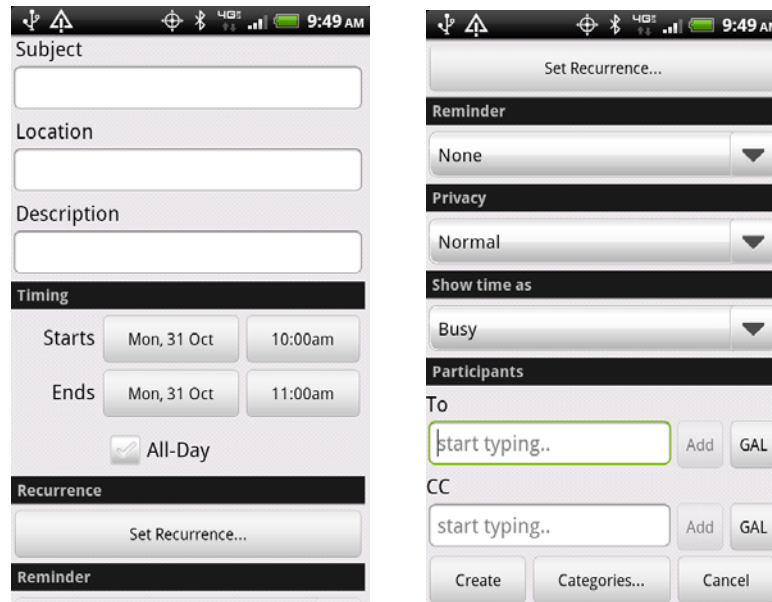


FIGURE 10. New Event Screen

SEARCH allows you to search events synced to the device.

TODAY will take you to today's date on the calendar.

GO TO DATE allows you to find a specific date on the calendar and view that day.

OPTIONS See "Calendar Options" on page 21 for a description of calendar options.

LIGHT THEME shows the Day and Week views in a light color theme.

ALL-DAY EVENTS AT 12:00 AM is a legacy option and is not relevant in the current version of TouchDown.

ALL-DAY EVENTS IN WIDGET will display all-day events in the TouchDown Calendar widgets.

AGENDA VIEW SHOWS UPCOMING ONLY displays only appointments that have not already passed for the current day in the TouchDown Agenda view.

CUSTOM WEEK VIEW enables two additional options. When selected, you can change the “Week starts on” and “Week ends on” options to select the start and end dates for the week. Selecting a custom week start and end day will change the way the Week view is shown.

ENABLE RESOURCES FIELD gives you the ability to specify a resource field when creating new meetings. You may use the resources field to specify non-attendees such as conference room resources or equipment that are addressable using an email address.

SHOW TASKS IN AGENDA VIEW displays the tasks in the Agenda view.

OVERDUE TASKS IN AGENDA VIEW displays overdue tasks in the Agenda view.

DEFAULT REMINDER automatically places the same reminder length for each new event.

DEFAULT PRIVACY automatically places the same privacy status for each new event.

DEFAULT STATUS automatically places the same availability status for each new event.


CALENDAR VIEW ZOOM option lets you display the Day and Week views in larger size and fonts. The recommended zoom size for high resolution devices is 150%.

WORK HOURS START AND END option lets you specify the start and end of your working day. Working times are shown in a slightly different color in the Day and Week views.

Chapter 7

Contacts



This chapter describes how to work with Contacts. 

Selecting the Contacts Folder to Sync

The Contacts Folder should be automatically selected. If your contacts are not appearing on the TouchDown Contacts screen, then make sure that the Contacts folder is selected.

To select the Contacts folder,

- 1 Open TouchDown. The Main screen displayed**
- 2 Tap Menu button and select Settings.**
- 3 Tap Advanced Settings tab.**
- 4 Scroll down and tap the Choose Folders button.**
- 5 Tap the Contacts folder.**
- 6 Tap OK to save changes.**
- 7 Scroll down and tap Save.**

The contacts should begin to load automatically.


TouchDown does not limit how many contacts you can sync. Very large contacts lists can take several hours to sync the first time. Allow the device plenty of time to do the initial contact sync.

Copying to the Phone Book

Android comes with a built in phone book database, sometimes called Contacts, other times referred to as People. This is the database where applications such as Voice Dialer and Caller ID search for known contacts.

By default, the contacts downloaded by TouchDown reside in its own internal database. This means by default your Exchange Server contacts may not appear in the device's native contacts application.

To get your contacts populated into the device phone book,

- 1 To access your TouchDown Contacts list, tap the Contacts button** 
- 2 Tap the Menu button on your device.**
- 3 Tap Copy to Phone.**
- 4 Tap Yes to start the copy.**

This will take each contact and add it to a special group/account named “TouchDown-Exchange” in the native phone book.

If you make a change to a contact in TouchDown or Outlook, the changes are automatically updated in the phone book. See “Keeping Contacts Updated”.

Keeping Contacts Updated


Once you copy the contacts from TouchDown to the phone book, you can enable Update Contact Changes to Phone setting in TouchDown so that information changed on the Exchange Server will automatically reflect in the device phone book. See Chapter 10, “Advanced Settings” on page 40 for help in enabling this option. Once this is done, any changes made to Microsoft® Outlook contacts will automatically be reflected in the native phone book.

Syncing Additional Contact Fields and Contact Photos

Additional contact fields such as “birthday” or “spouse” are only supported if you are connected in ActiveSync mode. The sync of contact photos is also dependent on an ActiveSync connection mode.

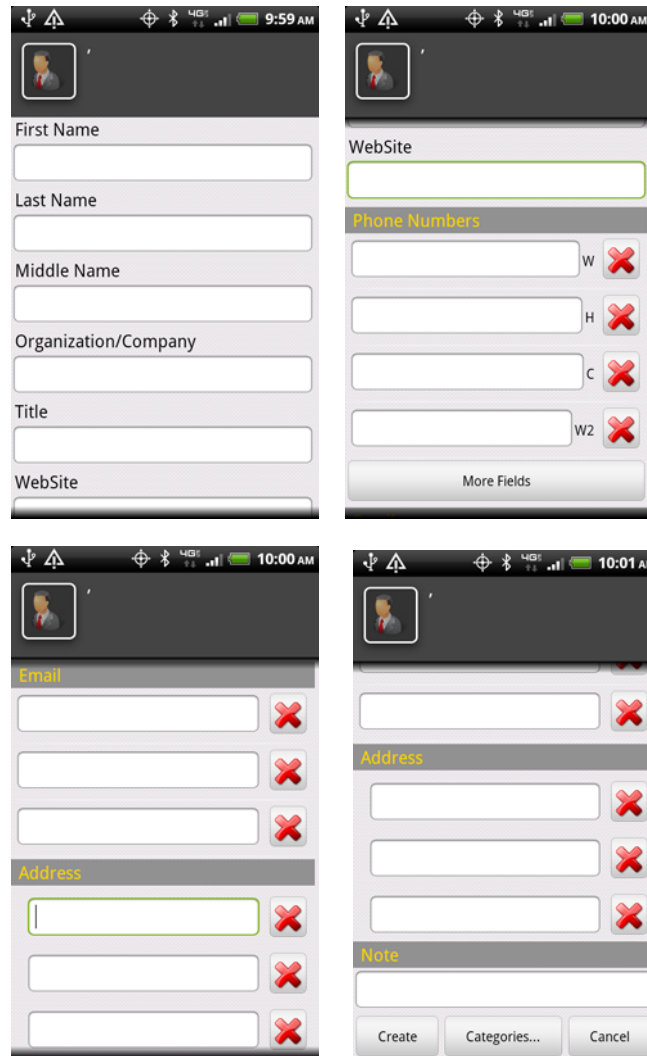
Contacts Menu

To access Contacts options,

- 1 While in TouchDown, open Contacts. 
- 2 Tap the Menu button on the device.

The TouchDown Contacts menu displays the following options:

NEW takes you to the Create New Contact screen.



The figure displays four sequential screenshots of the 'New Contact' screen in TouchDown. Each screenshot shows a different section of the form, with a 'More Fields' button at the bottom of each screen. The top status bar shows the time and signal strength.

- Top Left Screenshot (9:59 AM):** Shows the 'First Name', 'Last Name', 'Middle Name', 'Organization/Company', 'Title', and 'WebSite' fields.
- Top Right Screenshot (10:00 AM):** Shows the 'WebSite' field, a 'Phone Numbers' section with four input fields (labeled W, H, C, W2) and red 'X' icons, and a 'More Fields' button.
- Bottom Left Screenshot (10:00 AM):** Shows an 'Email' section with three input fields and red 'X' icons, and an 'Address' section with one input field and a red 'X' icon.
- Bottom Right Screenshot (10:01 AM):** Shows the 'Address' section with three input fields and red 'X' icons, a 'Note' section with one input field, and 'Create', 'Categories...', and 'Cancel' buttons at the bottom.

FIGURE 12. New Contact Screen

SEARCH allows you to search the TouchDown Contacts.

FILTERS allows you to filter your contact list by contact folder or by category.

SORT allows you to sort contacts in the list by:

- None
- Category (ascending)
- Category (descending)
- Company (ascending)
- Company (descending)
- Display Name (ascending)
- Display Name (descending)
- First Name (ascending)
- First Name (descending)
- Last Name (ascending)
- Last Name (descending)

You can choose up to three options.

GLOBAL ADDRESS SEARCH allows you to do a contact search on your Exchange Global Contacts List.

The following Menu options are available by tapping the More button.

REFRESH ALL removes all Contacts from the TouchDown Contacts list and repopulates the list with the Contacts from your Microsoft® Exchange Server. A refresh will permanently delete changes made on the device if they have not yet synced to the server and repopulates the device with only the data that is available on the Exchange Server. This is different from a Sync command in that a Sync will check the server for changes and also report changes made from the device to the server.

This feature is useful if the syncing of contacts was stopped before completion. Often this will resolve any errors with the auto-fill feature while composing emails.

COPY TO PHONE See “Copying to the Phone Book” on page 23.

CALL LOG IMPORT allows you to choose one contact at a time from the phone book call log to add to your Exchange Server contacts.

Other Contact Shortcuts

A long press of any TouchDown contact will display the following list of options:

- Open
- Edit
- Delete
- Categorize (Requires Microsoft® Exchange ActiveSync®)
- Call
- Send Text
- Send Email
- Add to Phone
- Create Meeting
- Find Emails
- Find Events

Chapter 8

Tasks



This chapter describes how to work with Tasks.

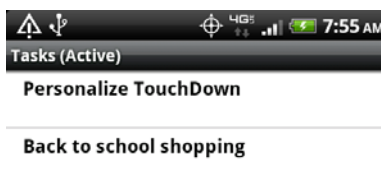


FIGURE 13. Active Tasks Screen

To access Tasks options,

- 1 While in TouchDown, open Tasks. 
- 2 Tap the Menu button on the device.

The following Tasks options are available.

SEARCH allows you to do a keyword search through the Task list.

REFRESH removes all Tasks from the TouchDown Task list and repopulates the list with the Tasks from your Microsoft® Exchange Server. A refresh will permanently delete changes made on the device if they have not yet synced to the server and repopulates with only the data that is available on the Exchange Server. This is different from a Sync command in that a Sync will check the server for changes and also report changes made from the device to the server.

FILTER helps you organize your Task list. You can filter by Folder, Category or by the following statuses:

- All
- Completed
- Pending
- Overdue
- Active
- Due Today
- Next Seven Days
- No Due Date
- With Due Date
- Today and Overdue

SORT allows you to sort Tasks in the list by:

- None
- Category (ascending)
- Category (descending)
- Subject (ascending)
- Subject (descending)
- Start Date (ascending)
- Start Date (descending)
- Due Ascending
- Importance (ascending)
- Importance (descending)

You can choose up to three options at once.

NEW will open up the Create New Task screen.

Open Task Screen

The Open Task screen has its own menu of options near the top of the page.

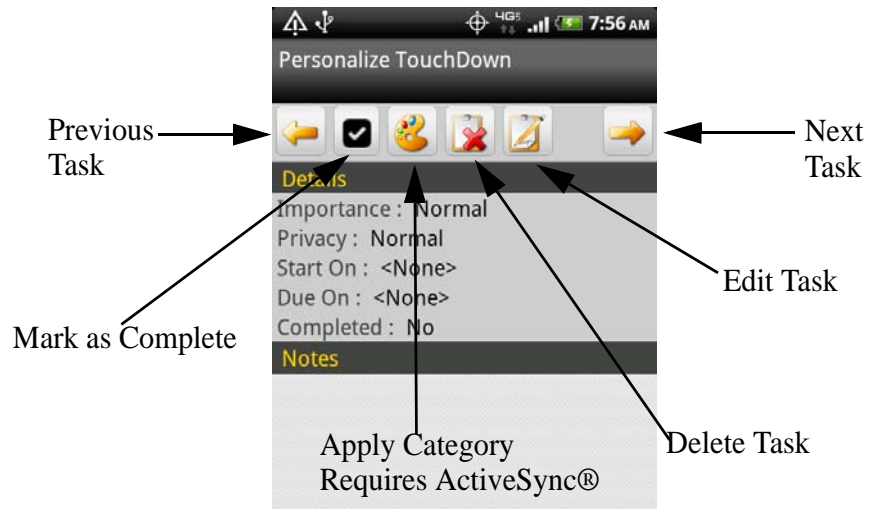


FIGURE 14. Open Task Screen

Create/Edit Task Screen

The Task Create/Edit screen offers the following fields:

- Subject
- Description
- Bounded Checkbox (If left unchecked, the Task will not have a start and due date. This can affect sorting and filtering. If checked, the start and due dates will need to be specified each time)
- Reminder (If left unchecked, a reminder will not sound for this Task. If checked, you will need to specify the time and date of each Task reminder)
- Importance
- Sensitivity

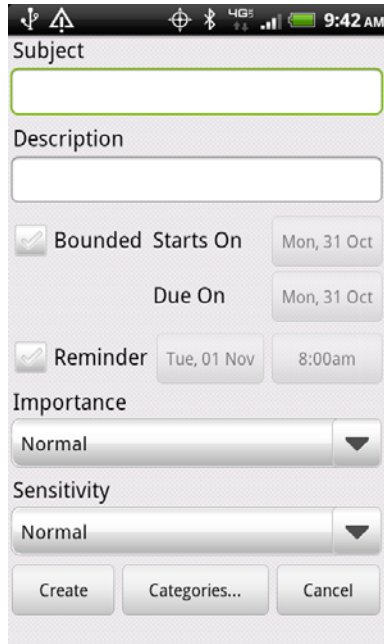


FIGURE 15. New Task Screen

At the bottom of this screen, you can choose Create if this is a new Task or Update if this is an existing Task. You can also choose Categories for the Task, or you can Cancel creating or editing the task.

Chapter 9

Notes



The Notes button is available only if you connect to a Microsoft® Exchange 2010 or newer server. Exchange 2010 is the first version that supports syncing of Notes through Microsoft® Exchange ActiveSync®.

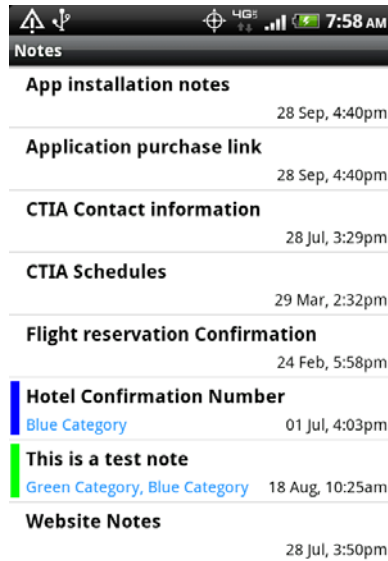


FIGURE 16. Notes Screen

To access Notes,

1 While in TouchDown, open Notes. 

2 Tap the Menu button on the device.

The Notes menu is comprised of four options:

NEW will open the Create/Edit Note screen.

SEARCH allows you to do a keyword search through the notes list.

SORT allows you to sort Notes in the list by:

- None
- Category (ascending)
- Category (descending)
- Subject (ascending)
- Subject (descending)
- Updated Time Ascending
- Updated Time Descending

You can choose up to three options at once.

REFRESH removes all Notes from the TouchDown Notes list and repopulates the list with the Notes from your Microsoft® Exchange Server. A refresh will permanently delete changes made on the device if they have not yet synced to the server and repopulates with only the data that is available on the Exchange Server. This is different from a Sync command in that a Sync will check the server for changes and also report changes made from the device to the server.

AS ITEMS ARRIVE (PUSH) is available if you connect to the server using Microsoft Exchange ActiveSync® mode. If this is turned on, any new emails or changes appearing on the server will be downloaded almost immediately to the device. This provides real time notification of new emails and other changes.

POLLING INTERVAL (MINUTES and HOURS) specifies the interval that TouchDown will query the server for changes in the selected folders. The following choices are available:

- Every minute
- Every 5 minutes
- Every 10 minutes
- Every 15 minutes
- Every 30 minutes
- Every hour
- Every 2 hours
- Every 4 hours
- Custom

NOTE: Setting too low a value can have an adverse effect on battery life. 15 minutes is recommended and has been found to be a good trade off with battery life.

ENABLE PUSH periodically contacts the server to check for new emails or other changes. If this option is turned on, the option *Polling Interval (minutes)* is enabled. You have to set a value for the polling interval. Even if the device is asleep, having this enabled will cause it to connect to the server periodically and download any available changes.

POLL DURING OFF-PEAK TIMES periodically polls for changes even during off-peak times. See “Peak Times” on page 47 for settings.

Emails to Synchronize

This entry specifies how many days of past emails TouchDown keeps on the device. The default is 3 days. Setting too large a value can potentially slow down some operations if you have a lot of emails stored on the device.

The following choices are available:

- 1 day
- 3 days
- 1 week
- 2 weeks
- 1 month
- All
- Custom

Only the ActiveSync connection mode will fetch emails from earlier days on initialization. Other modes will fetch emails that arrive after initial configuration. In all cases, TouchDown will delete emails on the device that are older than the specified email history to conserve space.

Appointments to Synchronize

This entry specifies how many days of appointments TouchDown keeps on the device. The default is 2 weeks. Appointments from the past will only be visible after you've begun synch appointments with TouchDown.

The following choices are available:

- 2 weeks
- 1 month
- 3 months
- 6 months
- All

Selecting All for appointments, just as with emails, will cause your database to increase in size and can affect the speed and performance of the TouchDown application.

ActiveSync Device Type String

Do not change this from the default "Android" unless you are sure you know what you're doing!

Email Body Style

This is a field that lets you specify different fonts, sizes, colors and styles to be used when composing new messages in HTML mode.

This string follows a certain formatting rule, and you should make sure that the changes you make to this string are only made to the fields that are described below.

The default for this string is

```
font-family:Arial, Helvetica, sans-serif;font-size:small
```

The general format is as follows:

```
font-family:<FONT_NAME>;font-size:<FONT_SIZE>
```

<FONT_NAME> can be replaced with a sequence of valid font names separated by commas.

<FONT_SIZE> can be replaced with a font size. Valid values include the following:

- small
- x-small
- xx-small
- large
- x-large
- xx-large
- NNpt where NN is a point size. (For example 10pt)

Select Theme

This is a field that lets you change the color scheme. Tap the down arrow on the drop down box to select a different theme. The default theme, basic, matches the original version 7 theme.

ENABLE HTML EMAIL will download and display emails in HTML format.

DON'T DELETE EMAILS ON SERVER allows you to delete emails on the device and will not remove them from the server.

DON'T MARK READ ON SERVER allows you to read emails or mark them as read/unread on the device but will not mark them as read/unread on the server.

UPDATE CONTACT CHANGES TO PHONE detects a contact change on the server and makes the change to the contact in the native phone book application on the device.

DEFER SERVER UPDATES postpones updates until the next scheduled refresh time or until the next time a change is reported from the server or until the next time you perform more time critical operations such as sending an email.

DISABLE SMARTREPLIES and SMARTFORWARDS should not be checked except in certain conditions where your server may not be allowing SmartReplies and SmartForwards. SmartReplies and SmartForwards are a command in Microsoft Exchange ActiveSync® which lets the device send the reply/forward text that you enter and attach to the original message.

ALWAYS BCC MYSELF adds your configured email address to the BCC of all outgoing emails you send.

MANUAL SYNC WHEN ROAMING will not perform any automatic syncing if you are roaming on a network. Both push as well as automatic polling will be suppressed.

NORMALIZE PHONE NUMBERS makes contacts retrieved from the server phone numbers changed to make the following replacements:

- X and x, and ext. will be replaced by a ;
- P and p will be replaced with a ;
- W and w will be replaced with a ,

This is useful if you have phone numbers that contain post-dial sequences that need to be correctly interpreted.

EXCLUDE ATTACHMENTS FROM GALLERY will ensure that attachments such as images and music that you download through TouchDown are not scanned by the Android Gallery application when it scans the SD card for media files.

APPOINTMENT REMINDERS AT NON-PEAK TIMES will remind you of an appointment even if the appointment occurs during “off hours” or if the reminder itself is only set to occur during the “off hours.”

INCLUDE PHONE CONTACTS IN PICKLIST will offer contacts from the Android Phone Book as contact options for new email or SMS items.

CLEAN SD CARD ON REMOTE WIPE will remove any attachments it has downloaded to the SD card upon remote wipe.

NOTE: NitroDesk cannot be held responsible if an attachment viewer was used to view an attachment downloaded by TouchDown and did not store the file in a secure manner available for remote wipe. Contact the provider of your attachment viewing application if you have additional questions about this issue.

FILTERED TASKS ON HOME SCREEN AND WIDGETS will display Tasks in the home screen window and on the Task Widget filtered just as they are on the TouchDown Tasks Screen.

DISABLE TABLET MODE (TABLETS ONLY) will not automatically switch to tablet mode even if it has detected that TouchDown is working on a tablet. This option is specifically for tablet users who prefer the classic TouchDown view.

USE SYSTEM BACKGROUND DATA SETTING will honor your preferences in the Android operating system if you have decided to turn off “Background data” in Android device settings under the Accounts & Sync heading.

ENABLE SMS SYNC will synchronize text messages as emails. This option is available only when connecting to a Microsoft Exchange™ 2010 server. When this option is checked, TouchDown will listen to the Exchange server to synchronize text messages which are sent through Microsoft® Outlook 2010. When a text message is sent by the Exchange server to the device, TouchDown will send out text messages through the device's SMS application. Also, when this is enabled, TouchDown will intercept SMS messages received on the device and place it in the inbox of the Exchange account.

PUSH IN BATTERY SAVER MODE periodically contacts the server to check for new emails or other changes even if the device is in battery saver mode. When turned on, TouchDown tries to enlist for push notifications from the server with very long timeouts. While this may result in battery savings, it may also increase chances of occasional delays in receiving messages under some network conditions.

DISABLE TILT TO SCROLL will disable the ability to scroll when you tilt the device. By default, when viewing an email message, TouchDown enables scrolling within the message by quickly tilting the device forward or backward when the phone is equipped with a gyroscope. Turning this flag on will cause TouchDown to disable the tilt to scroll feature.

Email View Text size

This option lets you select the text size to use when viewing email messages. You can set this to one of five different levels:

- Smallest
- Smaller
- Normal
- Larger
- Largest

Email Download Size

This is the size of the email messages to download from the server during synchronization. Zimbra users should set this to a value less than or equal to 10 Kilobytes or less. If the email being downloaded is larger than the value specified here, when viewing the email a new button at the bottom of the email view will let you download the remaining portion of the message. The following values are available:

- No Body
- 4 KB
- 5 KB
- 7 KB
- 10 KB
- 20 KB
- 50 KB
- 100 KB
- Full Emails

Copy To Phone As

This option allows you to decide if you want to copy your TouchDown Exchange contacts to the phone book as:

- First MI Last
- Last First MI
- FileAs

Selected Email Folders

This list displays the folders that you have selected to synchronize with the server. This is for display purposes only. To choose the folders see “Choose Folders” on page 45. To refresh the list of folders from the server see “Refresh Folders” on page 44.

Additional Options

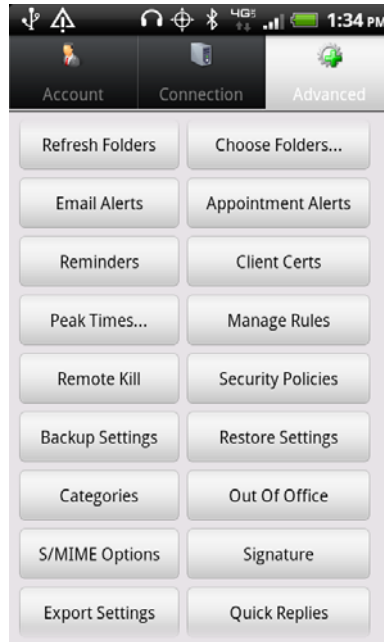


FIGURE 19. Advanced Options

Refresh Folders

Tapping this button will refresh the list of folders from the server. This will get any changes you have made to the folder hierarchy, and make them available in the dialog.

Choose Folders

Before TouchDown can synchronize data from the server, you must select the folders to synchronize. You can tap any folder to toggle the selected state. When selected for synchronizing, the icon for the folder will display a blue refresh indicator.

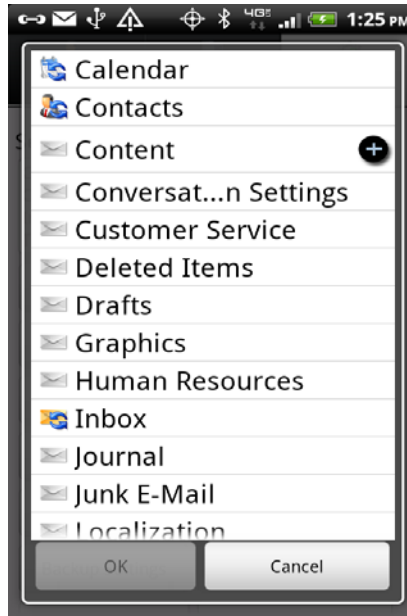


FIGURE 20. Choose Folders

NOTE: TouchDown does not support the Outbox folder for synchronization.

Email Alerts

Tapping this button will let you customize the nature of alerting you receive when you receive a new email message. See “Notification Settings” on page 60 for more details about notification configuration.

Appointment Alerts

Tapping this button will let you customize the alert you receive when an appointment reminder is due. See “Notification Settings” on page 60 for more details about notification configuration.

Reminders

This option pops up a dialog box where you can choose to enable or disable repeat reminders for appointments.

NO REPEAT REMINDERS will turn off repeat reminders. Appointment reminders will not repeat once snoozed or dismissed.

REPEAT REMINDERS will repeat reminders until you dismiss from the reminder window that opens up when you go into the TouchDown calendar or when you view the reminder by pulling down the notification bar.

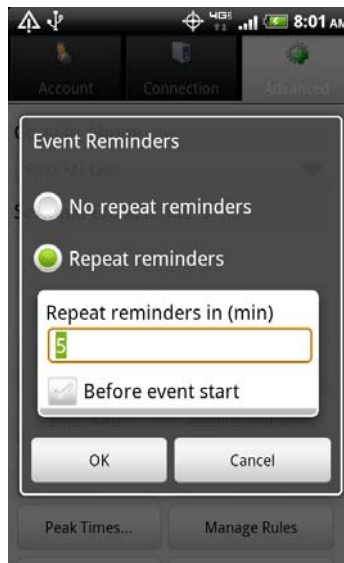


FIGURE 21. Event Reminders

Client Certs

This option lets you import a client certificate to the device, which will be used by TouchDown to authenticate with the server.

NOTE: This is only for digital client certificates and not for server certificates.

Peak Times

This feature allows you to specify the times during which you want TouchDown to check for new email or other changes on the server. Using this feature, you can specify the peak times for each day of the week. Peak Time is the time during which TouchDown either periodically polls for email, or enables Push. Outside of peak times, TouchDown will minimize checking for new messages or other changes. There are still times when refreshes may happen outside peak times, for example if you compose or reply to a message, this can cause a refresh to happen. However, under such circumstances, TouchDown will never play a notification if new messages are detected.

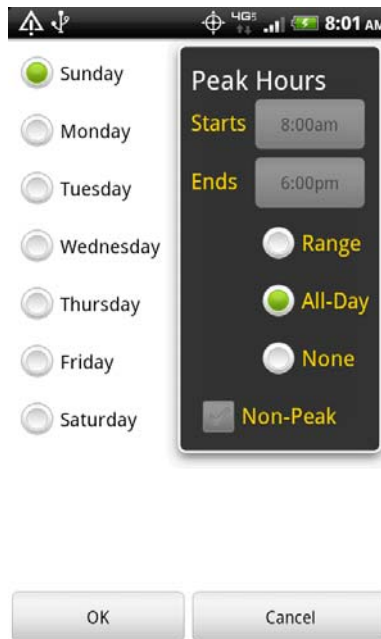


FIGURE 22. Peak Times Settings

In the above screen, as you select each day of the week, the dark box on the right side updates to reflect the peak times specification for that day. There you can change the following fields to specify the peak time. When you are done, tap the OK button at the bottom to save the settings or tap the Cancel button to close the dialog without saving the settings.

RANGE will enable the Starts and Ends buttons to be enabled, letting you specify a start time and end time for the specification.

ALL DAY should be selected when you want the specification to be active for the entire day.

NONE lets you specify that no time is specified for the selected day.

NON-PEAK means that the times or range you specify above it refers to non-peak times. That is the time during which you don't want to check for changes.

Here are some examples of how you can set peak times,

EXAMPLE 1 Check for changes from 9:00 am to 9:00 pm

Range: ON

Starts: 9.00 AM

Ends: 9.00 PM

Non-Peak: OFF

EXAMPLE 2 Inactive from 9:00 am to 9:00 pm

Range: ON

Starts: 9.00 AM

Ends: 9.00 PM

Non-Peak: ON

EXAMPLE 3 Inactive all day

All-Day: ON

Non-Peak: OFF

Manage Rules

Rules based notification is a feature in TouchDown which enables you to specify rules to apply to incoming messages and configure different notifications based on the content and characteristics of the incoming message. Tap the Manage Rules button to add, change and delete the rules that control custom notifications.

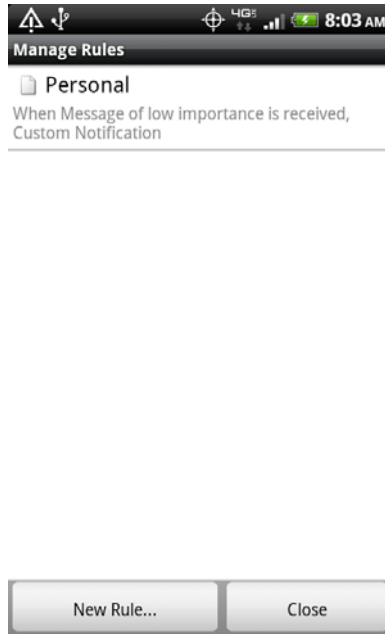


FIGURE 23. Manage Rules

In the Manage Rules screen, you can create a new Rule by tapping the New Rule button. You can also edit, delete or move the order of rules by tapping and holding on any specific rule that you have already created.

When you create a New Rule, or choose to edit an existing rule, the Create/Edit Rule editor opens up, and looks as follows.

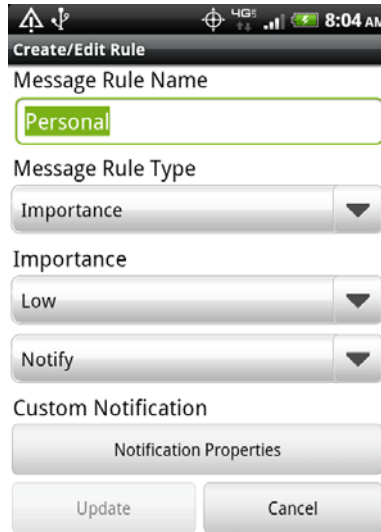


FIGURE 24. Create or Edit Rule

MESSAGE RULE NAME is the name of the Rule.

Once a rule has been specified you also have to specify the properties of the notification to be sent when a message that matches the rule is detected. See “Notification Settings” on page 60 for information of how to specify the Notification properties. In general, whenever incoming messages are scanned for rules, the notification of the first rule that matches a message will be used.

NOTE: Once a message matches a rule, additional rules are not checked.

The following describes the Message Rule Type parameters:

ARRIVES AT FOLDER is sent when the message being inspected has arrived at a folder that you have specified. If you select this rule type, you must additionally tap the Choose Folder button to select the folder that should cause the notification to be sent.

CONTAINS STRING / EMAIL ADDRESS lets you specify a string to look for in one of several fields of the message. A message will cause this rule to be sent when the string you specify is found in any of the fields you have selected. You should additionally select the fields you want to check in and the substring you want to check for. The fields can be one of the following:

- From
- To
- CC
- Subject
- Body

The string you enter can be any non-empty string. You can filter for specific users as in john.smith@company.com or domains as in company.com

You can specify multiple search strings by using the || characters between each formula.

IMPORTANCE lets you specify message importance and cause custom alerting to happen when a message of the selected importance arrives.

The following are available in the drop down box,

NOTIFY See “Notification Settings” on page 60 for help in configuring the Custom Notification section.

SET COLOR sets the color of the email.

BOTH sends a notification and sets email color.

Remote Kill

TouchDown allows you to perform a remote wipe by sending an email with a user-specified Kill Code in the subject of the email. You can specify the Kill Code in the settings. Once a Kill Code is set, TouchDown will perform a remote wipe on receipt of the email that contains the Kill Code in the subject line, prefixed by TDKILL:.



FIGURE 25. Remote Kill Screen

REMOTE KILL CODE is displayed in the subject line.

WIPE CONFIRMATION SMS is the number used for wipe confirmation. If you specify an SMS number in this field, TouchDown will send an SMS to this number when it is remote wiped.

PASSWORD will confirm your account password.

NOTE: In order to change the other fields on this screen, you must enter your Exchange password here. This is to prevent someone from setting the kill code without your knowledge.

Categories

NOTE: Only available with Microsoft® Exchange ActiveSync®

This option lets you choose colors for each of the categories that are applicable to contacts, events and tasks. When you tap the Categories button, the following screen opens up.

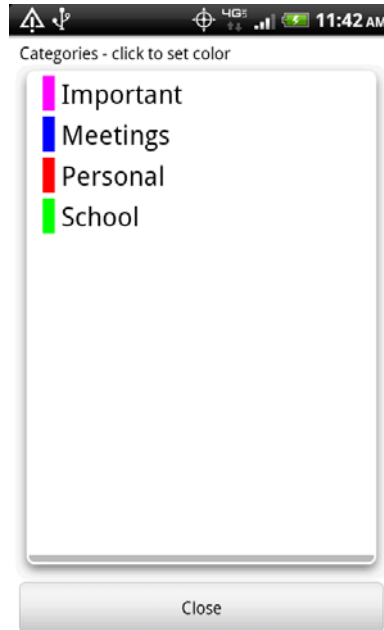


FIGURE 27. Categories Screen

When you tap a category you can move the sliders corresponding to Red Green and Blue components to set any color you wish. Once set, all items tagged with that category will display with the specified color.

NOTE: TouchDown receives category information from Items containing those categories. Therefore, some categories may not appear until at least one item associated with each category is synced. Also, ActiveSync does not provide color information for each category, so you will have to manually set your favorite colors here to match what you have in Outlook.

SCHEDULED OOF sends messages according to a schedule you specify. You can specify the dates and times when OOF should start and end.

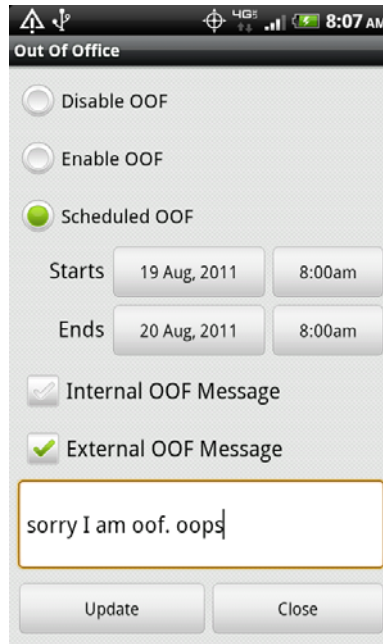


FIGURE 29. Scheduled Out of Office Screen

S/MIME Options

S/MIME (Secure/Multipurpose Internet Mail Extensions) is a standard for public key encryption and signing of MIME data.

SIGN OUTGOING MESSAGES BY DEFAULT enables signing on all outgoing emails.

CHECK CERTIFICATE REVOCATION checks to see if the status of the certificate is set to revoked. If this box is checked, when validating certificates on signed messages, TouchDown will also send a request to the server to check for certificate revocation.

PROMPT FOR PIN BEFORE USAGE prompts for private key before looking up certificate. If this box is checked, TouchDown will request a PIN before the S/MIME certificate is used to sign an outgoing message or to decrypt an incoming encrypted message. The following fields will have to be filled:

Option	Description
Current PIN	Enter a numeric PIN here (this is not the same as the device PIN used to access the application).
Confirm Your PIN	Confirm the PIN by entering it again here.
PIN Timeout	Enter a time out in minutes here. TouchDown will retain your S/MIME PIN only for the number of minutes specified, after which you may be prompted again for using the certificate.

To add certificates,

- 1 Go to the Advanced tab in TouchDown settings, tap the S/MIME Options button.**
- 2 Go to the Certificates tab and tap Add.**
- 3 Long press on the cert and select to use it for signing and encryption.**
- 4 Tap OK.**

At this point, if you open an encrypted message it will dynamically get and decrypt with your cert every time you attempt to view it.

To send an encrypted, signed (or both) message,

- 1 While composing an email, tap Menu/Options.**
- 2 Select Sign Message and Encrypt Message options.**

You can do this individually or select in the settings to enable Sign Outgoing Messages by Default for every message.

If you want to send out encrypted messages, you must have the public cert for each party to whom you address it.

To get the certificate from another user, there are two ways.

- If you receive a signed message from another person, you can tap the key on top of the message to validate the certificate. Once validated, this public key is cached against his email address and will be used automatically for encryption.
- If no public certificate is found, TouchDown will display an error box when sending. There you have an option to attempt fetching the public key for the other party. TouchDown will ask the Global Address List (GAL) for the public key of the recipient. If it is found in the GAL, tap send again, TouchDown will send it.

Signature

This field lets you change the signature that is appended to all outgoing email messages that you send, including replies and forwards.

HTML SIGNATURE allows you to enter HTML code signatures with a variety of fonts, colors, styles etc.

TEXT SIGNATURE adds a plain text signature.

NOTE: You can only edit the default signature after you have purchased and activated your copy of TouchDown.

Export Settings

This option lets you export a .pcf file with all the settings required to connect to your server, except for your credentials (user id and password).

Quick Replies

This option lets you work with quick reply entries. You can create, edit and change the location of the quick reply.

To edit or delete a response,

- 1 Long press on the quick reply you want to edit or delete. The following choices are available:**
 - Edit
 - Delete
 - Move to top
 - Move to bottom
 - Move up
 - Move down
- 2 Select edit to edit the message or delete to remove it from the list of available replies. To change the location of the message select from the Move options.**

To create a new response,

- 1 Tap New Response...**
- 2 Enter in the response text.**
- 3 Tap OK.**

Notification Settings

This screen specifies the settings for notifications and may appear when you choose to edit notification settings for Email Alerts, Appointment Alerts, or when specifying custom notifications using the Manage Rules option.

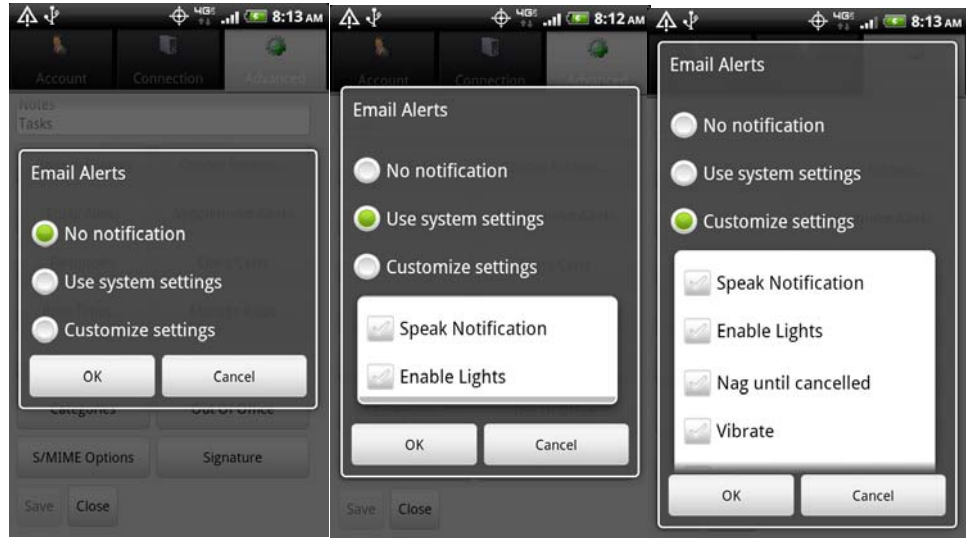


FIGURE 30. Notification Settings Options

On this pop-up window, you can choose to set the following options for notifications:

NO NOTIFICATION will not notify you for the event you are specifying notifications for.

USE SYSTEM SETTINGS will use the system configured notification sound and light options. It may also vibrate the device.

Settings Menu

To access **Advanced Settings** options,

- 1 Open TouchDown. The Main screen displayed.**
- 2 Tap Menu button and select Settings.**
- 3 Tap the Advanced Settings tab.**
- 4 Tap the Menu button on the device.**

The following options are available to help you manage your TouchDown account.

SAVE will save any changes you have made in the Settings menu.

WIPE DATA gives you two choices:

- Wipe removes all information from your TouchDown account. If you have multiple profiles only the currently selected profile will be affected. This will remove the TouchDown account from your Android device and take you back to the initial Welcome screen to do a first configuration.
- ReSynchronize will clean up the database to a more compact size and then resync the data as if this was a new configuration. This option will help save space but also preserves your configuration settings.

BACKUP DATABASE allows you to backup the database securely onto the SD card. This saves time when reconfiguring their TouchDown account as data (such as the Contacts list) can take a long time to load on an initial sync, especially if you sync a large amount of data. It is recommended that you backup your data only when the configuration is working consistently and reliably. It is not recommended for you to backup a database that may have already been corrupted.

RESTORE DATABASE allows you to restore a TouchDown database from a previously successful configuration.

COMPACT DATABASE allows you to run a compaction tool on the database to reclaim “holes”, in effect shrinking the size of the database file. This option allows you to conserve space while not actually resyncing the data as the Wipe Data “ReSynchronize” option would do.

For other tips on Configuring, Downloading or Troubleshooting with TouchDown, visit our support page at: www.nitrodesk.com/support.aspx

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