

# Good Mobile Messaging™

Wireless Enterprise Messaging System

## User's Guide

Version 4.9 Beta

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**Please do not use while driving or engaged in any other activity that requires your full attention.**

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# 1 Overview

Welcome to Good Mobile Messaging, the behind-the-firewall, wireless corporate email and data access system from Good Technology. Good Messaging enables mobile professionals to access their corporate email, PIM (Personal Information Management), and enterprise data wirelessly while away from the office.



## About Good Messaging

Good Messaging provides mobile users with a wirelessly synchronized connection to their company servers, so they can instantly access up-to-date corporate email, attachments, contacts, calendar, notes, tasks, public folders, and critical enterprise data when away from their desks.

Good Messaging's enterprise-class solutions are available on a variety of handhelds. Good Messaging is a complete encrypted wireless system for accessing corporate messaging and data from behind the firewall on the mobile handheld.

The complete Good Messaging system includes:

- The Good Messaging Client, supporting a broad number of handhelds
- The Good Messaging Server, an easy-to-install enterprise class application allowing for elegant fleet management/global policy control and remote security enforcement of wireless synchronization

## Features and Benefits

The Good Messaging application software runs on the following handheld types:

- Palm OS Treo 600 and 650 handhelds
- Windows Mobile 2003 and 5.0 Pocket PC and Smartphone handhelds (including Treo 700w)
- Symbian OS Nokia Series 60 handhelds.

Good Messaging is fully compatible with the Microsoft® Outlook® and Lotus® Notes® environment.

The following are some of the key features and benefits of Good Messaging:

- **Wireless corporate email and data**—Extends all the capabilities of Microsoft Outlook or Lotus Notes and data access to a wireless handheld, including email, attachments, calendar, contacts, public folders, notes, journal, to do items, and tasks.
- **Up-to-date** — Two-way wireless synchronization between the handheld and Microsoft Exchange Server® or Lotus Domino Server based data to ensure that mobile users are up-to-date - no cradle required.
- **Thin-client access to corporate data**—Optional Good Messaging Forms™ wireless information system leverages existing Web-enabled applications and is optimized for wireless. This feature is only available on supported Palm handhelds.
- **One-touch simplicity** —Ensures that actions taken by the user, whether on the handheld or on the desktop, are mirrored. Delete a message and it is deleted everywhere.
- **Integrated attachment viewing and forwarding** —Microsoft Office® (\*.doc, \*.ppt, \*.xls), Adobe Acrobat® (\*.pdf), Word Perfect® (\*.wpd), HTML (\*.htm and .html), Rich Text (\*.rtf), message (\*.msg), sound (.wav, .mp3, etc.), image (.bmp, .png, etc.), and plain text (\*.txt). Displays attachments with original formatting, or with plain text formatting when no capable viewer is installed. If no viewer is installed, a download option is available to save the file. This feature is not available on all handhelds.
- **Enterprise-class, end-to-end system**—Encrypted and reliable wireless access to corporate email and data from behind the firewall to the handheld.
- **Reliable message delivery**—Uses Positive Acknowledgement Architecture to confirm message delivery every time.

## Overview

- **Zero desktop install option**—Eliminates the need for desktop deployment, dramatically lowering the cost and time required to deploy and maintain a fleet of users. No cradle-based or cable-based synchronization is required.
- **Multi-handheld and multi-network**—Enables handheld and network choices for the future.
- **Multi-purpose**—Converges phone and data service capabilities in standard operating-system environments that support your other required handheld applications.

## System Overview

Your handheld works in conjunction with your email server and Good Messaging Server software on your corporate network.

After being set up for use, your handheld, when turned on, connects wirelessly with your corporate network using high-speed wireless network service supported by your handheld. Good Messaging works with many domestic and international wireless carriers.


Good Messaging Service synchronizes your handheld with your email, calendar, contacts, notes, journal, tasks, to do items, and folders stored on your corporate email server, just as the Outlook or Lotus Notes application synchronizes your desktop computer with your email server. In this way, your Outlook or Lotus Notes and handheld folders present the same information. (Personal folders stored on your PC hard disk are not synchronized.)

Handheld setup instructions in this guide assume your IT administrator has set up your handheld for use, installed Good Messaging Server software on your network, and added your handheld to Good Messaging Server. Refer to Figure A, “Wireless Setup,” on page 103 for more information.

## How Good Messaging Changes Your Handheld

Your handheld guide describes your handheld before it has been set up for use with Good Messaging software. In most cases, the guide remains accurate after the handheld has been set up. The following sections describe how Good Messaging may change your handheld's behavior.

### *Palm OS Handhelds*

- If your Palm OS guide describes Email, Calendar, Contact, and Task applications, use this guide instead.
- In Treo 600 Preferences, the Sun key (also called Power button)  on the front panel is now set to display the Good Messaging Today screen.
- In Treo 650 and 700w Preferences, the Side key on the left side of the handheld is now set to display the Good Messaging Today screen.
- The handheld radio is used for Good Messaging applications, as well as for the phone and Internet. When a Good Messaging data connection is established via the radio, the word "Data" is added to the radio-strength indicator on-screen.
- When the Caller ID and Speed Dial features link to your contacts, the Good Messaging Contacts application is used.

### *Windows Mobile 2003 Handhelds*

- Access to the Good Messaging applications is added to the Today screen.
- Hardware buttons, if any, that connect to calendar, contacts, and email, will now connect to the Good Messaging versions of these applications.
- Email status and upcoming appointments are added to the Today window.

## Overview

- If your handheld guide describes email, calendar, contact, and task applications, the applications are still available, but you'll use this guide instead for the Good Messaging versions of these applications.
- When the Caller ID and Speed Dial features link to your contacts, the Good Messaging Contacts application is used.

### *Windows Mobile 5.0 Handhelds*

- Access to the Good Messaging applications is added to the Home screen.
- Hardware buttons that connect to Calendar, Contacts, and Email, will now connect to the Good Messaging versions of these applications.
- Email status, text messages, and upcoming Calendar appointments are added to the Home screen.
- SMS (text) messages can be accessed through the Messaging menu and you can send an SMS message from within Good Messaging Contacts.
- If your handheld guide describes email, calendar, contact, and task applications, these applications are still available, but you'll use this guide instead for the Good Messaging versions.
- When the Caller ID and Speed Dial features link to your contacts, the Good Messaging Contacts application is used.

### *Symbian OS, Nokia Series 60 Handhelds*

- Access to the Good Messaging applications is added to the Active Standby screen.
- The email hardware button will now connect to the Good Messaging inbox. A long press of the email hardware button will open an email compose window inside GoodLink.

- SMS (text) or MMS (multimedia) messages can be accessed through the Messaging menu and you can send an SMS message from within Good Messaging Contacts.
- If your handheld guide describes email, calendar, contact, and task applications, these applications are still available, but you'll use this guide instead for the Good Messaging versions.
- When the Caller ID and Speed Dial features link to your contacts, the Good Messaging Contacts application is used.
- Depending on the E series handheld you have, Good Messaging Contacts may not be integrated with the phone. Therefore, SMS, speed dial, and caller ID do not query the Good Messaging Contacts database.

## About Good Messaging Applications

Good Messaging applications are wirelessly synchronized with your email server account. Synchronization includes:

- Email messages and folders

Both message status and folder contents are synchronized. For example:

- Messages marked read on your handheld are marked read on the email server and in your Inbox.
- New messages sent to your email server Inbox are automatically sent to your handheld.
- Messages you delete from the Inbox on your handheld are also deleted from the Inbox.
- Email folders you add, delete, or rearrange also appear on your handheld.

For more information on email synchronization, see "Using Email Folders" on page 53.

- Contacts

## Overview

All personal contacts are synchronized. Personal contacts are those stored in the Contacts folder or Address Book in your account (the ones that you see when you click the Contacts folder in Outlook or Lotus Notes). Your IT administrator determines which public contacts are available to you. Public contacts are those stored in public folders in Outlook or Lotus Notes.

- Calendar

Both calendar appointments and meeting requests are synchronized. You can create, change, and delete meetings, and accept, tentatively accept, or decline meeting requests from your handheld.

- Notes/Personal Journal

Notes or Personal Journal are synchronized. Up to 4K of text per note is included.

- Tasks /To Do Lists

Tasks or To Do lists are synchronized. Recurring tasks in appear as individual tasks on the handheld.

You do not need a cable, cradle, or the desktop software installed on your computer to synchronize. Synchronization happens whenever the handheld radio is on and you are in coverage, as shown by the signal-strength indicator for data service on your handheld. You can choose to work offline; however, you can continue to read and compose messages while offline. An active GPRS subscription, or access to a WiFi network (if it is supported by your handheld), is required for synchronization to work.

## For More Information

For more information about Good Messaging and other applications within the Good System product suite, visit [www.good.com](http://www.good.com).



# 2 Getting Started

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This chapter gives a basic introduction to using your handheld with Good Messaging.

For information about installing Good Messaging, refer to “Wireless Setup” on page 103 or to the *Good Messaging Easy Setup Card*.

## Using Good Messaging

In general, Good Messaging works the same on all handhelds. Depending on the handheld itself, key functions and menus may vary. Refer to the handheld maker’s user guide for information on basic operation and care of the handheld.

### Palm OS Handhelds

You can use the touch screen or the five-way navigation pad to move around the screen. Select the Good icon from the Programs screen to get to the main Good Messaging screen. This screen includes an icon bar you can use to open Good Messaging applications.

## Getting Started

The Home screen includes an icon bar you can use to open Good Messaging applications.

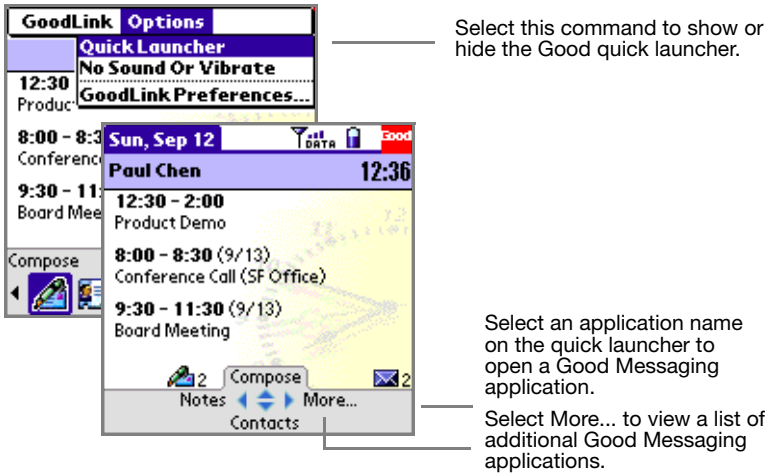
To open the Good Today screen, press the Home key or select the Good icon on the Palm home screen.



Select an icon on the icon bar to open Good Messaging applications.

Select the scroll arrow to view more icons.

If you prefer, you can change the Today screen to show a quick launcher instead of the icon bar. To hide (or show) the quick launcher, press Menu and choose Quick Launcher from the Options menu.



To open a Good Messaging application, select an application icon on the Today screen. You can also use the five-way navigation pad on your handheld to scroll and open applications from the icon bar or quick launcher.

To return to the Home screen, press the Home button.

- You can configure the Sun key, the Side Key, or the Home key on your handheld to automatically open the Good Today screen. For more information, see “Setting Good Messaging Preferences” on page 86. Choices are:
  - Treo 600: The Sun (Power) key or the Home key.
  - Treo 650: The Side key or the Home key
 If you select the Sun key:
  - Pressing the Sun key opens the Good Today screen.

## Getting Started

- Holding down the Sun key for a few seconds will activate the keyboard lock.
- Press the Home key to use Palm applications (return to Palm home).

If you select the Side key:

- Holding down the Side key for a few seconds will open the Good Today screen.
- Press the Home key to use Palm applications (return to Palm home).

If you select the Home key:

- Pressing the Home key from any GoodLink application will open the Good Today screen.
- On the Good Today screen, pressing the Home key returns you to Palm home. You can also choose Go to Palm Applications from the GoodLink menu.
- Sun key (Treo 600) and Side key (Treo 650 and 700p) functions are unchanged.

## Windows Mobile Pocket PC Handhelds

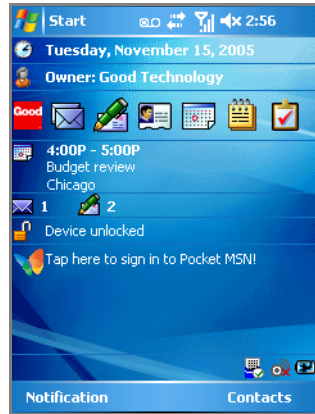
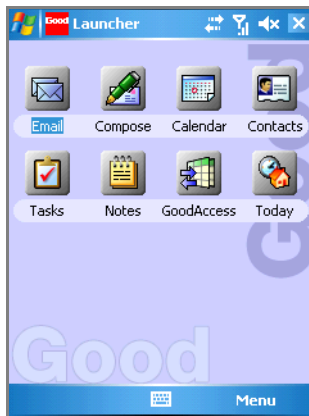
You can use the touch screen or the five-way navigation pad to move around the screen. You can use the Good Launcher to move between the Good Messaging applications. The Good Launcher includes a menu of all of the Good Messaging applications and preferences. From the Today screen, select the Good logo to open the Good Launcher. From the Good Launcher, you can start any of the Good Messaging applications. You can return to the Good Launcher at any time by selecting Menu, and then Good Launcher while using a Good Messaging application.

Press the back arrow key to return to the previous screen. If you are in a text entry field, pressing the back arrow key deletes the characters to the left of the cursor.

To use other applications (non-Good) on your handheld, use the Start menu from the Home screen.



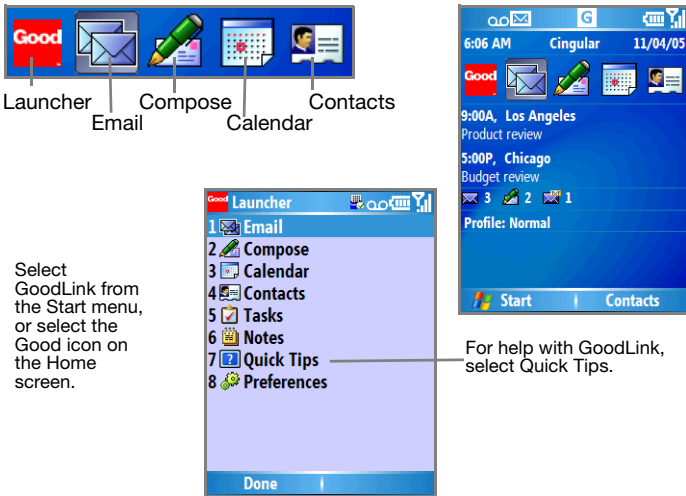
Select GoodLink from the Start menu, or select the Good icon on the Home screen.



## Windows Mobile Smartphones

You use the five-way navigation pad on your phone to move around the screen. You can move left, right, up, or down. Press the Action key (center of the five-way navigation pad) to select a highlighted item.

## Getting Started



Select GoodLink from the Start menu, or select the Good icon on the Home screen.

For help with GoodLink, select Quick Tips.

You use the two soft keys located directly below the screen to select a menu. The menus change depending upon the application. On many screens, the right soft key is Menu. Press Menu to display options or to perform a command within an application.

To choose an item on a menu, you can use the five-way navigation pad or you can also enter the number that corresponds to the menu

item. The following table describes the main ways to navigate using your Smartphone.

<b>Item</b>	<b>Description</b>
Five-way Navigation pad	Use the five-way navigation pad on your phone to move around the screen. You can move up, down, left, or right.
Action (center) Key	Use to select a highlighted item. Press the center of the five-way navigation to select items.
Soft Keys	Use the two soft keys located directly below the screen to select a menu. The menus change depending upon the application. On many screens, the right soft key is Menu.
Menu Key	Press Menu to display options or to perform a command within an application.
Back Arrow Key	Press the back arrow key to return to the previous screen. If you are in a text entry field or compose area of an email, pressing the back arrow key deletes the characters to the left of the cursor.
Left Key	Press the left key to return to a field at the top of the screen. For example, if you are scrolling through a long list of contacts and want to return to the Find field, press the left arrow key.
Home	Press the Home key to return to the Home Screen. The Home screen also includes icons, (such as the Email, Compose, Calendar and Contacts), you can select to start the application. It does not include an icon for Notes or Tasks, which can be accessed through the Good Launcher. Press the Home key twice to return to the Good Launcher from within any GoodLink application.
Good Launcher	The Good Launcher includes a menu of all of the GoodLink applications and preferences. From the Home screen, select the Good logo to open the Good Launcher. You can return to the Good Launcher at any time by selecting Menu, and then Good Launcher while using a GoodLink application.

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Item	Description
Start Menu	From the Home screen, use the Start menu to access all other (non-GoodLink) applications.
Notifications	You receive an on-screen alert to notify you when a particular event occurs. For example, if a new email arrives or an appointment is coming up, a yellow alert appears on the bottom of the screen. Press * to view the notification or # to dismiss it.

## Symbian OS, Nokia Series 60 Handhelds

You can use the Good Launcher to move between the Good Messaging applications. The Good Launcher includes a menu of all of the Good Messaging applications and preferences. From the Active Standby screen, select the Good logo to open the Good Launcher. From the Good Launcher, you can start any of the Good Messaging applications. You can return to the Good Launcher at any time by selecting Menu, and then Good Launcher while using a Good application.

Press the right softkey (Back) to return to the previous screen. If you are in a text entry field, pressing the back arrow key deletes the characters to the left of the cursor.

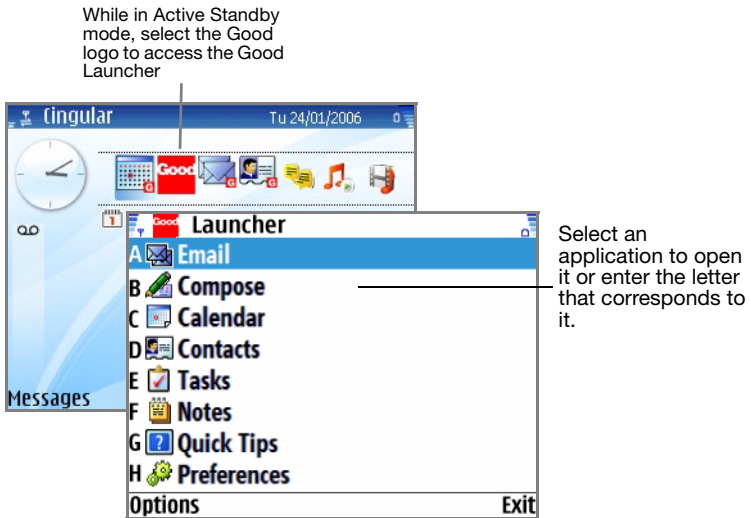
To use other applications (non-Good) on your handheld, use the Applications screen.

### *Active Standby and Standby Modes*

Nokia Series 60 handhelds have two types of standby modes: Active Standby and Standby. If you turn on the handheld and see a bar of icons, like in the screen below, the handheld is in Active Standby mode. If you do not see any application icons besides the clock, you are in Idle mode.

You can choose the applications available while in Active Standby mode by selecting Menu > Tools > Settings > Phone > Standby Mode. The behavior of some keys changes depending on the standby mode of the handheld.





The following table describes the key navigation methods:

Item	Description
Five-way Navigation Joystick	Use to move around the screen. You can move up, down, left, or right.
Selection (center of five-way navigation joystick)	Use to select a highlighted item. Press the center of the five-way navigation joystick to select items. From Active Standby screens, goes to Good Launcher.
Right Soft Key	Use to close current screen or return to the previous screen.
Left Soft Key	Use to select a menu. On many screens, the left soft key is Options. The menu changes depending upon the screen.

## Getting Started

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Item	Description
Options Menu	Press to display options or to perform a command within an application.
Applications	Press to go to the Applications folder. From the Applications folder, you can navigate to other installed applications. Pressing and holding this button takes you to the application switcher which is a fast way to move between applications that are currently open.
Email	Press to go to the Good Messaging Inbox. Pressing and holding this button goes to the Compose screen.
End (red)	Goes to Active Standby or Standby screen.
Call (green)	Used to make phone call after the phone number is entered or goes to Call logs on Active Standby only.
Up arrow (from Idle screen)	Goes to Compose screen.
Down arrow (from Idle screen)	Goes to Contacts.
Right arrow (from Idle screen)	Goes to Calendar.
Left Arrow (from Idle screen)	Goes to Tasks.
Getting Help	Select Quick Tips from the Good Launcher to get information about using Good Messaging.

## Turning the Handheld On and Off

To turn your handheld on or off, press and hold the Power key. Holding down the key turns off the radio only on Windows Mobile and Palm OS handhelds. On some handhelds, you can press the

Power key quickly to display a list of options to turn off your phone, set the key or device lock, set the profile type, and set other options.

## The Handheld Battery

Keep your handheld's battery charged. Refer to your handheld user's guide for detailed information on battery maintenance and performance (for example, to find how much battery charge is necessary for the radio to remain operational). When the battery charge is too low for the radio to function, Good Messaging will not synchronize.

### Extending Battery Life

To extend battery life:

- Set the Auto-off and backlight settings to the minimum.
- Recharge the handheld's battery at night or whenever you aren't using the handheld.
- Use the Block Sender feature to block messages from non-critical senders. (See "Blocking Messages from a Sender" on page 57.)
- Turn off the handheld radio when traveling on airplanes or other out-of-range situations.
- Where possible, use multiple recipients for email messages rather than sending the message more than once.
- When possible, work offline. While working offline, you can continue to read and compose messages, browse the Internet, and make and receive calls.

## Good Messaging and the Handheld Radio

The handheld's radio connects your handheld to the wireless network, enables you to send and receive email, and synchronizes your applications. You can use your handheld without the radio (for example, when you're on an airplane), but the radio must be turned on to synchronize.









Radio indicators that appear on screen apply to Good Messaging as they do to the handheld. The service must be present for active Good Messaging synchronization. If you are working offline, you can select Send/Receive Now to synchronize on demand, and you can also continue to make calls and browse the Internet.

Radio indicators vary depending on the type of handheld you are using. (See the documentation that came with your handheld for details.)


The following are some of the common indicators that appear on your handheld.


### *Palm OS Indicators*

The following indicators appear on Palm OS handhelds:

- 
-  Radio signal strength is high.
  -  Radio signal strength is medium.
  -  Radio signal strength is low.
  -  Radio coverage is currently unavailable.
  -  Radio signal strength is insufficient to transmit messages.
  -  Radio is turned off.
  -  Network problems are preventing communication.
  -  Radio is transmitting data, such as Good Messaging data and GPRS is activated.

---







 Data transmission off. Use Send/Receive now to activate.

 Battery too weak for radio use.

### *Windows Mobile Smartphone Indicators*

The following indicators appear on Windows Mobile Smartphone handhelds:




---

	Data call active. Connection arrows. Indicates the handheld is connected to the network.
	Connection problems/radio off. Symbols such as <b>!</b> , <b>X</b> , and <b>OFF</b> are often used to indicate the radio is off or connection problems have occurred.
	Signal bars. Indicates signal strength. The more bars that appear, the stronger the signal.
	Battery level.
	GPRS available.
	GPRS in use.
<b>Abc</b>	Predictive text (also known as T9 or iTap) input mode, uppercase.
<b>ABC</b>	Predictive text (also known as T9 or iTap) input mode, caps lock.
<b>abc</b>	Predictive text (also known as T9 or iTap) input mode, lowercase.
<b>Abc</b>	Multi-tap text input mode, uppercase.
<b>ABC</b>	Multi-tap text input mode, caps lock.
<b>abc</b>	Multi-tap text input mode, lowercase.
<b>123</b>	Numeric input mode
<b>t9</b>	Predictive text input mode, lowercase
<b>T9</b>	Predictive text input mode, caps lock
<b>T9</b>	Predictive text input mode, uppercase

## Getting Started








### Windows Mobile Pocket PC Indicators

The following indicators appear on Windows Mobile Pocket PC handhelds:

- 
-  Signal bars. Indicates signal strength. The more bars that appear, the stronger the signal.
  -  Connection arrows. Indicates the handheld is connected to the network.
  - DATA** In addition to connection arrows, some handhelds may show symbols or words (such as **DATA**) when data is transferred over the connection.
  -  Connection problems/radio off. Symbols such as **I**, **X**, and **OFF** are often used to indicate the radio is off or connection problems have occurred.

### Symbian OS, Nokia Series 60 Indicators

The following indicators appear on Symbian OS, Nokia Series 60 handhelds:

- 
-  Signal bars. Indicates signal strength. The more bars that appear, the stronger the signal.
  -  In addition to connection arrows, some handhelds may show D symbols when data is transferred over the connection.
  -  GPRS connection available.
  -  GPRS connection problem. Indicates the handheld is not connected.
  -  GPRS connection active. Indicates the handheld is connected to the network.
  -  Bluetooth connection active
  -  Infrared connect active.

## Good Messaging and Your Phone

Good Messaging applications enhance your phone applications in the following ways:

- You can initiate phone calls directly from the Contacts application, simply by displaying a contact and selecting Dial Contact from the menu of options. You can call home, work, pager, and mobile numbers. You can set options to prompt you for confirmation before a selected contact or email number is dialed.
- Caller ID displays the Contact name associated with an incoming call, as well as the phone number and whether it is a home, work, or mobile number.
- When creating new Speed-dial favorites, you can add your Good Messaging Contacts.
- On some supported Windows Mobile handhelds, the Save to Contacts option in Call History saves the number to Pocket Outlook.
- Domestic roaming for Good Messaging is available when your carrier supports data roaming.
- Good Messaging applications are available through international roaming when your handheld is configured for international phone roaming.
- You can use Good Messaging applications during a phone call. Good Messaging continues to process data that it has received prior to the call; however, no data is sent or received while the call is in progress.

## Making a Call

### *Windows Mobile and Palm OS Handhelds*

Press the green phone key from within a Good Messaging application. Enter the phone number you wish to call. You can also

## Getting Started

enter a number from the Home screen. The call history is listed below the number entry field. It lists incoming and outgoing calls. You can select a number from the call history list and then press the green phone key to dial the number.

### *Symbian OS, Nokia Series 60 Handhelds*

From within Good Messaging, press the red phone key to return to the Active Standby or Standby screen. Enter the phone number you wish to call. Press the Call (green) key to make the call. From within Contacts, select the phone number for the person you wish to call.

## Dialing by Name

On Windows Mobile handhelds, Ppress the green phone key or from the Home screen, use the keypad to enter the name of the person you want to call. For example, if you want to call Joe, press 5-6-3. As you enter characters, the names are matched against those stored in your contacts. Select the contact, use the right key to cycle through available phone numbers, and then press the green phone key to make the call. You can also open Contacts and select the contact you wish to call.

## Using Speed Dial

To add a number to speed dial, select a phone number from Contacts or Call History, press Menu, and then Add to Speed Dial. Assign a speed dial number. Your handheld type determines the number of entries you can add. To dial a number, press and hold the speed dial number.

On Nokia Series 60 handhelds, you can add Good Messaging Speed dial entires from within Good Messaging but not from the Call History.



## Working Offline

You can choose to work offline. When you work offline, you can read and compose responses to messages, just as you would if you were connected. When you reconnect to the server, Good Messaging synchronizes your mail folder and sends any messages that you composed while offline. After synchronizing, your handheld returns to the work offline state. This feature is convenient when you are travelling, especially by air.

## Activating Data Transmission

If the radio icon indicates that the data service is off or if you are working offline, the Good Messaging screen indicates “Data Off,” you can turn data transmission on, activating synchronization between handheld and your Outlook or Lotus Notes account. Select Send/Receive Now from the menu. After synchronizing, your handheld returns to the work offline state.

## Interaction with Wi-Fi

Depending on the type of networking supported by your handheld, Good Messaging can use either a standard mobile phone network (such as GPRS or CDMA) or Wi-Fi to access your corporate network, synchronize mail, and more.

For handhelds that support both standard and Wi-Fi connections:

- Good Messaging stays connected when you move from a standard connection to a Wi-Fi connection.
- Some handhelds automatically switch between Wi-Fi and standard connections which can impact connection speed and battery life.

## Getting Started

You may not be able to connect using Wi-Fi if:

- Your corporate network doesn't allow users to connect to the Internet via Wi-Fi.
- Your corporate network does not allow UDP connections to the Internet.
- The access point to your corporate network requires a VPN or other types of filtering.

If your Wi-Fi connection cannot be activated, you may need to turn off the Wi-Fi radio on your handheld and reconnect using a standard mobile network.

For more information, review the Wi-Fi documentation included with your handheld.

## Resetting Your Handheld

Resetting your handheld is similar to restarting your PC.

Occasionally a procedure requires that you reset the handheld.

Refer to your handheld's user guide for information about how to reset your handheld.

## Restoring the Good Messaging Applications

If your Good Messaging applications are lost or corrupted (by deleting them accidentally, for example), you can restore the applications from the location where they were originally backed up (refer to "Backing Up Good Messaging" on page 88):

*Note:* Nokia Series 60 handhelds do not support backup and restore.

You can back up your Good Messaging applications to a memory card, persistent flash memory or other locations supported by your handheld.

To restore a backup:

1. Start the restoration utility included with your handheld.  
If you used a memory card to back up your applications, make sure the card is inserted in your handheld.
2. Specify the location you used for backup.
3. When prompted, enter your passcode. You'll only be prompted if the Good Messaging applications are missing from the handheld or are present but are a different version from those in the backup.
4. When prompted, select the option to restore the Good Messaging applications.

*Note:* Emails, contacts, and so forth, are not backed up, but they are resynchronized with information in your Outlook or Lotus Notes account once your network connection is restored.

## **Entering Text**

If your handheld includes a fully-functional QWERTY keyboard, you use the keyboard to compose text for email messages or notes. If your handheld does not include a QWERTY keyboard, you use the numbers on your phone's keypad to enter text.

### **Entering Text on a Windows Mobile Smartphone**

You use the numbers on your phone's keypad to enter text.

You can use multi-tap, predictive text (sometimes called iTap or T9), or numeric mode to enter characters in your Smartphone.

To enter a new line, press the Action key (center of the five-way navigation pad).

### *Multi-Tap Mode*

In multi-tap mode, press the number assigned to a letter one or more times until the letter you want appears. For example, to enter the letters A, B, or C you use the number 2 key. You would press once for A, twice for B, and three times for C. To lock in the letter, pause for a moment or press the right navigation key, and then you can enter the next letter.

### *Predictive Text Mode*

Predictive text input mode tries to determine the word you are trying to enter. You press the number key assigned to each letter. For example, if you want to enter the word Good, you press the 4 6 6 3. The system tries to determine the word you are entering. Use the up and down navigational keys to select from the list of choices that are presented.

### *Determining the Text Entry Mode*

To determine the text entry mode you are using, select Menu and then Text Entry. A check appears next to the current text entry mode. The input mode is also displayed in the top right corner of your phone's screen. Underlined letters or T9 indicate that you are in predictive text mode. If they are not underlined, you are in multi-tap mode. If numbers are displayed, you are in numeric input mode. You can choose Predictive as your default.

### *Switching Text Entry Modes*

To switch input modes, select Menu, Text Entry, and then select an entry mode. You can also use the \* key. You may have to press and hold the key to get to the mode you want. The display in the top right corner changes as you change modes.

### *Entering Special Characters*

To enter special characters, press and hold the # key to display a list of symbols. Press and hold a number key to enter a number.

### *Deleting Text*

Press the back arrow key to delete text that is left of the cursor. This is true if you are in a field that can be edited.

## **Cutting, Copying, and Pasting Text**

You can cut or copy text within an application to the handheld clipboard. You can then paste the text to another location within the same application (for example, from one email message to another) or between applications (for example, from a task to a message).

To cut or copy text to the clipboard:

1. Open an application and select the text you want to cut or copy. To select text, drag the stylus to select text or on Smartphones, use the 2 (select up), 4 (select left), 6 (select right), or 8 (select down) keys.
2. Open the menu at the selected text and then choose Cut or Copy (available in Edit mode). On Smartphones, you can also press 5 to copy the text.

The text is copied to the clipboard, and deleted from the application if you choose Cut.

To paste text from the clipboard:

1. Navigate to a new location within the application or open a new application.
2. Set the insertion point. Select Edit, and then Paste from the menu. The text is pasted in the new location.

## **Changing Dates and Times**

Dates, times, and other settings (such as notification numbers) appear as fields you can edit.

To change a date or time:

## Getting Started

1. Select the field you want to change. A Choose Date or Choose Time window is displayed. You can also enter a time by entering numbers in the fields.

## Getting Help

Some applications on your handheld include context-sensitive Help that you can use to learn about the applications. If you need help using Good Messaging applications:

- On Palm OS, choose Help from the application menu
- On Windows Mobile PPC handhelds, choose Help from the Start menu.
- On Windows Mobile Smartphones and Nokia Series 60 handhelds, choose Quick Tips from the Good Launcher.

# 3 Using Good Messaging Email

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This chapter introduces you to the Good Messaging Email application included on your handheld.

After your handheld is set up, email messages sent to Outlook or Lotus Notes also appear in your handheld's Good Messaging Inbox. You can use your handheld to manage your email the same way you would in Outlook or Lotus Notes.

## Creating Email Messages

To create an email message:

1. Use one of the following options to compose a message:
  - Select Compose from either the Today, Home screen, or the Good Launcher.
  - Select Compose in the Email application.

A blank (or draft) message appears.

By default, email headings include To:, CC:, and Subject: fields.

As you enter characters in these fields, a list of your contacts appears that match the letters you have entered. You can enter an email address directly, or select a contact from the list. The To: field is limited to 32 recipients.

## Using Good Messaging Email

When you select an item in the list, the corresponding address is displayed in the address field.

To display matching contacts and a list of all matching addresses in Outlook or Lotus Notes, refer to the following section “Searching the Global Address List” on page 43.

Contacts can be any of the following:

- Personal contacts, including distribution lists.
  - Shared company contacts, including distribution lists, (if use of shared contacts folders has been enabled by your IT administrator and by you).
  - Recently used email addresses from Company History.
2. To change the importance tag or request a delivery or read receipt, bring up the Options menu.

Change the Importance tag for the message from Normal to High or Low. You can also request a Delivery Receipt or Request Read Receipt.

3. Enter a message.

When writing a long message, it’s a good idea to save your work occasionally. See the next instructions about saving email drafts.

4. When you have finished composing the email message, select Send.

To save an email message as a draft:

1. Select Save or Save As Draft from the menu.

The message is saved in the Drafts folder on the handheld.

2. Select the message in your Drafts folder and select to open it and continue writing it.

If you are composing an email and open another application, the email you are composing is automatically saved as a draft. You can get back to the message you are composing by selecting the Compose icon.



If desired, you can compose more than one message at a time:

1. To start another message, select Compose or Compose New from the menu.

You do not have to save the current message to start composing a new one.

2. Use the Compose drop-down menu to switch between messages you are composing. Messages are listed by subject.

## Searching the Global Address List

If you don't know the email address of an individual or distribution list in your organization, and you don't have it in your Contacts, Company History, or Shared Contacts folders, you can look it up wirelessly in your company's Global Address List (GAL).

To look up an address or distribution list in your organization's address book, for use in the To:, CC:, or BCC: fields of an email message that you are composing, do the following:

1. Prepare to compose an email.
2. In the To: field, begin entering an email address, first name, or last name.

As you enter characters, a list of contacts appears that match the text you have entered (first name, last name, or initials separated by a space). Contacts in your Personal Contacts, Company History, Shared Contacts folders and GAL are displayed. (See "Contacts" on page 62 for more about Contacts.)

On some Windows Mobile Smartphones, if you have the Fast Addressing option turned on, Good Messaging presents you with a list of email addresses that match the text you are entering in the To or CC field. If you want to lookup an email address in the GAL, select Lookup.

## Using Good Messaging Email

To turn Fast Addressing on or off, select Menu and then Fast Addressing. A check appears if it is turned on. If you don't see the name you want in the list, you can expand the list to include all matches in your organization's Global Address List.

To expand the list, select Lookup... from the bottom of the displayed list.

The To: field will change to To: *partial\_address* [Looking...], where *partial\_address* is the partial address you've entered.

The lookup occurs on your Exchange or Lotus Domino server, so your handheld radio needs to be on and in coverage for the lookup to succeed. If you are not in radio coverage, you'll be informed and given the choice of canceling the lookup or trying again later.

3. While the lookup is in progress, you can continue adding To:, CC:, and BCC: names or addresses, and begin composing your message. You can save a draft of the message you are composing or simply leave it and use other applications. The ongoing Lookup is indicated in the message list in the Drafts folder.
4. If you have saved a draft of the message or simply left the composition window open and moved to another application, and you have notification turned on for "Address Lookup Received or Complete" in preferences, you'll be notified when the lookup is complete. If you have On-screen Alerts turned on, the alert will be accompanied by the lookup symbol.

*Note:* New GAL entries may not be immediately available.

5. To cancel the lookup, add other recipients, save, or send the message before the lookup is complete, open the message draft or return to the composition window. Select Save or Send, or select the Lookup field, and bring up the context menu, which will contain the options to add recipients or cancel the lookup.
6. When the lookup is complete, the To: field will change to To: *partial\_address* [*nn* found], where *nn* is the number of matching addresses found.

7. Select Lookup Results to display a list of addresses that match the partial address you've entered.

If no matches are found, you'll be informed. If more than 25 matches are found, a partial list is displayed. Be more specific to narrow the search and reduce the number of matches found.

8. To use one of the displayed addresses in the To: field, use the context menu and choose Select.

To add an address to the Company History folder in Contacts, select the address and from the context menu choose Add to Company History. If you send the message using this address, it will be added to Company History automatically. You can also use the Save to Contacts menu option to add a contact to your Personal Contacts.

To view the full address entry, from the context menu choose View.

## Viewing Email Messages

All email messages on your handheld, except those in the Drafts and Sent Items folders, are synchronized with email messages in Outlook or Lotus Notes. Your IT administrator can also enable Sent Items synchronization for your handheld.

When you receive a new message, the New Email icon appears next to the message in the Email list. If you have on-screen alerts activated an alert bar also appears.











To view email messages in your Inbox:

1. Start the Email application.

## Using Good Messaging Email

Your Inbox appears with a list of messages. A preview of any selected message may also be displayed at the bottom of the screen.

The icon next to each message indicates its status.

	New, unread message		Opened message
	New, unread message with attachment		Opened message with attachment
	Meeting request		Important message
	Replied to message		Forwarded message
	Message is flagged as complete		Message is flagged for follow up

Email icons that appear on the Today or Home screen include:


 2	Composing message	 1	Outgoing message
 2	New mail		Working offline
	Data being sent or received		SMS or text message

To display the first few lines of the message at the bottom of the email list, toggle on Preview Pane from the View menu. (Click the menu bar and then click View.) To change the message display options, choose Display Options from the Options menu.

2. Use the menu for the selected message to mark it read/unread, flag it for follow up, flag it complete, or to clear a flag. Exchange flag types, colors, and due dates are not supported.
3. Select the message you want to open. The message is displayed.

To display all of the message's header information, move the cursor to the top of the screen using the navigation keys.

4. After reviewing the message, you can close it and return to the Inbox by selecting OK, Done, or the back arrow key.

To save delivery time and extend battery life, email messages are delivered in sections. For long messages, you may see a [More] indicator at the bottom of the screen. To view the next section of the message, select [More]. You can then either wait for the additional data to download, or have the data load while you are doing other tasks. After the additional data has been delivered, the  icon appears next to the opened message. You can also set notifications to alert you when the delivery arrives. The amount of additional data loaded is set by your IT administrator.

## Viewing Email Attachments

You can view the following types of email attachments on your handheld: Microsoft Office® (\*.doc, \*.ppt, \*.xls), Adobe Acrobat® (\*.pdf), Word Perfect® (\*.wpd), HTML (\*.htm and .html), Rich Text (\*.rtf), message (\*.msg), sound (.wav, .mp3, etc.), image (.bmp, .png, etc.), and plain text (\*.txt). Original formatting is displayed for some attachment types when a capable third-party text viewer is present on the handheld and your IT administrator has enabled such viewing on your handheld.

Images within attachments (such as an image in an Acrobat or Word file) can't be displayed on your handheld unless a capable viewer is present. Any attachments that are password-protected can't be displayed on your handheld. These attachments will appear empty if you try to open them.

## Using Good Messaging Email

To view an attachment:

1. Open the message containing the attachment you want to view.

Email attachments are listed at the top of the message. If there are more than 16 attachments, only the first 16 are listed. Select an attachment and open the drop-down Email menu.

2. Select the attachment in text format. If your IT administrator has enabled your handheld for high-quality attachments and you have a capable viewer installed, you can select View High Quality to display the attachment with its original formatting.

The Download item saves the attachment. A Save As screen is displayed. Designate the name, folder, type, and location of the file to contain the attachment contents, and select OK.

The Download To Card item saves the attachment to the handheld's memory card (confirm in advance that the card has enough available free space).

On Windows Mobile Pocket PC handhelds, the Download item saves the attachment to \Storage\My Documents\Good Messaging\Attachments directory on the handheld. A yellow status bar shows you when the file has been downloaded completely.

After a few moments, the attachment appears.

You can have up to 4 attachments downloading at once. You can be notified when a download is complete, as with the More... operation.

To save delivery time, attachments are transferred to your handheld in separate sections. You can do other work on your handheld while the attachment is being delivered.

3. If necessary, select More to download more of the attachment.

If you forward a message with an attachment, the attachment is included.

## Viewing Digitally-Signed or Encrypted Messages

The body of an email message that is encrypted (with a personal certificate) is not sent to your handheld. The other parts of the message (date, subject, sender) do appear on your handheld, along with a sentence in the message body which states that you have received this type of message. Use Outlook or Lotus Notes on your computer to view the encrypted portion of the message.

Email messages that are digitally signed but not encrypted can be viewed on your handheld. Make sure the sender selects the following message options and security properties in Outlook or Lotus Notes:

- Add digital signature to this message
- Send this message as clear text signed

Make sure that the sender does not select the “Encrypt message contents and attachments” option if you want the message to be readable on your handheld. Likewise, don’t select this option if you want the recipient of your message to be able to read the message on his or her handheld.

## Replying to Email Messages

To reply to an email message:

1. With the message open, Reply, Reply All, Forward, or Call Sender from the Respond menu.
2. Enter your response.

## Using Good Messaging Email


The original email text is automatically included at the bottom of the response. When you reply to a message, you cannot delete or edit the original email text. However, you can copy the text to a new message, then edit it.

3. When you have finished your response, select Send.

Messages you send are temporarily stored in the Outbox folder on your handheld until an acknowledgement is received. You cannot cancel a message while it is stored in your Outbox. After a message is sent, a copy is stored in the Sent Items folder on your handheld and in Outlook or Lotus Notes.

If you want to call the person who sent you email, select the email address and then Call Sender. If the person's phone number is in your Contacts, the number is dialed automatically. If you have more than one number for this contact, you may be presented with a choice of numbers to dial.

## Responding to a Meeting Request

Meeting requests sent from other users appear in your inbox with this icon . You can use your handheld to respond to meeting requests.

To respond to a meeting request:

1. From your Inbox, select the message to open the meeting request. A description of the meeting appears.

If a meeting request conflicts with another item on your schedule, a message appears in the meeting request to notify you of the conflict. To display the schedule conflict(s), select Show.

When there are conflicts with recurring meetings, a message notifies you of the conflicts, but you cannot see details of the conflicting meetings.



2. Accept, decline, or tentatively accept the request using the Respond menu or on-screen buttons. After you choose a response, a comments screen appears.
3. Add comments if desired. Then select Send to send your response. After you send your response, the meeting request is automatically deleted from your Inbox and moved to the Deleted Items folder. Meeting requests that you accept are automatically added to your calendar. (See also "Adding New Appointments or Meetings" on page 71.)

## Viewing a Sender's Email Address and Adding It to Your Contacts

To view a sender's email address and add it to your contacts:

1. Open the sender's message from your Inbox.
2. Select the sender's name in the From field at the top of the message. The sender's email address is displayed.
3. To add the sender's email address to your address book as a contact, select Add to Contacts.

To add more information about the sender, such as company name and telephone numbers, edit the contact. (See "Editing Contacts" on page 65.)

## Finding Messages

You can search for email messages based on Address, Sender, Subject, or Body text.

To find messages:

1. Open your Inbox.
2. Select Find Messages from the menu. The Find screen appears.
3. Enter the text you want to find. Then select which parts of the message you want to search.

You can search for text in the Address, Sender, Subject, and/or Body of messages. All email folders on your handheld are searched.

Searching for text in the body of a message takes a little longer than an Address or Subject search.

4. Select Find.  
A list of email messages appears that matches the search criteria you specified.
5. Select a message and bring up the context menu so you can read, delete, or otherwise handle it.
6. Select OK to return to the complete, unfiltered list of messages.

## Sorting Messages

You can sort the list of email messages based on when the messages are received, the sender, the subject, or by flag. By default, messages are sorted by when they are received, and the most recent message is placed at the top of the list.

To sort messages:






1. Open your Inbox.
2. Choose one of the following from the drop-down menu near the upper-right corner of the email list:

- By Sender
- By Subject (When you sort messages by subject, prefixes such as “RE:,” “FW:,” and “UPDATED,” and the trailing colons are ignored.)
- By Date
- By Flag. When you sort messages by flag, Flag for Follow Up messages are listed first, followed by Flag Complete messages.

## Using Email Folders

Your handheld comes with a set of folders you can use for managing email messages. Folders include:

### Good Messaging Email Folders

-  **Inbox** ————— Contains new messages
-  **Outbox** ————— Contains messages to be sent from the handheld. Does not contain messages to be sent from Outlook. However, your Outbox in Outlook or Lotus Notes will contain messages to be sent from Outlook or Lotus Notes *and* messages to be sent from your handheld.
-  **Sent Items** ——— Contains a copy of messages sent from the handheld. Does not contain messages sent from Outlook or Lotus Notes unless your IT administrator configures your account to do so. Only headers are synchronized. You can receive the body of the message using More.
-  **Drafts** ————— Contains unfinished messages you have saved on the handheld. Does not contain drafts saved from Outlook or Lotus Notes.
-  **Deleted Items** ——— Contains messages you have deleted from the handheld *and* from Outlook or Lotus Notes.

In addition to the folders listed above, your handheld contains email folders you have added to your email server account. (You can create and rearrange folders using Outlook or Lotus Notes but not your handheld.)

Some things to remember about email folders:

## Using Good Messaging Email

- Only email folders that are stored on the Exchange or Domino email server are included on your handheld. Personal email folders (\*.pst) stored on your computer's hard disk are not included. (You can access both types of folders with Outlook or Lotus Notes.)
- If you create sub-folders under Drafts, Contacts, Calendars, or Outbox in Outlook or Lotus Notes, these folders will not appear on your handheld. Other folders and subfolders do appear on your handheld.

## Viewing Email Folders

To view email folders:

1. Open the Email application.  
The Inbox appears.
2. Select the Inbox drop-down at the top of the screen to display a list of folders.  
A plus (+) symbol on a folder indicates the folder contains sub-folders. Select to expand the folder hierarchy.
3. Select the folder you want to view. The contents of the folder appear.

Only messages sent or received after you set up your handheld appear in the folders. Only messages sent to your Inbox or other folders that you've designated for synchronization using Good Messaging Preferences appears on the handheld. For more information, refer to "Synchronizing Messages Filtered to Other Folders" on page 58.

## Filing Email Messages in Folders

To file a message:

1. Select the message you want to file.

To move more than one message, hold down the Shift key and scroll with the direction buttons or drag with the stylus to select multiple messages. On Smartphones, to move more than one message, press the 2 key to select messages above or the 8 key to select messages below.

Choose Move or Move Selected To from the menu. A list of folders appears.

2. Select the folder where you want to move the message. You can enter a letter (such as S) on the keyboard to scroll to a folder that has a name that starts with that letter (such as Status).
3. Select the folder. The message moves to the folder you selected.

## Deleting Email Messages

To delete an email message:

1. Select the message you want to delete.
2. Choose Delete from the menu.

The email message moves to the Deleted Items folder. You can retrieve messages by opening the Deleted Items folder and moving messages back to the Inbox or other folders. Messages in the Deleted Items folder can be permanently deleted using the menu.

### Notes:

- You can also delete a message when it is open by pressing the Backspace key, or by bringing up the Email menu and choosing Delete.
- To delete more than one message, use the 2 (select above) or 8 (select below) keys to select multiple messages, or drag the stylus

or hold down the Shift key and scroll to select multiple messages. Choose Delete Selected from the menu.

- To make room on your handheld, older email messages might be removed from the handheld automatically. Don't worry—they're still on the Exchange or Domino email server and shown by Outlook or Lotus Notes. For more information, see "Data Storage and Aging" on page 92.

## Setting Email and Display Options

You can set email and display options for your Good Messaging Email. To set display options:

1. Open your Inbox.
2. Choose Display Options from the Options menu.

The following set of display options appears.

**Display 1 or 2 lines per Email.** Select 1 to display one line of text for each message or 2 to display two lines of text in the Inbox for each message.

**Display Time (online).** Select this option to display the time a message is received in email lists.

**Display Name (online).** Select this option to include the sender's name in email lists.

**Display Status Bar.** Select this option to view the status bar at the bottom of the screen.

**Display Preview Pane.** Select this option to view a preview of your messages.

To set email options:

1. Open your Inbox.
2. Choose Email Options from the Options menu.

The following set of email options appears.

**Confirm Delete.** Select this option to protect your email messages from accidental deletion. When this option is enabled, a confirmation message appears when you press the Delete key to delete messages.

**Return Read Receipts.** Select this option if you want to be notified when email you have sent has been received and read. The recipient's email system must support read receipts and the recipient must allow the receipt to be sent.

**Append Signature.** Select this option to automatically append signature text to new email messages, forwarded messages, or replies to messages that you send from the handheld. (The signature does not affect messages you send from your PC.) This option is turned on by default, with a message that the email has been seen from your Good Messaging handheld.

After selecting the Append Signature option, enter your signature in the Signature field.

If you want to distinguish between email messages sent from your handheld and email messages sent from Outlook or Lotus Notes, you can include additional information as part of your signature. For example:

*Mark J. Gee  
Manager, Technical Operations  
Data Systems, Inc.  
(510) 555-1212 x56  
Secure, wireless message sent via Good Messaging.*

**I am currently In the Office/I am currently Out of the Office.**

Choose from the drop-down to automatically notify senders when you are out of the office.

**AutoReply Text.** When you set the Out of the Office notification, you can specify text to include in the AutoReply message.

## Blocking Messages from a Sender

You can block delivery of messages to the handheld from a particular sender.

## Using Good Messaging Email

To block delivery to the handheld from a sender:

1. Open a message from the sender you want to block.
2. Select the sender in the From field.
3. Select Block Sender from the menu.

Email messages from that sender are no longer sent to your handheld. However, they will appear in Outlook or Lotus Notes. To display a list of senders that are blocked, open the Inbox, bring up the Options menu, and then choose Blocked Senders. To unblock a sender, select the sender and then choose Remove Block from the menu. Answer Yes when prompted.

## Synchronizing Messages Filtered to Other Folders

By default, all new email messages delivered to the Inbox in Outlook or Lotus Notes will appear on your handheld. However, if Outlook or Lotus Notes is set up to filter incoming messages to a folder other than the Inbox, you must set that up on your handheld as well. Otherwise, new email messages sent to that folder will not appear on the handheld—even if you manually move them to another folder.

To synchronize messages filtered to other folders:

1. Select Good Messaging Preferences from the menu in the Email window. A list of preferences appears.
2. Select Email Delivery. A list of folders appears.
3. To add a folder to the list, choose Add Folder from the menu. A list of your email folders appears.
4. Navigate to and select the folder you want to add.

You can't add the Sent Items, Deleted Items, Outbox, or Drafts folders to the list. These folders have pre-defined synchronization behavior. For more information, see "Using Email Folders" on page 53.



Incoming messages filtered to this folder will now appear on your handheld. (The messages filtered to the folder only display the email header information at first. To see the message body, select More.)

## **Notes on Synchronization**

The following are exceptions to synchronization between Outlook and Lotus Notes and the handheld:

- Items removed from the handheld via aging to free up space (See “Data Storage and Aging” on page 92) are not deleted from Outlook or Lotus Notes.
- Items in the Outlook or Lotus Notes and handheld Sent Items folders are not synchronized unless your IT administrator has explicitly enabled this synchronization.
- New mail received on the handheld in folders other than Inbox (you set this up in Good Messaging Preferences) will include only the header or the header and body of the message, depending upon which of these two options your IT administrator has enabled for your handheld. If only the header is delivered, you display the body of the message by using More...
- Items sent to the Drafts folder are not sent from Outlook or Lotus Notes to handheld and vice versa.
- Items originally filtered into an unsynchronized Exchange or Domino server folder are synchronized if moved or copied to a synchronized folder, subject to the rules in the following item.
- For email messages older than three days that have accumulated while your handheld was turned off (when you were on vacation and out of coverage, for example), only headers are sent to the handheld (unless your IT administrator enables delivery of the complete message). Select “More” to synchronize and display the complete message. Email messages older than a month are not synchronized; neither message nor header is sent.

## Using Good Messaging Email

- Email recipients in the To: field are limited to 32.
- If you exceed your Exchange mailbox storage limit, your handheld will display the following message: “You are over your host email storage quota. The handheld cannot send or receive email until you free up mail storage from your desktop computer.”

The handheld will pause for 15 minutes before trying again to synchronize with your Outlook or Lotus Notes accounts. Clear some mail from your mailbox using Outlook or Lotus Notes or request a higher quota from your IT administrator. Good Messaging will retry every 15 minutes until you are no longer over quota.

- Good Messaging will not synchronize Outlook or Lotus Notes with a Pocket PC that is cradled, when the cradle is connected to a PC currently running ActiveSync.

# 4 Additional Applications

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This chapter describes how to use the following Good Messaging applications:

- Contacts
- Calendar
- Notes/Personal Journal
- Tasks/To Do Items
- GoodLink Forms

# Contacts

Your handheld includes a Good Messaging address book you can use to manage contacts. Contacts in your address book are automatically synchronized with your address book in Outlook or Lotus Notes, providing you with the latest, most accurate contact information. For example, if you change a contact address in Outlook or Lotus Notes, your handheld contact is updated too. The same is true if you add or delete a contact.

*Note:* Your Pocket Outlook Contacts are not used with Good Messaging but they remain on your handheld.

On most handhelds, phone features such as Speed Dial use Good Messaging contacts.

*Note:* This phone-specific information in this section does not apply if you are using a WiFi-only handheld.

The address book contains the following types of folders containing contacts:

- All - Lists all contacts, personal and shared.
- Personal Contacts - Lists all personal contacts, including distribution lists, synchronized with your Outlook or Lotus Notes account.
- Company History - Lists all recent recipients of email from you and all those who have recently sent you email, if they are listed in your organization's Global Address List (GAL). (Not synchronized with your Outlook account.)
- Shared Contacts - Includes all public, shared Contacts folders for your organization, synchronized with your Outlook or Lotus Notes account. Shared contacts are an optional feature that your IT administrator may have enabled for your handheld. If shared contacts are available, use Good

Messaging Preference to determine and revise which shared folders you have synchronized to the handheld.

Contacts can also be used to make phone calls with your phone and send email and SMS messages. Good Messaging must be running for Contacts to be available to other applications.

## **Understanding the Company History Folder**

The Contacts application organizes your contacts into the following types of folders: your personal contacts, your company's shared folders, a Company History folder, and a folder that lists all the contacts contained in these folders.

The Company History folder provides you with a list of all those people in your organization that you have communicated with through email. The list includes the email addresses of those you have sent mail to and received mail from. In addition, you can add contacts to the Company History folder from the list of matches found by a Lookup operation. Lookup addresses that you actually use in a message are added to Company History automatically.

To display the Company History, select the folder name at the top of the Contacts screen. From the drop-down list, select Company History. To display a quick summary of information for a contact in the list, select the contact to open it.

To display additional information about the contact, select More. All information about the contact gathered from the GAL is displayed. The GAL does not contain some contact information, such as home address and notes data; you can add this information to the contact manually using the Edit menu.

To send email to the contact, select it, bring up the Contacts menu, and choose the desired action.

### Viewing Contacts

To view contacts:

1. Start the Contacts application.  
A list of all of your contacts appears.
2. All contacts are displayed by default. To display the contents of a different contacts folder, select the folder name at the top of the screen.
3. Select a folder to view it.
4. Select a contact to view detailed information about it.
5. To edit or delete the contact (see following sections), send email to or phone the contact, or close the view, select the action from the menu.

For a contact in the Company History folder, the menu displays options to get the body of the contact when only the header is displayed (Get More), delete the contact, send email to the contact, and an option to add the contact to the Personal Contacts list.

### Finding Contacts

You can find contacts based on the first few characters of a first name or last name. This feature is useful for working with long lists of contacts. You can search your personal contacts or the GAL.

To find a contact:

1. Start the Contacts application.
2. Enter the contact name in the Find field.  
The contacts that match the characters you enter appear in the list. For example, if you enter *al* in the Find field, only contacts whose first or last names start with *al* appear.
3. Continue to enter characters until you find the appropriate contact. If you leave the Find Contact screen and return to it later, the text previously entered remains and is selected by default.

If the characters you enter do not match any contacts, a [No Matching Contacts] message appears. To redisplay contacts, backspace to remove characters from the Find field.

4. Select the Lookup icon or Search Global Address List link.

*Note:* You cannot search the GAL while working offline.

## **Editing Contacts**

To edit a contact:

1. Start the Contacts application.

A list of contacts appears.

2. Select or display the contact you want to edit and bring up the menu. Select the contact you want to edit.
3. Choose Edit from the menu.

A list of fields appears. Enter or change information in the fields as desired.

4. When you have finished making changes, choose Save from the menu. You'll be prompted to save or discard your changes if you attempt to close the window without saving.

## **Deleting Contacts**

To delete a contact:

1. Start the Contacts application.
2. In the list of contacts, select the contact you want to delete.
3. Select Delete from the menu.

To delete more than one contact, drag or hold down the Shift key and scroll to select multiple contacts. Select Delete Selected from the menu.

## **Additional Applications**

To remove a shared contact from the handheld, first remove the shared folder using Preferences > Public Folders - Shared Public Folders - Contacts in the Preferences window.

### **Adding Contacts**

To add a new contact to the address book using the New Contact menu item, use the following procedure. You can move contacts from the Company History folder to the Contacts folder using the Add to Contact menu item.

- 1.** Start the Contacts application.
- 2.** Select a folder to display its contents.
- 3.** Select New Contact from the menu.

A blank form appears.

- 4.** Enter the contact information.

At a minimum, you must enter any one of the following items for a contact: first name, middle name, last name, company, or email address. The remaining fields are optional. You can enter up to three email addresses for a contact. You can also include a contact's title, company address, home address, and notes about the contact.

The handheld will accept contact phone numbers for the following categories: Work, Mobile, Home, Pager, and Fax. The other Outlook or Lotus Notes categories are not synchronized with the handheld.

To set a special notification tune for the contact, choose one in the Notification list.



*Tip:* If you include the country code and/or area code as part of a contact's phone number, Good Messaging will automatically include this code (as required) when you dial the contact. For more information on dialing contacts, see "Using Contacts with Other Applications" on page 69.

5. When you have finished entering contact information, bring up choose Save from the menu.

The new contact you added appears in the list of contacts and will be synchronized with contacts in Outlook or Lotus Notes.

## **Adding and Deleting Shared Folders**

In addition to synchronizing the personal contacts in your Outlook Contacts folder with those on your handheld, Good Messaging can also keep your handheld up-to-date with all the shared company contacts available to your Outlook or Lotus Notes account (look in Public Folders and All Public Folders in Outlook for a list of your organization's shared contact folders). Your IT administrator can enable shared folders when setting up your handheld.

To look up information such as phone numbers for contacts in the shared folders, use the procedure described in "Viewing Contacts" on page 64.

Your organization may share more folders than you want to display in your handheld's Contacts applications. Or, your organization may add additional shared folders that you do want to display. To add or remove shared folders from Contacts, do the following:

1. Select Good Messaging Preferences from the menu.

A list of preferences appears.

2. Select Public Folders - Contacts.

A list of folders appears.

## Additional Applications

The contacts in these shared folders are the ones that your handheld is set up to display. Initially the list may be empty. This does not imply that your organization has no shared folders. You can check shared folders in Outlook by expanding Public Folders and then All Public Folders.

3. To add a folder to the list:
  - Select Menu and then Add Folder. Select or click the screen to add a folder. Choose Add Folder from the menu. A list of available shared folders appears.
  - Navigate to the folder you want to add and select the folder.  
*Note:* You can't add non-contact shared folders to the list. Contacts added to this folder will now appear on your handheld. The contacts moved to the folder only display the contact header information at first. To see the contact body, select More.
4. To delete a folder, select it in the list, select Delete from the menu.
5. When you have finished adding or deleting folders, select Done or Close.

## Setting Contact Options

You can use contact options to change how contacts are sorted and whether to display the contact's phone number or company name in the list of contacts.

To set contact options:

1. Start the Contacts application.  
A list of contacts appears.
2. Select Contacts Options from the menu.  
A screen of options appears.

3. Select the options you want to set. You can choose to sort contacts by first name, last name or company and display contacts by phone number, company name or name only (none). You can also set whether or not to display a confirmation message when deleting contacts.

*Note:* The Sort By option does not impact the Find feature, both first and last name are searched for matches.

## Using Contacts with Other Applications

You can send email and SMS messages and make phone calls directly from the Contacts application.

To send email or SMS from the Contacts application:

1. Start the Contacts application.
2. Select the contact to whom you want to send a message. Then choose Compose Email or Compose SMS from the menu.

The Compose Email or Compose SMS option is only available if the contact has a valid email or SMS address.

For a new email, a new message appears with the name of the contact filled in.

For a new SMS message, the SMS composition screen appears with the mobile phone number filled in. The SMS option appears for contacts with a mobile address rather than an email address.

To make a phone call from the Contacts application:

1. Start the Contacts application.
2. Select and open the contact you want to call.
3. Select the phone number in the contact that you want to dial. It's a hotlink to the phone application.

## **Additional Applications**

The phone number for the selected contact will be dialed automatically. For numbers that include country codes or area codes or country codes, Good Messaging automatically prepends the country/area code as necessary based on your location.

Characters to indicate a pause in dialing (such as commas) are not recognized.

Alternatively, you can select a contact in the Contacts list and choose Dial Contact from the menu.

## **Calendar**

Your handheld includes a Calendar application you can use to manage your appointments and meetings. With this application you can:

- View existing appointments
- Add new appointments or edit existing appointments
- View appointments by day, week, month, or agenda
- Invite attendees to a meeting
- Set appointment reminders
- Create and respond to meeting requests
- Set calendar options

Meeting requests and your responses to meeting requests (for example, acceptances) are stored in the Sent Items folder of Outlook or Lotus Notes but not in the Sent Items folder on the handheld unless your IT administrator has enabled this feature on your handheld.

When your handheld is set up, all of your calendar appointments from the past week and all future appointments are added to it.

## Viewing Appointments

To view your appointments:

1. Start the Calendar application.

The calendar appears with the Day view showing and the current day selected.

A list of appointments for the day appears. A preview of any selected appointment is shown at the bottom of the Day and Week screens.

To hide (or show) the preview pane, select View and then Preview Pane from the Day or Week menu.

2. Select an appointment to view details about it.
  - Although you must use your desktop computer to add or edit recurring appointments, you can select and view recurring appointments on your handheld.
  - You can view calendar appointments by Day, Week, Month, or Agenda. Select Day, Week, Month, or Agenda from the menu to change views. You can also use the *d*, *w*, *m*, and *a* keys to change views.
  - A “Free” setting for an appointment is indicated by (free) following the appointment listing in the Home screen, or (f) in the Day and Agenda screens. A “Tentative” setting is indicated by (tent.) following the appointment listing in the Home screen, or (t) in the Agenda screens.

## Adding New Appointments or Meetings

To add a new appointment or meeting:

1. Start the Calendar application.
2. Choose New Appointment from the menu.

A new appointment screen appears. The keyboard is displayed for your convenience.

## Additional Applications

*Shortcut:* Select an empty time slot in the Day, Week, or Month view to open the new appointment screen with the time of the slot filled in.

### 3. Enter appointment information:

- Type in a name or subject and location for the meeting.
- Select the checkbox for an all-day event.
- To enter a date, select a date field. In the window that opens, select year, month, and then select the starting or ending day to close the window. Or select Today to make the appointment for the current day.
- To enter a time, select a time field. Set the time by entering the hour and minutes into the appropriate fields in the window that opens, or select hour and minutes by selecting the arrows to increment or decrement them. Then select AM or PM, and OK. (Not necessary for all-day events.)
- Use the drop-downs to specify start and end dates and times for the appointment. Enter the time by using the numbers on the handheld.

### 4. To invite attendees, select the Invite field and start entering characters.

As you enter characters, a list of contacts appears that match the letters you have entered.

### 5. Select a contact from the list.

You can also enter an email address of an attendee who is not in your contacts list.

### 6. To invite additional people, select the Invite field. Then, choose Add Invite from the menu. (When you first edit an existing appointment, an additional, empty Invite: field is provided.)

An additional Invite field appears. Good Messaging automatically sends meeting requests to all attendees on the list.

To remove a name from the invitation list, select the name, bring up the menu, and then choose Remove Invite or Clear.

7. When you have finished entering your appointment, select Save.  
The appointment is added to your calendar and invitations are sent.

## Changing Appointments

To change an appointment:

1. Start the Calendar application.
2. Select the appointment you want to change. Then bring up the menu and do either of the following:
  - To edit an appointment, choose Edit.
  - To delete an appointment or cancel a meeting, choose Delete.

You can edit only appointments that you created. For recurring appointments you created in Outlook or Lotus Notes, you can edit a specific occurrence or the subject, location, notes, or attendees for the series of meetings. You cannot use the handheld to change the dates, times, or other rules for a series.

3. When you have finished changing the appointment, choose Save from the menu.

The changes are sent to any attendees you invited. Attendees deleted from a meeting are not notified.

## Setting Calendar Options

To set calendar options:

1. Start the Calendar application.
2. Choose Calendar Options from the Options menu.  
To turn meeting reminders on/off, select Good Messaging Preferences, Notification, and then Reminders.
3. When you have finished setting calendar options, select Done or OK to return to the calendar.

## **Notes/Personal Journal**

Your handheld includes a Notes or Personal Journal application that you can use to jot down questions, ideas, directions, checklists, or any other bits of information you want to store on your handheld. Notes on your handheld are automatically synchronized with Notes in Outlook. Personal Journal items on your handheld are automatically synchronized with Personal Journal items in Lotus Notes.

The Notes/Personal Journal application enables you to:

- View or edit existing notes or journal entries
- Create new notes or journal entries
- Copy note or journal text to other applications

### **Viewing and Editing Notes**

To view notes:

1. Start the Notes/Journal application.  
A list of notes or journal entries appears.  
If you don't have any notes defined, a [No Notes] or [No Journal Entries] message appears.
2. Select the note or entry you want to view.  
The text of the note or entry appears. If necessary, you can scroll or press the spacebar to page down.
3. To edit the note or entry, select Edit from the menu.
4. When you have finished making changes, select Save from the menu.

### **Adding Notes/Journal Entries**

To create a new note:

1. Start the Notes/Journal application.
2. Select New.



A new, blank note appears with an insertion point at the beginning of the note.

3. Enter text in the note or journal entry. Just as in Outlook or Lotus Notes, the first line is used as the title of the note.
4. When you have finished entering characters, select Save.  
The list of notes reappears.

## **Deleting Notes/Journal Entries**

To delete a note or journal entry:

1. In the list of notes or journal entries, select the item you want to delete.
2. Select Delete from the menu.

To delete more than one note, drag or hold down the Shift key and scroll or use the #2 or 8 keys to select multiple notes. Then, select Delete from the menu.

## **Tasks/To Do Lists**

A task or to do list is a personal or work-related activity you want to track through completion. The Task or To Do List application enables you to:

- View or edit existing tasks or to do lists
- Create new tasks or to do lists
- Specify task or to do list priority
- Set task or to do list reminders

Tasks created on your handheld are automatically synchronized with tasks in Outlook. To Do lists created on your handheld are

## Additional Applications

automatically synchronized with to do lists in Lotus Notes. For example:

- If you add (or delete) a task or to do item in Outlook or Lotus Notes, the task is automatically added (or deleted) on your handheld and vice versa.
- Marking a task or to do list complete on your handheld automatically marks the task complete in Outlook or Lotus Notes and vice versa.

When your handheld first synchronizes tasks or to do lists with Outlook or Lotus Notes, only yet-to-be-completed tasks and to do lists are loaded on the handheld.

## Viewing Tasks/To Do Lists

To view existing tasks:

1. Start the Tasks/To Do List application.

A list of tasks appears. (If you don't have any tasks defined, a [No Tasks] message appears.)

Tasks in the task list are sorted in the following way:

- Primary sort is Uncompleted/Completed, with Uncompleted at the top of the list.
- Secondary sort is your selection: Due Date or Priority.

If Due Date is selected, the tasks or to do lists with no dates are placed at the top of the list. The rest of the tasks or to do lists are ordered from later date to earlier date.

If Priority is selected, High Priority tasks are placed on top, then Normal, then Low.

- Tertiary sort is alphabetically by Subject.

Configure secondary sorts using Task or To Do Options in the menu.

2. Select a task or to do list.

A detailed description of the task or to do list appears.

3. When you have finished reviewing the description, select OK or Done.

## **Adding New Tasks/To Do List**

To add a new Task or To Do List:

1. Start the Tasks/To Do List application.  
A list of tasks or to do lists appears.
2. Select New.  
A form appears.
3. Enter a task Subject.  
Subject is a short name or description of the task. This description appears in the task list.
4. Choose a task or to do list priority and status.  
Tasks or to do lists can have a High, Normal, or Low priority.  
Task or to do list status can be Not Started, In Progress, Completed, Waiting, or Deferred.
5. If desired, set a due date and/or reminder.
  - To set a due date, select the Date field and then select. Then enter a due date for the task. To do so, move the cursor to month, day, or year, click, and then enter the desired setting using the directional keys.
  - To set a reminder, select the Reminder field and then select. Then enter a reminder date and time.When you set a task or to do list reminder, a notification appears at the time you specify.
6. When you have finished defining the task, bring up the menu and select Save.  
The new task you created is included in the Task or To Do list.

## **Additional Applications**

### **Editing Tasks/To Do Lists**

To edit a task or to do list:

- 1.** In the task or to do list, select the item you want to edit. Choose Edit from the menu.  
A description appears.
- 2.** Change the information.
- 3.** When you have finished making changes, select Save from the menu.

### **Deleting Tasks/To Do Lists**

To delete a task or to do list:

- 1.** Select the item you want to delete and select Delete from the menu.  
To delete more than one task, drag or hold down the Shift key and scroll or on Smartphones, use the #2 or #8 keys to select multiple tasks. Then choose Delete from the menu.

### **Setting Task/Do List Options**

You can use the Task or To Do options to sort items by due date or priority.

To set Task or To Do options:

- 1.** Start the Task or To Do List application.
- 2.** Select Task or To Do options from the menu.  
A list of options appears.
- 3.** Select the options you want to set. When you have finished setting options, select OK or Done.

## GoodLink Forms Applications

*Note:* This section only applies to Palm OS handhelds.

If your company purchased the GoodLink Forms™ wireless information system, your handheld can include the GoodLink Forms icon for using GoodLink Forms applications. GoodLink Forms applications let you use your handheld to access information stored behind your company's firewall or on public Internet sites. For example, you can use a GoodLink Forms application to query information and submit data to applications such as a corporate directory, sales order tracking, customer profile database, or airline flight schedules.

*Important:* GoodLink Forms may not be supported on some handhelds. Check with your Good Technology sales representative for details.

A GoodLink Forms application allows you to enter data or select options on the handheld and then submit the information. The application automatically sends your request to the appropriate server or automated program. If you are outside wireless network coverage when you submit the request, the GoodLink Forms application automatically sends your request when network coverage is available. The requested information is returned to you in an email message, which you can receive while working on other tasks.

**Note:** GoodLink Forms has also been distributed as GoodInfo. Some aspects of the user interface and this documentation may reflect this fact.

### Installing GoodLink Forms Applications

A GoodLink Forms application is sent to you as an attachment to an email message. After you install the application on your handheld, you can use the application.

## Additional Applications

To install a GoodLink Forms application:

1. Open the Inbox and select the message that contains the GoodLink Forms application.
2. Do either of the following:
  - Select to open and view the message.
  - Bring up the menu and then choose Open.

The message opens.

3. Select the Install Application button.

The application downloads and installs on your handheld. While you're waiting, you can switch to another application screen if you want to do other work.

If there is a problem that prevents downloading or installation, an error message appears. Inform your IT administrator of the message's content. (See "Installation Error Messages" on page 80.)

After the application installs successfully, you receive a confirmation message.

4. Select OK.

If you install an application that is an update to a previously installed application, the newer application automatically replaces the previously installed one.

*Note:* After a successful installation, the message that contained the application is automatically deleted from your Inbox and moved to the Deleted Items folder.

## Installation Error Messages

Contact your IT administrator if any of the following errors occur during downloading or installation:

**Application is too large.** The application is larger than the maximum size of 50 KB. This error occurs before download and prevents the application from being installed.

The sender of this GoodLink Forms application is not from a permitted email domain. The sender of the application is not in the same top-level domain as you, which is not permitted. This error occurs before download and prevents the application from being installed.

**Syntax error in form.** The application’s code contains a syntax error and is unusable. This error occurs after download and prevents the application from being installed.

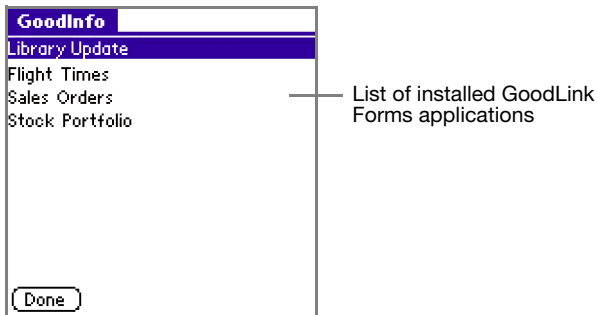
## Using GoodLink Forms Applications

After you install the first GoodLink Forms application, GoodLink Forms is added automatically to the navigation pane.

To use a GoodLink Forms application:

1. Select GoodLink Forms on the Today screen.

A list of installed GoodLink Forms applications appears.



## Additional Applications

2. Select the application you want to use.

The application's form opens. For example, this is a Directory Lookup application.

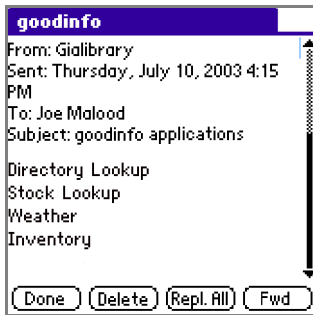


3. In this application, you only need to click a button to obtain a list from the target web site. In other applications, you may need to fill in a form by entering text, choosing options from menus, and selecting check boxes as necessary. Scroll to make sure you see the entire form.
4. Do any of the following:
  - If you want to clear a form, bring up the menu and choose Reset Form. To cancel a request, choose Cancel.
  - When you're ready to submit data, bring up the menu and choose Submit Query. Alternatively, you can select the button on the bottom of the form.
5. To save the settings on a form, choose Set Defaults. The next time you use the same application, the text you entered previously is entered automatically in each field.
  - To save a draft of a form, bring up the menu and choose Save As Draft. The next time you use the same application, the text you entered previously is automatically entered in each field. You can then use the same text or enter new text. The form is saved with a DRAFT suffix.



A message appears confirming that the data has been submitted. The application sends the data in an email message to the server or automated program.

6. After a few minutes, check your Inbox (or the appropriate folder if you're using mail filters) for a message from the server or program that contains the information you requested. Open the message to display the information. For example:

**Notes:**

- Some applications require you to enter a user name and password to access a server. Each GoodLink Forms application remembers the user name and password after you enter them once so that you don't have to enter them every time you use the same application. However, your password will time-out according to the Timeout setting specified in your Lock preferences, or after one hour if you have not specified a Timeout setting.
- If you use multiple applications that access different servers and require different user names and passwords, you must enter the appropriate user name and password whenever you use each application.
- If you want to display a report that includes formatting, select Monospace Font from the Email menu. The report is displayed with the correct formatting and will include such styles as left or right justification.

## **Deleting GoodLink Forms Applications**

You can delete applications you never want to use again.

To delete a GoodLink Forms application:

- 1.** In the list of GoodLink Forms applications, select the application you want to delete.
- 2.** Bring up the menu and choose Delete.

To delete more than one application, hold down the Shift key and scroll (if necessary) to select multiple applications. Then bring up the menu and choose Delete Selected.

# 5 Preferences and Maintenance

---

This chapter describes how to maintain your handheld. Topics described in this chapter include:

- Setting Good Messaging preferences
- Using Autotext
- Using passwords
- Understanding data storage and aging

## Setting Good Messaging Preferences

Your handheld includes a set of Good Messaging preferences you can customize for your individual use. To view or change preferences, select Preferences from the Options menu of any Good Messaging application or from the Good Launcher screen. A list of preferences appears. You can set some of the preferences. Others are informational or may not be supported on your handheld.

Option	Description
About Good Messaging Applications	Contains the Good Messaging version, copyright and trademark information.
Autotext	Lists Good applications and application status on your handheld. For more information, see “Software Updates and Policy Changes” on page 94.
Backup	Changes Autotext settings. Autotext includes shortcuts you can use for entering text. Backs up Good applications. Email, contacts, etc., are not backed up. And/or changes the passcode necessary to access the backup location.
Email Delivery	Specifies which email messages sent to folders in Outlook or Lotus Notes will be synchronized with your handheld.
Good Intranet	Activates Good Intranet (if available) on your handheld. See your IT administrator for details.
Help	Contains Help information for preferences.
Lock	Enables, disables (if allowed), and changes the handheld password. Sets the time interval for an automatic password lock. Also enables or disables the automatic Keyguard lock when no password is set for the handheld.

Option	Description
Notification	<p>Sets the sound and vibrate on/off, sound volume (if applicable) and the tune for email notification. You can enable on-screen alerts (a dialog window with details) for email, completed More requests, and completed lookups for saved drafts.</p> <p>Allows you to specify if you want to be notified for all incoming email messages (Normal) or those marked High Importance, for the Inbox folder and for other folders that synchronize with your Outlook account.</p> <p>Allows you to specify if you want to be notified when a Lookup or More operation completes, or for Calendar or Task reminders.</p> <p>Allows you to enable the On-screen Alerts preference. Use On-screen Alerts when you want a notification dialog to appear on-screen with information about new messages arriving, and when a lookup or More operation completes.</p> <p>If more than one notification in a category (Email, Lookup) arrives while others remain in the notification dialog, the notifications are listed in order of arrival. Notifications are removed when you address them (i.e., read new email, open email after a More completes, or check Lookup results).</p>
Phone	<p>Sets the dialer to the handheld's native phone dialer. By default, the Good Messaging dialer is used. If enabled, confirms the phone number before dialing.</p>
Public folders - Contacts	<p>If enabled by your IT administrator, your handheld can use the contacts listed in public shared folders. This feature is explained in "Adding and Deleting Shared Folders" on page 67.</p>
Screen	<p>Sets the font size for on-screen text.</p>
Status	<p>A detailed description of handheld status, such as Free Memory and handheld serial number.</p>
Time Zone	<p>Set the time zone for the handheld.</p>

## Preferences and Maintenance

Option	Description
Today Screen This option applies to Palm handhelds only.	<p>Sets the display text that appears on the Good Today screen.</p> <p>For Palm OS handhelds, this option also sets the button on your handheld that opens the Today screen. Choices are:</p> <p>Treo 600: The Sun (Power) key or the Home key.</p> <p>Treo 650: The Side key or the Home key</p> <p>If you choose the Side key, pressing this key from any GoodLink application returns you to the Good Today screen. Pressing the Home key returns you to Palm home.</p> <p>If you choose the Side key, pressing <i>and holding</i> this key from any Good application returns you to the Good Today screen. Pressing the Home key returns you to Palm home.</p> <p>If you choose the Home key, pressing this key from any Good application returns you to the Good Today screen. To launch Palm applications, return to the Good Today screen, then press the Home key or choose Go to Palm Applications from the Good Messaging menu.</p>
Web Links	<p>Specifies whether to use Good Intranet or the handheld browser to access links.</p>

You can set additional preferences for your handheld by using handheld preferences.

## Backing Up Good Messaging

On some handhelds, you can back up your Good Messaging applications to a memory card, persistent flash memory, or other locations supported by your handheld. Then, if they are lost or corrupted (by deleting them accidentally, for example), you can restore them from the backup location.

To back up Good Messaging:

1. If backing up to a card, insert it.
2. From preferences, choose Backup.
3. Select a backup location from the drop-down menu. Depending on your handheld, choices may include SD Card or other options.
4. Enter a new passcode. Enter it again to confirm.
5. Select Backup.

GoodLink is backed up to the location you specified.

*Important:* Email messages, contacts, and so on, are not backed up but they are resynchronized with your Outlook account.

## **Using Notifications**

The Notification option in Preferences specifies which handheld events trigger a notification to you and the format of that notification.

Events that can trigger a notification (your choice of any or all):

- Email in Inbox, Normal priority
- Email in Inbox, High priority
- Email in other folders that synchronize with your handheld, Normal priority
- Email in other folders that synchronize with your handheld, High priority
- “More” operation completed
- Address lookup completed
- Reminders

Types of notification that can be set (more than one are allowed for an event):

- Sound
- Vibrate

## Preferences and Maintenance

- On-screen alert

To set sound and vibration notifications:

1. In the Preferences Notification window, from the drop-down menu, select the event that triggers the tone and/or vibration.
2. Select the boxes to enable on-screen alerts, sound and vibration notification, and use the drop-down menu to choose the notification sound. You can also set notification volume.

On-screen alerts: If more than one notification in a category (Email, Lookup) arrives while others remain in the notification dialog, the notifications are listed in order of arrival. Notifications are removed when you address them (for example, read new email, and so on.).

For on-screen alerts, if you choose Snooze instead of Go To, a reminder (blinking asterisk (\*) symbol) appears in the upper left corner of your screen. This symbol remains until you view the alert.



## Using Autotext

Your Good Messaging handheld includes an Autotext feature to help you compose messages. For example, as you enter characters, Autotext automatically enters capital letters at the beginning of sentences and translates abbreviations into complete words.

### *Autotext Features*

---

Item	Description
Capitalization and punctuation	When entering text in a message body, note, or task, you can press Space twice at the end of a word or sentence to insert a period (.) and a space automatically, as well as capitalizing the next word.
Spelling	Commonly misspelled words are corrected. For example, the misspelled word <i>thier</i> is replaced with <i>their</i> .
Abbreviations	Abbreviations and acronyms are replaced with complete words. For example, <i>mo</i> is replaced by <i>month</i> .
Variables	Enter the letters <i>ct</i> (for current time) to automatically insert the time. Enter <i>td</i> (for today's date) to automatically insert the current date.
Special Symbols	In email address fields, press Space twice to automatically insert an @ symbol. Press Space again to enter a dot (.) symbol. Press Space again to automatically enter a com suffix. Continue to press Space to cycle between .com, .net, .gov, .org, .mil, and .edu suffixes.
Numbers	In fields where numbers are expected, you can type numbers without using the Alt key (for example, when you enter a Contact's phone number or use the Calculator). This feature applies to Nokia Series 60 and Palm OS handhelds only.

To view Autotext settings:

1. Select Preferences from the Options menu.
2. Select Autotext.

A list of Autotext settings appears. These settings show the substitutions Autotext makes as you enter characters.

To change an Autotext setting:

1. Scroll to the setting you want to change using the five-way navigation arrows and select. Alternatively, you can scroll to a setting using the arrow keys, select it, open the Preferences menu and choose Edit.
2. An edit screen appears. Enter new replacement text.
3. When you have finished making the change, choose Save. Or, click Done and you'll be prompted to save your changes.  
The Autotext settings are updated to show your changes.

To add a new Autotext setting:

1. In the Autotext screen, select New from the menu. An edit screen appears.
2. Define a new setting. Be sure to include both the original and replacement text.
3. Select Save from the menu. The Autotext screen reappears with the new setting you added.

## Data Storage and Aging

Personal information and email on your handheld is stored indefinitely, with the following exceptions:

- Each Good Messaging application is guaranteed a certain amount of memory for data storage. The remainder of memory is available for extra data storage by any of the applications.
- If storage space is needed, calendar appointments and meetings older than two months are removed from the handheld, but are not deleted from the user's Outlook or Lotus Notes account. If more space is required, calendar data older than three days is removed.

- The Email application stores at least 250 messages (the approximate number of messages that can fit in the Email guaranteed space). Maximum number of stored email messages is determined by available memory on the handheld. This maximum number starts at 5,000 messages for a handheld with the minimum allowed total memory.
- When email must be removed, messages older than two weeks in the Deleted Items folder are removed first, followed by older messages in the Sent folder. If more space is required, the oldest messages in any folder are removed, folder by folder, day by day, until enough space is obtained. These messages are not removed in Outlook.
- You can mark critical email messages so that they are not removed by opening the message, selecting Mark As and then Mark Permanent from the menu.
- The Company History folder ages out items on a least-recently-used basis, maintaining a minimum of 250 items in the folder.
- If space is needed, completed tasks older than one week are deleted.
- If there is insufficient space, incoming data for the application stops downloading. If you delete data on the handheld to free up space, the data downloading resumes. No new incoming data is lost. It is held by Good Messaging Server and then sent when space becomes available.

If your handheld runs out of space for new contacts, notes, or tasks, and data aging cannot solve the problem, you must delete existing contacts, notes, or tasks to make room for the new ones. Do this from the handheld, not from Outlook. To preserve contacts, notes, or tasks before deleting them from the handheld, use the Outlook Export feature on your PC. Note that you export the data from Outlook and your PC and then delete it from the handheld.

## Software Updates and Policy Changes

If enabled by your IT administrator, you can use Good Messaging's OTA Setup capabilities to install or update software on your handheld. You can also respond wirelessly to policy changes (such as password updates) activated by your IT administrator.

### Installing Additional Software

With wireless setup, your IT administrator can notify you when additional applications are available for you to install. Or, if an application download is mandatory, it will occur in the background on your handheld.

1. When a new application is available, a notification appears on your handheld in a yellow alert bar on the bottom of your screen.
2. To install the application:
  - a. When the notification appears, choose Yes to download the software.
  - b. After the download notification appears on your handheld, choose Yes to start the installation.
3. To install the application at a later date:
  - a. When the notification appears, choose No.
  - b. To install the application later, select Good Messaging Preferences and then Applications. Then, select the application you want to download and install.

Applications listed in Good Messaging Preferences can have the following states:

---

State	Description
Download	Enabled by the IT administrator. Click to download and install the application on your handheld.
Installed	Already downloaded and installed. Click to reinstall the application.
Downloading	Application is currently downloading.

---

Install	Downloaded but not installed. Click to install the application.
Scheduled	Application is scheduled for downloading.
Pending	Application is pending installation.
Verifying	Application is downloaded to handheld and is being verified.
Install Alert	A problem exists with the application's certificate. Click Install to continue with the installation. Contact your IT administrator for more information.

### Updating Good Messaging and Other Applications

With wireless setup, your IT administrator can notify you when software updates for Good Messaging (or other applications) are enabled on your handheld. Follow the on-screen instructions to perform the update. Notifications are displayed when you change applications within Good Messaging.

#### *Mandatory Updates*

Occasionally, your IT administrator may designate an application download and installation as mandatory. In this case, the software is downloaded wirelessly in the handheld background during off-hours without prior notification. You can override the download schedule using Good Messaging Preferences and Applications.

Once the mandatory application is downloaded, you're prompted to install it. If you decline, you're reminded later. If you continue to decline, the software is finally installed automatically. The number of reminders is determined by your IT administrator.

#### **Policy Changes**

With wireless setup, your IT administrator can notify you about policy changes (for example, password security) for your handheld.

When policies changes occur, a notification appears.

1. Select OK to confirm the notification.

## Preferences and Maintenance

2. In some cases, a policy change may require you to enter or change information on your handheld (for example, resetting your password). Follow the on-screen instructions as directed.

A few examples of policy changes are listed below. Additional policy changes may occur.

### *Handheld Policy Changes*

---

<b>Change</b>	<b>Description/Action Required</b>
Password Required	A password is now required for your handheld. Follow the on-screen instructions to create a new password.
Password Policy Change	Enter your password to make sure it meets new policy requirements. Policy requirements set by the IT administrator may include: <ul style="list-style-type: none"><li>– Setting a minimum password length</li><li>– Requiring or disallowing certain characters (upper/lower case, alphanumeric combinations, and so on)</li><li>– Restricting password reuse (password history)</li><li>– Adding password expiration</li><li>– Limiting repeated characters in passwords</li><li>– Restricting personal information (such as a user’s initials) in passwords</li></ul> IT Administrators can also set policies for: <ul style="list-style-type: none"><li>– Setting a maximum number of attempts a user has to successfully enter a password</li><li>– Erasing handheld information after a number of failed password attempts</li></ul>
Global Address List Lookup	Global Address List Lookup has been enabled or disabled. No action required.
Handheld Timeout	Timeout values have been added or changed on your handheld. No action required. You cannot lengthen or disable timeout values set by your IT administrator.
Public Folders for Contacts	Public folders for contacts have been enabled or disabled. No action required.

*Handheld Policy Changes*

---

<b>Change</b>	<b>Description/Action Required</b>
Rich Attachments	Rich attachments in email messages have been enabled or disabled. No action required.
Attachment Size	Your IT administrator has set a maximum size for email attachments. No action required. Attachments that exceed the maximum size cannot be viewed on your handheld.





# 6 Keyboard Command Reference

---

The following tables include keyboard shortcuts that you can use with Good Messaging applications.

*Note:* Good Messaging applications run on handhelds that may include on-screen keyboards, integrated keyboards, or attached keyboards. Shortcuts that require special keys such as Ctrl, Page up/down, or arrow keys only work on handhelds that include those keys.

## Shortcuts for Palm OS Handhelds

---

Location	Key	Description
General	t, b	Moves to top/bottom of a screen. Doesn't apply to edit screens.
	l	Locks handheld when password is set.
	n	Moves to next item in application
	p	Moves to previous item in application
	g	Goes to Good Launcher
	Spacebar	Pages down in Email, Tasks, Notes, and Help
GoodLink Today screen (Quick Launcher off)	c, t, n, p, f, a	Opens Contacts, Tasks, Notes, Preferences, GoodLink Forms (if present), Good Intranet (if present), respectively
Email list	s	Initiates Send/Receive Now command
	n	Moves to the next day's messages (down the list)
	p	Moves to the previous day's messages (up the list)
	d, backspace	Deletes the selected message
	Enter	Opens the selected message
	m	Moves selected message to a folder

## Keyboard Command Reference

---

Location	Key	Description
Reading a message	r	Reply to sender
	a	Reply to all
	f	Forward message
	m	Moves message to a folder
	n, p	Opens the next or previous message respectively

*Note:* No shortcuts are available while in the Email Edit, Reply, or Forward screens. Additional shortcuts are available by pressing the menu button and then the letter indicated in the dropdown menu.

## Shortcuts for Windows Mobile Pocket PC Handhelds

---

Location	Key	Description	
General	t	Moves to top of a screen. Doesn't apply to edit or help screens.	
	b	Moves to bottom of a screen. Doesn't apply to edit or help screens.	
	g	Returns to the Good Launcher.	
	n	Moves to next item in application	
	p	Moves to previous item in application	
	Spacebar	Pages down in Email, Tasks, Notes, and Help	
	Tab	Moves cursor to next field	
	From attached keyboard:		
	Ctrl-g	Displays Good Launcher	
	Ctrl-m	Opens context menu	
	Ctrl-w	Closes window	
	Fn-up/ down arrows	Page up/down	
	Alerts	o	View alert
		x	Dismiss alert
tap alert		Closes top on-screen alert and opens respective email.	
Email list	n	Moves to the next day's messages (down the list)	
	p	Moves to the previous day's messages (up the list)	
	d, backspace	Deletes the selected message	
	Enter	Opens the selected message	

---

Location	Key	Description
	m	Moves selected message to a folder
	Ctrl-n	Opens a window to compose a new message (attached keyboard)
Reading a message	r	Reply to sender
	a	Reply to all
	f	Forward message
	m	Moves message to a folder
	n, p	Opens the next or previous message respectively
	Ctrl-n	Opens a window to compose a new message (attached keyboard)
	Ctrl-h	Shows/hides message header (attached keyboard)

*Note:* No shortcuts are available while in the Email Reply, Reply All, or Forward screens. Additional shortcuts are available by pressing the menu button and then the letter indicated in the drop-down menu.

## Shortcuts on Windows Mobile Smartphones

The number keys on your phone also act as navigational shortcuts when you are using a Good Messaging application.

---

Key	Shortcut
1	Top
2	Select up
3	Page up
4	Select left
5	Copy
6	Select right
7	Bottom
8	Select down
9	Page down
0	Good Launcher
*	View alert
#	Dismiss alert

## Shortcuts on Symbian OS, Nokia Series 60 Handhelds

---

Location	Key	Description
General	t, b	Moves to top/bottom of a screen. Doesn't apply to edit screens.
	n	Moves to next item in application
	p	Moves to previous item in application
	g	Goes to Good Launcher
	o	Opens alert
	x	Closes alert
	Spacebar	Pages down in Email, Tasks, Notes, and Help
Good Launcher	c, t, n, p	Opens Contacts, Tasks, Notes, Preferences, respectively
Email List	s	Initiates Send/Receive Now command
	n	Moves to the next day's messages (down the list)
	p	Moves to the previous day's messages (up the list)
	d, backspace	Deletes the selected message
	Enter	Opens the selected message
	m	Moves selected message to a folder
	u	Marks as Unread
Reading a message	v	Shows/Hides preview pane
	r	Replies to sender
	a	Replies to all
	f	Forwards message
	m	Moves message to a folder
	n, p	Opens the next or previous message respectively
	l	Flags message

*Note:* No shortcuts are available while in an editable field.

# A Wireless Setup

---

This appendix provides instructions about wireless setup. If activated by your IT administrator, Good Messaging enables you to install software over the air using the wireless connection on your handheld.

Wireless setup ensures that you can install and upgrade the latest Good Messaging software from any location. You don't need to return your handheld to a IT administrator and you don't need to connect your handheld to a computer.

## Memory Requirements

The following table includes the memory requirements for running Good Messaging.

---

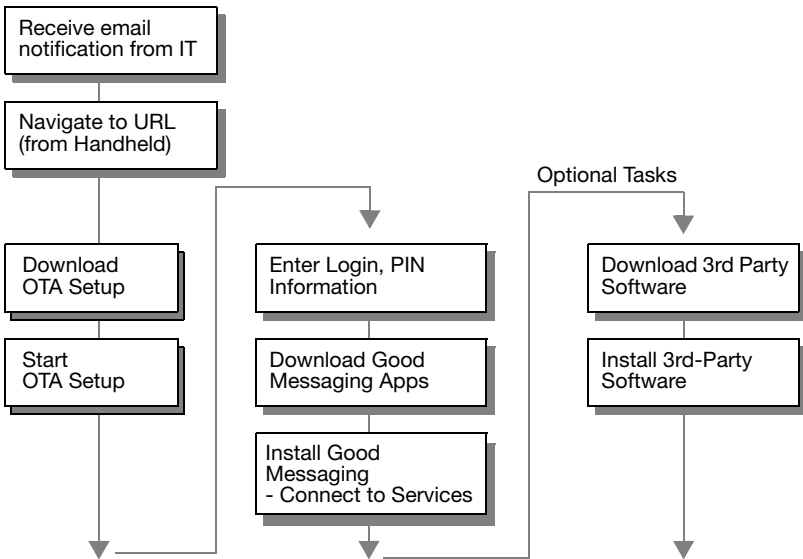
<b>OS</b>	<b>Handheld Type</b>	<b>Memory Requirement</b>
Palm OS	Treo 600	12.5MB of memory for the first installation  5.8MB of memory is required if you are upgrading from a previous version of Good Messaging (2MB free with Good Messaging 3.7 or 3.8 running)  A total of 6MB of this memory is used for data storage space, for email messages, contact information, and so on.
	Treo 650	14.6MB of memory for the first installation  5.8MB of memory is required if you are upgrading from a previous version of Good Messaging (2MB free with Good Messaging 3.7 or 3.8 running)
Windows Mobile 2003	PPC	First time GoodLink install: 2.4MB storage memory and 8.74MB program memory  Upgrading from pre-4.x versions: 1.9MB storage memory and 7.9MB program memory
	Smartphone	First time GoodLink install: 4MB storage memory and 6MB program memory.

---

Windows Mobile 5.0	Treo 700w PPC Smartphone	4MB available storage memory 6MB program memory
Symbian, Nokia Series 60	Nokia Series 60	4MB available storage memory 10MB program memory Note: The Good software is only installed on the C drive.

## Procedure Overview

When you set up your handheld for the first time, the wireless setup software guides you through a series of procedures. The illustration below provides an overview of the procedures, for details, see “Installing Good Messaging for the First Time” on page 106. It takes about 20 minutes to setup your handheld for the first time.



## Installing Good Messaging for the First Time

This section describes how to install Good Messaging applications on your handheld.

To install Good Messaging:

1. Contact your IT administrator. You will receive an email confirmation with the following:
  - Web address for Good Messaging software
  - PIN (and expiration date, if applicable)



In addition, make sure you have the following information available:

- Handheld phone number. If you are unsure of the number, you can dial another handheld or cell phone to display the incoming number.

*Note:* If you are using a WiFi-only handheld, you do not need to enter a phone number.

- Password
- Name of your wireless network carrier

```
This email contains instructions for setting up GoodLink on your handheld.
With GoodLink, you can wirelessly stay up to date with all of Microsoft
Outlook. Follow the simple steps below to get started.

-----
I. SETUP OVERVIEW
-----
This one-time setup will take about 20 minutes depending on the quality of
your network coverage. This section provides an overview. See the following
section for detailed instructions.

Step 1: Using your handheld's browser, download and run Over the Air Setup
("OTA Setup") from http://swiftx.good.com/otagood

Step 2: Log in with the below information:

    Email Address: gooduser@good.com
    PIN: 1a866-e9asr-66j11
    *Please Note: If you are using a handheld with a 12-key keypad (such
as Windows Mobile Smartphone), please enter the following numeric PIN:
49655-65454-69576-58382-54547-44949

Your PIN will expire: Never
Note: PIN is not case-sensitive. You can enter all lowercase characters. Be
sure to check for the letter 'o' versus the number '0' and the letter 'l'
versus the number '1.'

Steps 3, 4, 5: Follow the prompts to download, install, and connect to
GoodLink.

-----
II. DETAILED SETUP INSTRUCTIONS
-----

BEFORE YOU BEGIN
- Ensure you have good network coverage (i.e., "bars").
- Check your handheld free memory. For the latest requirements and
```

2. Make sure your handheld is fully charged and your wireless connection is active. See the documentation that came with your handheld for details

*Important:* If you are using your handheld (instead of a desktop computer) to view the email instructions you received from IT, make a note of the PIN on a separate piece of paper.

That way, you can enter the number without quitting the setup program and reopening the email.

3. Use the Web browser on your handheld to navigate to the Web address provided by your IT administrator.
4. Follow the instructions to download OTA Setup. OTA Setup enables you to wirelessly set up and manage Good Messaging software and other applications on your handheld.

The following screens are displayed during OTA Setup.

5. Start OTA Setup. OTA Setup downloads Good Messaging applications to your handheld.

### *Palm OS*

- On Treo 600 handhelds, follow the prompts to download, open, and accept OTA Setup into Applications.

On Treo 650 handhelds, follow the prompts to download to Applications, save and open, and accept OTA Setup into Applications. After the download completes, the screen switches to the Palm applications screen. Make sure the categories menu located at the top right-hand corner shows "All" and click the OTA Setup icon.

### *Windows Mobile*

- On Pocket PC handhelds: After the download completes, run OTA Setup by using the Programs item in the Start menu and then clicking on the OTA Setup icon.
- On Smartphones: After the download completes, OTA Setup starts automatically. If not, select OTASetup from the Start menu. You may have to select Next from the Start menu more than once to find the OTA setup program.

### *Symbian OS, Nokia Series 60*

- On Nokia, Series 60 handhelds: After the download completes, OTA Setup starts automatically. If not, select OTASetup from the Installed folder.

*Note:* The Good software is only installed on the C drive.

#### **6. Enter your login information. This includes:**

- Email address.
- Numeric PIN.
- Wireless network carrier (if required).
- Mobile phone number (if required).
- Select Start to start the download.

A series of download, install, and connection screens appears. The status indicators at the top of the screen change to track setup progress.

A message appears asking you to confirm Good Messaging installation. Confirm that you want to continue.

OTA Setup extracts, uncompresses, and installs Good Messaging applications on your handheld.

#### **7. To start Good Messaging and connect to Good Messaging services:**

- Click Launch Now.
- A connection screen appears. It may take several minutes to connect.
- If required, enter your password. This screen appears if your IT administrator has activated password protection on your handheld.

When services are connected, Good Messaging automatically synchronizes your handheld with information in your Outlook or Lotus Notes account. This includes email messages, contacts,

## Wireless Setup

calendar appointments, and so on. (For more information, see “Notes on Synchronization” on page 59.)

When synchronization is complete when the “Welcome to Good Messaging” screen appears in your email Inbox.

*Note:* If you see any errors during startup or if your connection appears to fail, contact your IT administrator.

### **8. Congratulations! You are ready to use Good Messaging applications on your handheld.**

Good Messaging provides similar over-the-air procedures for updating Good Messaging applications on your handheld (for example, when a new release is available) and installing additional software. See “Software Updates and Policy Changes” on page 94.

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