

# Good Mobile Messaging™

Wireless Enterprise Messaging System

## User's Guide

Version 5.1

Documentation complies with client software version 5.1

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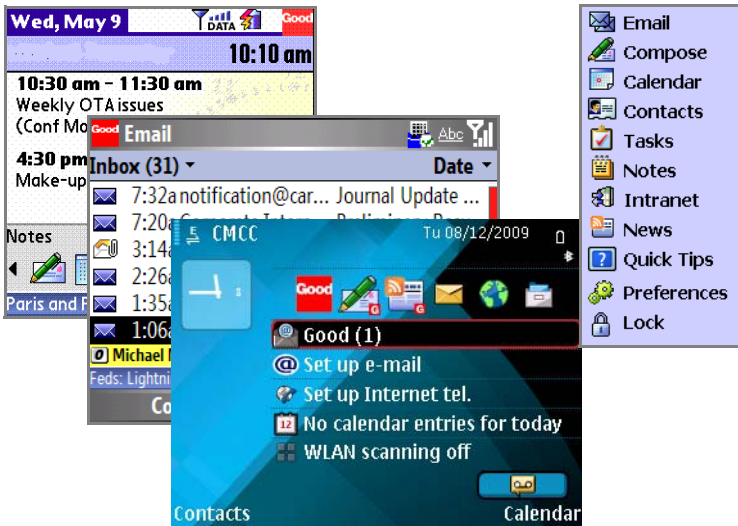


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# 1 Overview

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, Personal Information Management (PIM) applications, 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, calendar, contacts, public folders, notes, journal, to do items, 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 a variety of handheld types operating systems:

- Windows Mobile 5.0 Pocket PC and Smartphone handhelds (including Palm 700w, 700wx, and Motorola Q) and Windows Mobile 6.0 Smartphone handhelds such as the Motorola Q 9h.

For a complete list of supported handhelds, visit [www.motorola.com/good](http://www.motorola.com/good)

Good Messaging is fully compatible with the Microsoft® Outlook® and IBM® 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.
- **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 sending, 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.
- **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.

## Overview

- **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 applications 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 “Wireless Setup” on page 95 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.

### *Windows Mobile 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's guide describes email, calendar, contact, and task/to do 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.

## 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.

## Overview

- 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 35.

- **Contacts**

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.motorola.com/good](http://www.motorola.com/good). For more information about installing Good Messaging, refer to “Wireless Setup” on page 95..

## **Overview**

# 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 95 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.

### 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.

## Getting Started

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

## Windows Mobile Smartphones

You use the five-way navigation pad on your handheld 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.

The following table describes the main ways to navigate using your Smartphone with QWERTY keyboard:

---

Item	Description
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.
Thumb Wheel	User the thumb wheel located on the side of the handheld to browse through a menu. Press the thumb wheel to select an item. Pressing the thumb wheel works the same as pressing Menu using the right soft key when you are on a view screen (for example, Read screen in Email).
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.

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<b>Item</b>	<b>Description</b>
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.
Good Launcher	The Good Launcher includes a menu of all of the Good Messaging 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 Good Messaging application.
Start Menu	From the Home screen, use the Start menu to access all other (non-Good Messaging) 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 O to view the notification or X to dismiss it.

## **Nokia Series 60 & E71 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 go directly to your inbox, select the Good Email icon from the application list in the Active Standby screen.

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

### *Active Standby and Standby Modes*

Nokia Series 60 and E71 handhelds have two types of standby modes: Active Standby and Standby (also known as Active Idle and Idle). 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.

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.
Key	
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.

---

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 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 41.)
- 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.

### *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 **I**, **X**, and **OFF** 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.

### 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.



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.

## Good Messaging and Your Phone

*Note:* In order to make an emergency call on Windows Mobile Smartphones and Pocket PC handhelds, when a password screen is displayed and keyguard is disabled, you must press and hold the Fn or Option key when dialing the emergency number. For example, to dial 911 in the United States, you must press and hold the Fn or Option key and dial 911. Alternatively, you can press the Fn or Option key twice and then dial 911.

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 the number. 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.
- The Save to Contacts option in Call History saves the number to Good Contacts.
- 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**

The following sections describe how to use your phone when Good Messaging is installed on your handheld.

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

### **Dialing by Name**

On Windows Mobile handhelds, press 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

## Getting Started

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.

### 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 (or use keyboard shortcut "z") from the menu. After synchronizing, your handheld returns to the work offline state.

### 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 80):

You can back up your Good Messaging applications to a data storage (SD) 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

## Getting Started

handheld does not include a QWERTY keyboard, you use the numbers on your phone's keypad to enter text.

## 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.
2. Open the menu at the selected text and then choose Cut or Copy (available in Edit mode).
3. 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, 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 Help that you can use to learn about the applications. If you need help using Good Messaging applications:

- On Windows Mobile PPC handhelds, choose Help from the Start menu.
- On Windows Mobile Smartphones, choose Quick Tips from the Good Launcher.
- If you Good News is enabled on your handheld, you can subscribe to the Tips and Tricks feed to get helpful hints about using Good Messaging.





# 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 25.

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. Refer to the next instructions about saving email drafts.

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

## Sending Attachments

Good Messaging allows you to send attachments along with your email messages. You can attach a maximum of 16 files or images. Your IT administrator may also set a maximum file size allowed for attachments.

To send an attachment:

1. Select Compose from either the Today, Home screen, or the Good Launcher.
2. Create a message.
3. Select Attach File or Attach Picture.
4. Select the file or image you want to send with your message.
5. Select Done.

### Saving Messages as Drafts

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,

## Using Good Messaging Email

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 45 for more about Contacts.)

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. 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.

5. 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.
6. 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.

7. 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, choose View from the context menu.

## 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
	Message is flagged as a priority message		Priority message with attachment

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

 2	Composing message	 1	Outgoing message
 2	New message		Working offline
	Data being sent or received		Text message*

*\*Windows Mobile only*

To display the first few lines of the message at the bottom of the email list, toggle on Preview Pane from the Options menu. (Click the menu bar, choose Options, and then Preview Pane.) 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, mark it as permanent/temporary, or to clear a flag. If you mark a message permanent, it is remains on your handheld until you delete it manually or mark it as temporary. Flag types, colors, and due dates used by Exchange 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. You can then either wait for the additional data to download, or have the data load while you are doing other tasks.

## Viewing Email Attachments

You can view the following types of email attachments on your handheld: Microsoft Office® (\*.doc, \*.docx, \*.ppt, \*.pptx, \*.xls, \*.xlsx), 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) cannot be displayed on your handheld unless a capable viewer is present. Any attachments that are password-protected cannot be displayed on your handheld. These attachments will appear empty if you try to open them.

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

## Using Good Messaging Email

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 four attachments downloading at once. You can be notified when a download is complete.

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.

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 and encrypted can be viewed on your 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.

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 an 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.

## Using Good Messaging Email

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 Meetings” on page 57.)

## 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 name of the sender in the From field. A menu appears that allows you to:
  - Add the address to Contacts
  - Call the sender
  - Email the sender
  - Copy the address
  - View the address
  - Block the Sender
  - Set Priority Sender options
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 48.)

## 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 priority, if the message is unread, by the flag, by conversation, or by the sender. By default, messages are sorted by

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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 Date
  - By Priority
  - By Unread
  - By Flag
  - By Conversations
  - By Senders

When you sort messages by conversations, prefixes such as “RE:,” “FW:,” and “UPDATED,” and the trailing colons are ignored.

## Managing Your Outbox

After you send a message, it goes to the Outbox before it is delivered and remains there until it is sent to the network. Most of the time, this happens so quickly, it is something you do not notice while using Email; however, if you are working offline, or messages contain large attachments, messages can spend some time in the Outbox.

You can manage your Outbox, allowing you to monitor the sending progress of messages with and without attachments, change the sending order of outbound messages, and read and edit messages before they are sent off to the network.

Aside from standard list view options (View, Go to Folder, Find Messages, Options and Good Launcher), each message in the Outbox list view can be:

- Deleted permanently
- Moved to the Drafts folder
- Edited as a Draft
- Sent First (moved to the top of the Outbox)
- Viewed as a read-only message

Responding to messages directly from the list view is not allowed. Outbox messages must be opened in order to forward or respond to them.

## Using Email Folders

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

- **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.
- **Drafts:** Contains unfinished messages you have saved on the handheld. Does not contain drafts saved from Outlook or Lotus Notes.
- **Deleted:** 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

## Using Good Messaging Email

and rearrange folders using Outlook or Lotus Notes, but not your handheld.)

Some things to remember about email folders:

- 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 41.

## 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.  
Choose Move 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) 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, drag the stylus or hold down the Shift key and scroll to select multiple messages. Choose Delete 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 83.

## Setting Email, Display, and Priority 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 (one line).** Select this option to display the time a message is received in email lists.

**Display Name (one line).** 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.

To set Email options:

1. Open your Inbox.
2. Press the menu button.
3. Press the down key to scroll down the entire list.
4. Press the center key for Options.
5. Choose Email Options from the Options menu.

The following set of email options appears.



**Email Key Launches.** Select this option to specify which email application you want to launch when you press the email key on the handheld.

**Confirm Keyboard 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.

To set Priority Email options:

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

The following set of priority email options appears.

- Addressed to me (the default).
- I am on the To: or CC: line
- From Priority Senders (checked by default)
- To Priority Mailing Lists (checked by default)
- Sent with High Importance (checked by default)
- Show Priority Mail icons in all folders (checked by default)

## Adding Priority Senders and Mailing Lists

To add priority senders to the Priority Mail options:

1. From your Inbox, select Options and then Priority Mail options from the menu.
2. Select Priority Senders.
3. Select New.
4. Specify the person you want to specify as a priority sender. As you enter characters in these fields, a list of your contacts appears that match the letters you have entered.
5. Select Save.

To add priority mailing lists to the Priority Mail options:

1. From your Inbox, select Options and then Priority Mail options from the menu.
2. Select Priority Mail Lists.
3. Select New.
4. Specify a mailing list you want to set as a priority sender. As you enter characters in these fields, a list of mailing lists appears that match the letters you have entered.
5. Select Save.

## **Blocking Messages from a Sender**

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

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.

## Using Good Messaging Email

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 35.

Incoming messages filtered to this folder will now appear on your handheld.

## 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 83) 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.
- 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). Email messages older than a month are not synchronized; neither message nor header is sent.

- 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 and connected to a PC currently running ActiveSync. This applies to Windows Mobile versions earlier than 6.0 and ActiveSync versions earlier than 4.5. For versions that support synchronization, “Allow wireless data connections” must be enabled when the ActiveSync partnership between the device and desktop is established.



# 4 Additional Applications

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

- Contacts
- Calendar
- News
- Notes/Personal Journal
- Tasks/To Do Items

## 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.

## **Additional Applications**

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 Contact 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.

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.

## Additional Applications

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.

If you include the country code and/or area code as part of a contact's phone number, Good Messaging automatically includes this code (as required) when you dial the contact. For more information on dialing contacts, see "Using Contacts with Other Applications" on page 54.

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.

On some handhelds, after you dial a phone number that is not already in your contacts list, you are asked if you want to add the number to an existing contact or add a new contact. If you add the information, it is added to Good Contacts.

## Assigning Categories to Contacts

*Note:* This feature is not available for Lotus Notes

You can use categories to organize your contacts by assigning contacts to various groups. Once you have assigned categories, you can sort or view contacts by category. Good Messaging includes a set of preset categories to which you can assign your contacts or you can create new categories to suit your needs. If you add a new category in Outlook on your desktop, it will be added to the list of categories on your handheld. The reverse is also true.

The preset categories list includes:

- Business

- Competition
- Goals/Objectives
- Key Customer
- Personal
- Phone Calls
- Status
- Waiting

To assign a category to a new contact:

1. Start the Contacts application.
2. Select New Contact from the menu. A blank form appears.
3. Enter the contact information.
4. In the Categories field, select Choose Categories link. The Choose Categories screen appears.
5. Select one or more categories from the list to assign to the contact. Select New to create a new category.
6. Select Done. The New Contact form appears.
7. Add any additional information for the contact and select Save.
8. Select OK to save the new category to the list.

To assign a contact to an existing category:

1. Start the Contacts application.  
A list of contacts appears.
2. Select or display the contact you want to edit and then select Edit Contact from the menu.
3. In the Categories field, select Choose Categories link. The Choose Categories screen appears with a list from which to choose.
4. Select or deselect categories as needed.
5. Select Save.

### **Viewing Contacts by Category**

Once your contacts are assigned to categories, you can specify which contacts to view based on category. For example, you can view all your personal contacts or business contacts instead of scrolling through each contact.

To view contacts by category:

- 1.** Start the Contacts application.  
A list of contacts appears.
- 2.** Select View by Category from the menu.
- 3.** Select a category. Select All to view all contacts or select Unassigned to view the contacts that have not been assigned a category.

### **Adding and Deleting Shared Folders**

In addition to synchronizing the personal contacts in your 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 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 47.

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.

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 Options for Contacts

You can use set 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 options for contacts:

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

## Additional Applications

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. You can also beam contact information from one handheld to another.

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 beam a contact to another handheld:

1. Select the contact you want to beam to another handheld.
2. Choose Beam Contact from the menu.
3. The contact information is sent to the other handheld and must be accepted to be added.



4. The beaming option must be enabled on both handhelds or the information cannot be transferred.

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.

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

## Additional Applications

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 your Calendar

The Calendar application provides several ways to view your appointments.

- Day view - lists the appointments scheduled for the day.
- Week view - lists the appointments scheduled for the current week. You can navigate to a particular appointment and select it to view details. The week view displays the date range and the week number of the year.
- Month view - provides an overview of the month. Navigate to a day and select it to view appointments scheduled for the day. Appointments are indicated by a blue square in the day.
- Agenda view - lists the time and date of a scheduled appointment. Select an appointment to view details.

### 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 Meetings

To add a new meeting:

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

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

*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.

## Additional Applications

- 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.) You can also search for available times for the involved parties by clicking the **Suggested Times** link.
  - 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.
  - Enter a location name, or click the **Suggested Rooms** link. (Note that this link appears only if there are rooms in your Recent/Favorites list.)
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.

## News

This section introduces you to the Good Messaging News application included on your handheld. Good News provides an RSS reader on

## Additional Applications

the handheld that you use to view news and articles. Good News is not integrated with Outlook 2007 RSS folders.

Many news web sites, as well as many others, provide updates or “feeds” and these feed indicate when new information is available. You can subscribe to a variety of feeds and Good News will periodically check for those updates and display them on your handheld.

### Starting Good News

You can access Good News through the Home screen or from the Good Launcher. Once you have subscribed to a feed, News polls for updates once per hour by default. However, you can change this interval to be less frequent in order to preserve your handheld’s battery life and prevent excess data charges.

For more information, see “Managing Feeds” on page 60.

### Managing Feeds

The News screen allows you add, edit, and delete feeds. You can also update feeds and manage the News Options from this screen.

Good News includes several default subscriptions.

*Important:* If you are not on an unlimited data plan, you may consider disabling Good Mobile News or setting the download intervals to be less frequent. An average number of RSS feeds, updated hourly, results in several MBs of data transferred over the network daily. This may result in high data costs from your network carrier. You can also conserve your handheld’s battery life by setting less frequent intervals or download manually.

To manage download intervals for news feeds:

1. Start Good News.

2. Select **News Options** from the menu.
3. At Update News, choose **Manually** to download feeds at at your convenience. Or ,select the interval you want:
  - Every hour
  - Every 2 hours
  - Every 3 hours
4. Select **Done** to save your changes.

## Adding Feeds

You can add a feed by using the list of feeds provided by Good News or you can add a feed by specifying a URL.

To add a default Good News subscription:

1. Start Good News.
2. Select **Add Feeds** from the menu.
3. Select a feed from the list provided.
4. Select **Done** to save your changes. Good News will start polling for new articles immediately.

To add a new feed by URL:

1. Start Good News.
2. Select **Add a Feed by URL** from the menu.
3. Enter the URL for the site that includes the news feed to which you want to subscribe.
4. Select Add to save your changes.

## Editing a Feed

To edit a feed:

1. Start Good News.
2. Select the feed you want to edit. (Do not open the feed)
3. Select **Edit Feed** from the menu.

## Additional Applications

4. From the Edit Feed screen, you can change the URL, name, or choose whether or not you want to include new articles from this location in the notification bar.
5. Select Save.

## Deleting Feeds

To delete a Good News feed:

1. Start Good News.
2. Select the feed you want to delete.
3. Select **Delete Feed** from the menu to remove the articles from your handheld.

## Reading Feeds

Good News is available through the Good Launcher, Home or Today screens. If the Good News icon does not appear on the Launcher bar, you can access it by using the Good Launcher.

To open and read an article:

1. Select the article from the alert bar or press . (period key) to read the contents.
2. Choose Read in News or Read in Browser. If you open the article in Good News, you must select the headline link to read the entire article. If you choose Read in Browser, you can read the article in its entirety from the source's web site.

## Forwarding an Article or URL

You can email an article from Good News, or send the URL for the feed directly to friends and associates.

To send a news article:

1. Open the article.
2. Select **Email Article** from the Menu.



A compose window opens where you can enter one or more email addresses. You can use the default message provided or enter one of your own.

To forward the URL for a feed directly:

1. In the News window, select the feed you want.
2. Select **Email Feed** from the Menu.

A compose window opens where you can enter one or more email addresses. You can use the default message provided or enter one of your own.

## 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.

## **Additional Applications**

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
- Organize items by category

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

## Additional Applications

- Primary sort is by Due Dates.
- Secondary sort is your selection: Start Date, Category, 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.

If Category is select,

- 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.

## **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. 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.

### Assigning Categories to Tasks

*Note:* This feature is not available for Lotus Notes

You can use categories to organize your tasks by assigning tasks to various groups. Once you have assigned tasks, you can sort or view tasks by category.

To assign a category to a new task:

1. Start the Task application.
2. Select New from the menu. A blank form appears.
3. Create a task.
4. In the Categories field, select Choose Categories link. The Choose Categories screen appears.
5. Select one or more categories from the list to assign to the task.  
Select New to create a new category.
6. Select Save.

### Viewing Tasks by Categories

To view tasks by categories:

1. Start the Task application.
2. Select Category from the sort by drop-down menu.
3. The tasks are sorted automatically.





# 5 Secure Email

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Good Mobile Messaging offers an additional level of protection for your email. It supports S/MIME signing and encryption and if your IT administrator has enabled this feature for you, you can use Good Messaging with your CAC and reader.

Before you can use Good Messaging with your CAC and reader, your IT administrator will ensure you have the correct software and drivers installed on your handheld required to support Good Messaging.

## Using Good Messaging with Your CAC and Reader

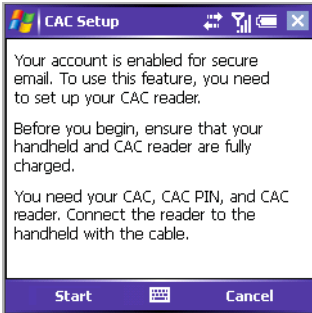
If your IT administrator has not installed Good Messaging for you, you can install it over the air. Before you begin, make sure your handheld and the CAC reader are charged completely. If not, the installation process may not complete successfully. You also need your CAC PIN.

To install Good Messaging:

1. Follow the instructions found in “Installing Good Messaging for the First Time” on page 96.

## Secure Email

2. When your handheld has been enabled for secure email, you will see the following screen during installation.



3. Enter your CAC PIN. Your handheld connects to the reader. It also goes through the linking and pairing process and connects to Bluetooth. If you have problems during this process, make sure Bluetooth has been enabled on the handheld.
4. Once you have successfully completed the setup process, you can use Good Messaging with your CAC and send and receive secure email.
5. If your CAC or PIN change, you need to run the CAC Setup process again. From Good Preferences, select Security.
6. Select CAC Setup.
7. If your CAC reader has changed, select the check box.
8. Make sure the CAC is inserted into the reader, the reader is on, and all of it is connected to your handheld.
9. Follow the prompts to install Good Messaging.

## Using Secure Email

Once you have installed Good Messaging and it is enabled to work with your CAC, the CAC reader, and the CAC PIN, you can send and receive signed, signed and encrypted, or encrypted-only email.

The following icons are displayed for secure email:



Signed email



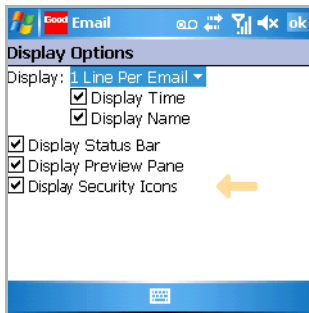
Encrypted

## Setting Secure Email Options

From Email Options, you can specify if you want the secure icons to show in your Inbox.

To display the secure email icons:

1. From within Email, select Options and then Display Options. The following screen is displayed:



2. Select Display Security Icons.
3. Select Done.

## Reading Signed Messages

When you receive a signed message in your Inbox, a security line is added to the message's header. Viewing a digitally signed message automatically verifies the signature on the server and gets the attachment list from the server.

## Secure Email

If the message is small enough, the signature is already verified on the server when the message is opened. If a signature is invalid, the status changes to indicate this, and the background of the security line changes color.

## Sending Secure Email

To send secure email:

1. Create an email as described in “Creating Email Messages” on page 23.
2. In the Security field, select Normal, Signed, Encrypted, or Signed and Encrypted. Depending on the policy set by your IT administrator, you may not see all of these choices or the security level of the message may be set automatically.
3. Compose the message.
4. Select Send.
5. Depending on the policy set by your IT administrator, you may be prompted to enter your CAC PIN, password, or both.

## How Encryption Works With Your SD Card

If your IT administrator has enabled this policy, you can use a fully encrypted storage data card for Good Mobile Messaging. However, only full card encryption is provided for; you can not specify partial memory of the card. The following requirements apply:

- A separate password (different from the handheld password) must be assigned to the storage card for access. This is to ensure that the SD card contents survive a hard-reset of the device.
- Only email attachments can be saved to the storage card.
- When attachments are downloaded, you have an option to save to the handheld or storage card.

If your administrator does not force encryption, you can reserve an unprotected portion of the card in order to save other types of files.

To do so, you must first disable card protection, and then designate the amount of memory you want encrypted on the card.



# 6 Preferences and Maintenance

---

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

- Setting 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.

<b>Option</b>	<b>Description</b>
About	Contains the Good Messaging version, copyright and trademark information.
Good Messaging Applications	Lists Good applications and application status on your handheld. For more information, see “Software Updates and Policy Changes” on page 84.
Autotext	Changes Autotext settings. Autotext includes shortcuts you can use for entering text.
Backup	Backs up Good applications. Email, contacts, etc., are not backed up. And/or changes the passcode necessary to access the backup location.
Categories	Contains the list of categories to which you can assign contacts and tasks. You can also rename or delete a category name using this preference.
Email Delivery	Specifies which email messages sent to folders in Outlook or Lotus Notes will be synchronized with your handheld.



Option	Description
Notification	<p>Sets the sound and vibrate on/off, sound volume (if applicable) and the tune for notification. You can enable on-screen alerts (a dialog window with details) for email, priority email, and reminders.</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 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.</p> <p>If more than one notification in a category (Email, arrives while others remain in the notification dialog, the notifications are listed in order of arrival. Notifications are removed when you address them.</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>
Screen	<p>Sets the font size for on-screen text.</p>
Security	<p>Sets the lock screen and storage card protection settings. If applicable, it includes the CAC setup.</p>
Status	<p>A detailed description of handheld status, such as Free Memory and handheld serial number.</p>
Thumb Wheel	<p>Sets the thumb wheel behavior on some handhelds.</p>
Time Zone	<p>Set the time zone for the handheld.</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.

Good 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 and High priority
- Email in other folders that synchronize with your handheld, Normal priority
- Reminders for Calendar event or Tasks

You can set the following types of notification preferences (more than one are allowed for an event):

- Show alert bar
- Play sound
- Vibrate

To set sound and vibration notifications:

1. In the Preferences Notification window, select the event that triggers notification.
2. Select the boxes to:
  - show the alert bar
  - play sound
  - vibrate

On-screen alerts: If more than one notification in a category 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).

## 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.

To view Autotext settings:

1. Select Preferences from the Options menu or Good Launcher.
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:

---

<b>State</b>	<b>Description</b>
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 the Applications item under Good Messaging Preferences.

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.
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	<p>Enter your password to make sure it meets new policy requirements. Policy requirements set by the IT administrator may include:</p> <ul style="list-style-type: none"><li>– Adding password expiration</li><li>– Requiring disabling of your handheld’s native password</li><li>– Restricting password reuse (password history)</li><li>– Setting a minimum password length</li><li>– Requiring or disallowing certain characters (upper/lower case, alphanumeric combinations, and so on)</li><li>– Limiting repeated characters in passwords</li><li>– Restricting personal information (such as a user’s initials) in passwords</li></ul> <p>IT Administrators can also set policies for:</p> <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.
Public Folders for Contacts	Public folders for contacts have been enabled or disabled. No action required.
Beaming Contacts	Beaming Contacts has been enabled or disabled. If it has been enabled, you must also enable the beaming feature on your handheld.
Rich Attachments	Rich attachments in email messages have been enabled or disabled. No action required.

### *Handheld Policy Changes*

---

<b>Change</b>	<b>Description/Action Required</b>
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.
RSS	Your IT administrator has enabled Good News.
Storage Cards	Erase storage cards when erasing data. Enable backup to storage card, or require storage card encryption. <b>Note:</b> You may be prompted to format the card when it is inserted. If you select Cancel, you will not be able to use your card unless you perform a soft reset. Contact your IT administrator for more information.
Enable WiFi, Infrared, Bluetooth	Your IT administrator has enabled or disabled WiFi, infrared, or Bluetooth connectivity has been enabled or disabled. No action required.
Blocked applications	Third-party applications have been disabled. No action required. If this option is set, you cannot use certain third-party applications.
Encrypted databases	If set, certain databases are encrypted and protected.

## Setting Security Preferences

Good Mobile Messaging provides complete protection of sensitive data across a variety of handheld platforms.

## Managing Your Password

The system administrator determines your password policies. You may be required to disable your handheld's native password before using Good Mobile Messaging.

This policy includes the minimum password length and requirements for letters and digits. The password you select must

conform to the password policies included in the policies set by your system administrator. If a password does not conform to these policies, an error message appears and you are prompted to re-enter the password.

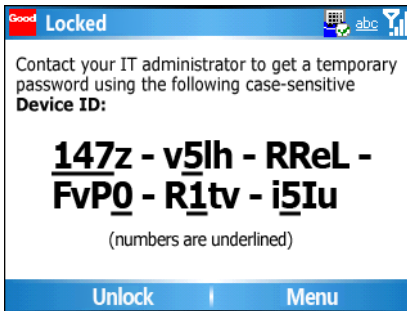
By default the password policy:

- requires a minimum password length of four characters
- requires letters and digits (this includes numbers, spaces, and all special characters)
- expires in 7 days

The password policy sets the amount of time before your password expires. Once your password expires, you are prompted to create a new one.

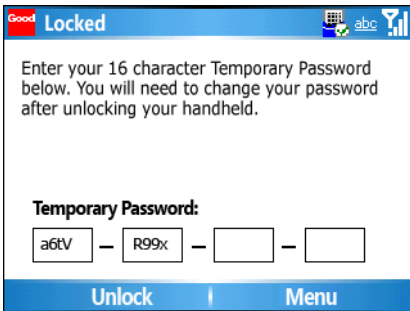
*Note:* The password policy set by the IT administrator does not apply to the storage (SD) card password.

If you have forgotten your password and your handheld is locked, [you can request that your IT administrator assign you a temporary password:



Once you have received your temporary password, click **Unlock** to display the Temporary Password dialog box and then enter the 16-character password issued by your IT administrator.

## Preferences and Maintenance



Once you've unlocked your handheld, reset your password.

*Note:* In the case where your administrator has locked you out of your handheld, you will be prompted with a similar dialog box, requesting that you obtain a new password with the Device ID presented.

# 7 Keyboard Command Reference

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

*Note:* Keyboard shortcuts are not supported for non-QWERTY handhelds.

Area	Description	Key
<b>General</b>		
	Go to <b>Good</b> Launcher	g
	Close notification	x
	Open notification	o
	Toggle Good News viewer	. (period)
	Delete item	d
	Go to <b>bottom</b> of list	b
	Go to <b>top</b> of list	t
	Go to <b>next</b> item in list	n
	Go to <b>previous</b> item in list	p
	Send/Receive now	z
<b>Email</b>		
	Reply	r
	Reply to <b>all</b>	a
	Forward message	f
	Move message to folder	m
	Mark message as <b>unread</b>	u
	Open or close Preview Pane	v
	Set flag	l
	Change to <b>Conversations</b> view	c
	Change to <b>Senders</b> view	s
<b>Calendar</b>		
	Open <b>Agenda</b> view	a
	Open <b>Day</b> view	d

## Keyboard Command Reference

---

Area	Description	Key
	Open <b>M</b> onth view	m
	Open <b>W</b> eek view	w
	<b>J</b> ump to date	j
	<b>G</b> o to current day	y

---

Area	Description	Key
<b>Tasks/To Do</b>		
	Mark as Complete	c
<b>Today (Palm only)</b>		
	Go to Contacts	c
	Go to Tasks	t (Exchange)
	Go to To Do	t (Domino)
	Go to Notes	n (Exchange)
	Go to Journal	j (Domino)
	Go to Preferences	p

*Note:* No shortcuts are available while in the Email Edit, Reply, or Forward screens.





# 8 Wireless Setup

---

This chapter 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.

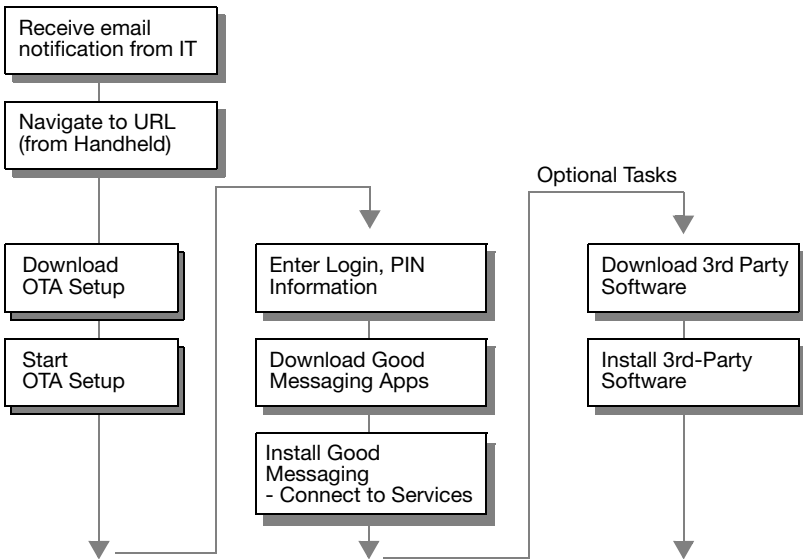
### *Memory Requirements*

---

<b>OS</b>	<b>Memory Requirement</b>
Windows Mobile Pocket PC	12MB 14MB for 700wx
Windows Mobile 5.0/6.0 Smartphone	12MB

## 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 96. 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.
  - Password
  - Name of your wireless network carrier
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 URL provided by your IT administrator in the email instructions.
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.
5. Start OTA Setup. OTA Setup downloads Good Messaging applications to your handheld.

#### *Windows Mobile*

- On Pocket PC handhelds: After the download completes, if OTA Setup does not start automatically, run it 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.
6. Enter your login information. This includes:

## Wireless Setup

- Email address. (You can tap the space key twice for @.)
- 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:

- Select 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, calendar appointments, and so on. (For more information, see “Notes on Synchronization” on page 42.)

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 84.

## Installing Good Messaging from an SD Card

Your IT administrator may give you an SD card from which to install Good Messaging.

To install Good Messaging from an SD card:

1. Insert the SD card with the Good Messaging client software in the handheld.
2. Navigate to the SD directory and open the OTA setup file from the SD card and run the application.

Handheld OS	File name
Windows Mobile Smartphone	Smartphone2005.cab or GetGoodLinkSP2005.cab
Windows Mobile Pocket PC	GLPackage2005.cab or GetGoodLinkPPC2005.cab
Palm	GLPkgPalm.prc or OTASetup.prc

3. The OTA application installs the Good messaging software from the SD card rather than from the Good webstore.

*Note:* If the version of Good Messaging software does not match the version specified by your IT administrator, the OTA Setup application downloads the correct version from the webstore.

4. Congratulations! You are ready to use Good Messaging applications on your handheld.



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