

## RemoSync Business Email Feature Summary

### Supported Platforms

- Microsoft Exchange 2003 SP2 / 2007 / 2010: Email, Contacts, Calendar & Tasks using Microsoft Exchange ActiveSync (EAS) protocols.
- Lotus Notes 8.5.1, and beyond: Email, Contacts, and Calendar using EAS protocols<sup>1</sup>.
- Google Business Apps: Email using IMAP, Contacts, & Calendar using EAS protocols.
- Zimbra: Email, Contacts, and Calendar using EAS protocols<sup>1</sup>.
- Hotmail: Email, Contacts, Calendar, and Tasks using EAS protocols<sup>1</sup>.
- Personal email: Supports POP3 and IMAP4 protocols.
- Supports multiple accounts: One EAS based corporate account and two POP3 or IMAP4 based personal email accounts.

### Sync

- RemoSync supports Real-time<sup>2</sup> Sync (Direct Push), Scheduled Sync, or Manual Sync.
- Manual Sync can be initiated by selecting refresh from any module, or selecting 'sync now' from main menu.
- By default, application is set for Direct Push from 7 am – 7 pm on all days and Scheduled Sync from 7 pm to 7 am running once per every 30 minutes.
- At a given time, only one schedule can be active. Application allows Direct Push or Scheduled Sync, only one at a time.
- Application shows new email alerts, calendar and tasks reminder alerts. The alerts are displayed for 5 minutes. If user does not respond, then alerts are automatically dismissed.
- Sync Turn ON / OFF: User can turn on or off sync at any time.

### Security

- By default, application requires user to create 4-digit Security PIN. When it is set to ask PIN every time, it prevents unauthorized access.
- IT administrator can implement the following mobile policies at exchange server.
  - Password: Application forces user to create a password as per the mobile policy defined: Alphanumeric, length of password, etc
  - Number of failed attempts for password entry: If user exceeds number of failed attempts of password entry, the data gets wiped out on the device.
  - Data wipe: when user sets data wipe using 2007 or 2010 OWA, the data on the device gets wiped out during next connection to the server.
  - Inactivity time out: when application is left open and idle, application exits as per the mobile policy time limit. When this happens, user has to re-enter the password to gain access.
  - Attachment enable or disable: attachment viewing can be controlled using mobile policies. If attachment viewing is disabled, then application blocks downloading attachments to phone.

### Email Features

- Syncs the latest 200 emails from the inbox.

- The default sync is limited to last three days. If user has more than 250 emails during last three days, then the sync is limited to last one day.
- By default, application stores 5kb of message body. If the email has more text, select 'fetch more' brings the remaining body.
- **Delete:** Deletes the mail from the list. Deleted mails are stored on a local folder. During next sync connection to the server, it deletes the emails from server inbox folder and moves them to deleted items folder at server.
- **Compose Mail**  
Compose Mail is given as a menu option. The user can draft a mail and set a priority. The user can also add attachments to the mail. The mail can be sent, discarded or saved to local Drafts Folder. Email address can be added from the Global Address List (Corporate Directory), native phonebook, or application contact database. Quick Messages can be added to the subject or body field.
- **Reply:** Opens up a compose mail box to Reply to the selected mail with To address field filled.
- **Reply All:** Opens up a compose mail box to Reply to all of the recipients to the selected mail with To and Cc address fields filled.
- **Forward:** Opens up a compose mail box with blank address fields.
- **Mark as unread/read:** Marks the selected mail as Read/Unread.
- Reply, reply all and forward uses smart reply method. The original message will be appended from server. For 2003 accounts, forward operation does not follow smart forward by default.
- **Refresh**  
Refresh syncs the emails from server and sends the deleted items to server.
- **Folders**  
Both the server folders and local folders are supported. Selecting server folder displays all the folders that are currently added at server. Selecting a folder shows the emails from the folder. Viewing subfolders is also supported. If a folder has subfolder, then + icon is displayed on folder image. The emails from server folders are pull mail. No cache is maintained on these folders.
- **Search Mail**  
This feature is not supported for 2003 Exchange Server accounts. This menu option opens up a search mail screen. The user can search for the given string in a given period of time with start date and end date, and to the specific folder or sub-folder.
- **Read Mail Content**  
Opening email shows inbox (99). Here 99 is the unread email count.
- **Local Folder**  
Personal Folders consist of Deleted Items, Outbox and Drafts.
  - **Deleted Items:** Displays the deleted Items. Restore moves the email back to inbox.

- **Outbox:** Displays the mails which failed to be sent. Menu options for Outbox are: Resend, Delete, and Delete All.
- **Drafts:** Displays the drafts. Menu options for Drafts Folder are: Send, Delete, and Delete All.
- **Archive:** User can store emails in archive folder for quick reference.
- **Attachments**  
Supports attachment type images (jpeg, bmp, jpg, png, gif and tiff), documents (ppt, PDF, doc, xls). Text and html attachments also supported.
- **Meeting invitations**  
RemoSync supports responding to the meeting invitations. User can accept / decline to a meeting invitation. On accepting meeting, application creates the event in calendar and also sends email response to the organizer.

## Calendar

The default Calendar view to the current month's view with events highlighted with colored dots. Calendar supports the following features:

- **Synchronization:** Ability to sync all the events from server to client and client to server. Syncs all events from past one month.
- **Views:** Multiple calendar views supported – **Week view, Month view, Day View** with an ability to jump to a specific date of a month.
- **Supports offline events.** In case network not available, the events are saved on phone and get updated to the server during next sync connection.
- **Refresh Calendar:** Refresh current view of your calendar to get instant updates from the server. This can be used for refreshing the calendar to check if any new updates are available on the server. Refresh syncs the offline events from the device to sever.
- **Search:** Search calendar events by entering a word or a letter of the subject. This search is based on the local data present in the calendar module. Search result displays all the events including recurrent and meeting events.
- **Local Data:** Calendar data consisting of events from one month in the past to all future events are cached on Phone for offline viewing. After each day passes, the very first day of the calendar data will be erased from the calendar. This is the sync behavior set by server.
- **Manage events:** Add, edit, or delete calendar events and sync them back to the server.
- **Updating Events:** Edited event information can be saved locally on the phone and those events can be directly updated in the server.
- **Types of calendar events:**

- **Single calendar events:** An event is an activity that lasts for a specific period of time. The event contains basic calendar item information, such as the subject, the start and end times, location (optional entry), and body text.
- **Recurring calendar events:** A recurring appointment or meeting occurs several times over a period - every day, every week, monthly, bi-weekly, yearly, etc.
- **Meetings:** User can create either single occurrence or recurring meetings and send invitations. Invitees contacts can be added from native phonebook, application database, and global address list (GAL).

### **Time Zone**

RemoSync follows the device time zone settings and automatically sets this new time for emails, calendar and tasks entries.

### **Contacts**

- Syncs contacts from the default contacts folder at server. Contacts are not synchronized from other folders.
- Application stores a maximum of 2000 contacts for each account.
- Sync contacts from your application's contact database to the Server and from the server to application's contact database.
- Add, edit, or delete contact on the application's contact database and synchronize these changes back to the server.
- Search for Contacts on the application's contact database by name.
- Make a voice call, or send SMS contact directly from the contact view.
- Send an email to the contact's email address directly from contact view by clicking on the 'Email' icon, which will navigate to the 'Compose Mail' screen.

### **Search Global Address List (GAL)**

- Search for Contact entries from the Global Address List (GAL) on the Server.
- Minimum of three characters must be entered for a successful search to be initiated. Lotus Notes requires a minimum of four characters for search.
- Add to Phone: Using this option, the contact information can be added to the application's contact database.
- Make a voice call, or send SMS to contact directly from the contact view.
- Send an email to the contact's email address directly from contact view by clicking on the 'Email' icon, which will navigate to the 'Compose Mail' screen.

### **Settings**

#### **Account**

- **Alert Settings:** Set alert tone preferences for new email, calendar or tasks reminders. User can enable or disable specific alerts at any time.
- **Edit Account:** To edit the account settings and to add signature option.
- **Security:** Change security settings. Allows to change the password and how often password entry to be prompted.
- **Reset Account:** Deletes the account settings and all the existing data on phone. User can reconfigure the account after reset.

#### **Synchronization**

- **Conflict Resolution:** The user can select which changes to be kept in case of any conflict occurs (either server or client).

- What to Sync: User can choose the collections (email, contacts, calendar, tasks) to sync using 'What to Sync' option
- Sync Schedule: Either use default or custom schedule. With custom you can set the frequency of the sync intervals and the collections.

### **Email Settings**

- Preferences: Choose email filter settings. It allows syncing email from 1 day, 3 days, 1 week, 2 weeks, or 1 month. One can choose to save the sent items.
- New Mail Alerts: Set alert tone preferences for new email.
- Filters: Set the alerts only when email received from specific domain or email addresses.

### **Full Sync**

Application runs a fresh sync by deleting all the existing data on phone. Any data on the phone that is not synchronized earlier to server gets lost with full sync.

### **Sync status**

Sync status shows when the last sync was performed and also lists any error messages during last sync.

### **Out of office**

This feature is not supported for 2003 Exchange Accounts. This feature displays the Out of office settings from the server if user has already set it. The user can modify the details on phone and sync to the server.

### **Quick messages**

- Allows creating and storing custom responses up to 50 messages that can be quickly added to email replies.
- One can add, edit, or delete these messages.
- This option is available for replying, composing and forwarding mails.

### **Notes:**

1. Java phones do not support these features
2. Real-time Sync is supported on limited Java phones due to device limitations