RemoSync Business Email Features - Android

Supported Accounts using Microsoft Exchange ActiveSync (EAS) protocols

1. Microsoft Exchange 2003 / 2007 / 2010 – Email, Calendar & Tasks, Contacts.
2. Lotus Notes 8.5.1 and later versions - Email, Calendar, and Contacts.
3. Zimbra – Email, Calendar, and Contacts.
4. Hotmail - Email, Calendar, Contacts, and Tasks.
5. Currently only one account (Exchange, Lotus Notes, Zimbra, or Hotmail) is allowed. During next revision, we will support multiple accounts including Google apps, and POP/IMAP.

Sync

1. Supports direct push, scheduled sync, or manual sync.
2. Manual sync can be initiated by selecting refresh from any module, or selecting 'sync now' from main menu.
3. The default application is set to direct push from 7 am – 7 pm on all days and scheduled sync other times running once per every 30 minutes.
4. At a given time only one schedule can be active allowing either direct push or scheduled sync.
5. Application shows alerts for new emails and calendar / tasks reminders. The alerts are displayed for 5 minutes. If user does not respond, then they are self-dismissed after 5 minutes.
6. Sync turn on / off – user can turn on or off sync at any time.

Security

- The default application is set to ask the user to create a 4 digit security pin. To prevent unauthorized access, the pin can be set to 'ask pin every time'.
- All the data including email, contacts, calendar, and tasks are stored as part of the application's database and it is encrypted. There is no option to store the data to external drives or devices.
- Application enables the following mobile polices defined at exchange server.
    o Security pin – application forces the user to create an alpha-numeric security pin as per the mobile policy defined and it is encrypted.
    o Number of failed attempts – when the user exceeds allowed security pin failed attempts, application forces the data wipe on the device.
    o Data wipe – When users sets data wipe using 2007 OWA, application wipes the data during next connection with the server.
    o Inactivity time out – when application is left open and idle, it exits the application as per the mobile policy. When this happens, user has to re-enter the security pin to gain access to the application once again.
    o Attachment Enable / Disable – Attachments viewing can be controlled using Mobile policies. If attachment is disabled, then application blocks downloading attachments to phone.

Email Features

- Syncs the latest 100 emails from the inbox.
- The default sync is limited to last 3 days. If inbox has more than 250 emails during last three days, then the sync is limited to 1 day.
- The default application stores 10kb of message body. If the email has more body text, selecting 'fetch more' brings the remaining body from the server.

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- Supported the following operations.
  - o Delete: Deletes the mail from the inbox list on the phone. Deleted mails are stored on a local folder. During next sync to the server, all the deleted mails are moved from the inbox to the deleted items folder at server.
  - o Reply: Opens up a compose mail to Reply to the selected mail (with To address field).
  - o Reply All: Opens up a compose mail to Reply to all of the recipients to the selected mail (with To & Cc address fields).
  - o Forward: Opens up a compose mail with blank address fields.
  - o 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. smart reply does not work for 2003 exchange accounts.

- **Refresh**
  Refresh syncs new emails from server and sends the deleted items to server.

- **Folders**
  This feature supports both server folders and local folders. Upon selecting a server folder, all the folders that are currently added at server are displayed. Upon selecting a folder, all the emails from that folder are shown. It also supports viewing sub-folder. When a folder has subfolder, then a + icon is displayed on folder's image. The emails from server folders are manually pulled and no cache is maintained.

- **Search Mail**
  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. Search can also be done on specific folder with the option of including sub-folders. This feature is not supported for 2003 exchange server accounts.

- **Read Mail Content**
  Upon opening email, it shows 'Inbox (99)'. Here 99 is the unread email count.

- **Compose Mail**
  Compose Mail is given as a menu option in the Inbox Module. 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 (GAL or Corporate Directory). The contacts in the native phonebook can be selected from the corresponding drop down fields (To, Cc or Bcc). Custom 'Quick Messages' can be added to the subject or body fields.

- **Local Folders**
  Personal Folders consist of Deleted Items, Outbox and Drafts.
  - o ***Deleted Items***: Displays the deleted Items. Restore moves the email back to inbox.
  - o ***Outbox***: Displays the mails which failed to be sent. Menu options for Outbox are: Resend, Delete & Delete All.
  - o ***Drafts***: Displays the drafts. Menu options for Drafts Folder are: Send, Delete & Delete All.
  - o ***Archive***: User can store emails in archive folder for quick reference.

- **Attachments**
  Supports viewing attachment type images (jpeg, bmp, jpg, png, gif and tiff), and documents (ppt, PDF, doc, xls). Text and html attachments are also supported. It

may require third party software like Quick Office to view the attachment types DOC, PPT, PDF, XLS etc...

- **Meeting invitations**
  User can accept, decline, or tentative to a meeting invitation. Upon accepting the meeting invitation, the meeting event is created in the calendar and sends the response to the organizer.

Calendar

The default calendar view is set to the current day view showing all the events. Calendar supports the following features:

- **Synchronization:** Ability to sync all the events from server to the phone and vice-versa. Syncs all the events from past one month.
- **Views:** Multiple calendar views supported – **Day View, Week view**, **Month view** with an ability to go to a specific date.
- **Supports off-line events:** When wireless or wifi networks are not available, the events are saved on phone. During next sync upon network availability, these events are updated to the server.
- **Refresh Calendar:** Refresh current view of your calendar to get instant updates from the server calendar. This can be used to refresh the calendar to check if new updates are available on the server. Refresh also syncs the off-line events to sever.
- **Search:** Search events by subject. User can specify the subject of the event to search. User has to enter the word or letter to search for the calendar event. This search is based on the local data present in the calendar module. Search results displays all the events including recurrent events and meetings.
- **Local Data:** Calendar data consisting of events from past one month to all future events are cached on Phone for off-line viewing. After each day passes, the very first day of the calendar data will be erased from the calendar. This sync behavior is set at server.
- **Manage events:** Add a new event, edit or delete existing calendar event and sync the changes back to the server.
- **Updating Events:** Edited event information can be stored locally on the phone and can also be directly updated in the server.

  Types of calendar events:
  1. Single calendar events: An event is an activity that lasts up to 24 hours or longer. The event contains basic calendar item information, such as the subject, the start and end times, and location(optional entry), and the body.
  2. Recurring calendar events: A recurring appointment or meeting occurs several times over a period - every day, every week, monthly and yearly on particular day.

Appointment Types

Simple Events
The UID is a unique identifier assigned to each event when it is created. Our application stores this UID, and syncs it to the server along with any other changes.

Recurring Events
A recurring appointment or meeting occurs multiple times according to specific schedule, such as every day, every week, monthly, or yearly, etc.

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- **Meetings**

Both single occurrence and recurring meetings are supported. The user can create a meeting and send invitations. Invitees can be added from contact list and / or GAL.

Time Zone

It is automatically set to the device time zone settings and updates the timings for all the emails, calendar and tasks entries.

Tasks

Application syncs 'Tasks' (to do list) from Microsoft Exchange Server to the device.

Once 'Tasks' selected, application shows the expanded list of due tasks for 'Today'. Typically tasks are organized to the following lists:

> *Today:* Tasks list due today
> *Overdue:* Tasks that are overdue and displayed in **Red**
> *Complete:* List of tasks that are marked complete and displayed in **Grey.**
> *Active:* The tasks that are not yet completed, either overdue or in progress.
> **All:** All tasks that are in progress, overdue and completed.
> The tasks that are not yet synced to the server are shown in **Green**.
>
> **Task Type***:* User can add single occurrence, and recurring tasks.
> **Manage tasks:** User can add, edit, or delete tasks.
> *Mark Complete:* Mark the selected active task as complete.
> *Mark Incomplete:* Mark the selected completed task as incomplete.
> *Sort:* Choose on what sort order the tasks should be displayed. The available sort options are by *Subject, Due Date, Start Date,* and *Priority.*

Contacts

1. Syncs contacts from the default contacts folder at server. Contacts are not synced from other folders.
2. Application stores a maximum of 2000 contacts for each account.
3. Synchronize contacts from your application's contact database to the Server and from the server to the application's contact database.
4. Add/Edit/Delete Contact on the application's address book and synchronize these changes back to the server.
5. Search for contacts on the application's address book by name.
6. Make a voice call or send SMS to contact directly from the contact view.
7. 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 after which the mail is sent.

Search Global Address List (GAL) or Corporate Directory

1. Search for Contacts by name from the GAL (exchange, lotus notes servers).
2. A minimum of 3 character must be entered for a successful search to be initiated. Lotus Notes requires a minimum of 4 characters for search.
3. Add to Phone: Using this option, the contact information can be added to the application's address book from the corporate contact view.
4. Make a voice call or send SMS to contact directly from corporate contact view.
5. 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.

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Settings

- **Account**
  - Alert Settings - Set alert tone preferences for new email, calendar or tasks reminders. User can enable or disable specific alerts any time.
  - *Edit Account* – Account settings and signature can be edited.
  - *Security* – Allows changing the security pin and how often the security pin can be prompted.
  - *Reset Account* – Deletes the existing account settings and all the synced data. User can reconfigure the account after reset.

- **Synchronization**
  - *Conflict Resolution*: The user can select which changes to be kept either from server or phone (client) when there is a conflict.
  - *What to Sync* - user can choose the collections (email, contacts, calendar, tasks) to sync using 'What to Sync' option
  - *Sync Schedule* – Use either default or custom schedule. User can customize the sync schedules and the collections.

- **Email Settings**
  - *Preferences*: Email filter settings allow syncing mail from inbox for past 1 day, 3 days, 1 week, 2 weeks, or 1 month. Allows choosing to save the sent items.
  - *New Mail Alerts* - Set alert tone preferences for new email.
  - *Filters* – Set the alerts selectively when email received from specific domain or email addresses.

- **Full Sync**
  Application runs a fresh sync by deleting all the existing synced data. Any data that is not synced 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 and sync it back to the server.

Quick messages

1. Allows creating and storing custom responses up to 50 messages that can be quickly added to email body and subject.
2. User can add, edit, or delete these messages.
3. This option will be available for replying, composing, and forwarding mails.

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