

OpenHand allows you to access and update your email, calendar, contacts and tasks from a variety of devices. OpenHand gives you the option of working in real-time, or offline.

In real-time, the information is not stored on the mobile device – it is held only on your organisation’s server. This means there is no risk to your information if your device is lost or stolen.

Log in to OpenHand

1. Click the **Start** menu, Click **7 OpenHand**
2. The **Main Menu** will be displayed



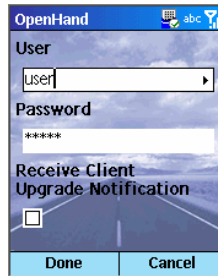
3. Lets spend some time setting up your SmartPhone to use OpenHand.
4. Select the **Options** button . The following menu will be displayed.



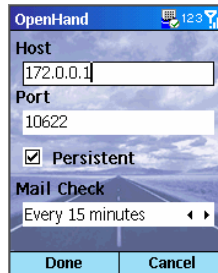
5. Click on the **1 Settings** button. The **Settings** screen will be displayed.



6. Select the **1 User** button. This will open the **User** settings screen



7. Enter the information given to you by your IT department. Select the **Done** when you have entered the correct information.
8. The **Settings** menu will open again. Now select the **2 Connection** button. The **Connections** screen will be displayed.

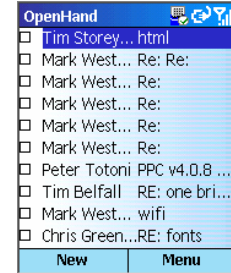


9. Enter the settings given to you by your IT department. As before select **Done** when you are finished.
10. As before you will be taken back to the **Settings** menu.
11. Do NOT alter the **Security** settings of OpenHand unless instructed to do so by your IT department.
12. From the **Settings** menu choose **Done** . This takes you back to **Main Menu**.
13. To go online select **1 Go on-line**



View Mail List

1. Click **2 Mail** on the **Main Menu**, this will display the **Inbox**

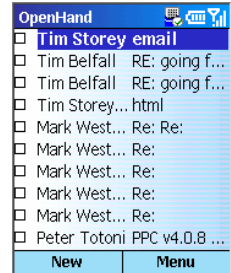


Open an existing Email

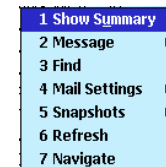
1. In the **Inbox**, click the required email.

View A Summary Of An Email

1. Highlight the required email in the **Inbox**. i.e



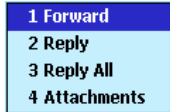
2. Select the **Menu** tab and the following menu opens.



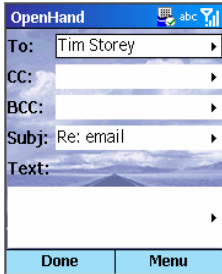
3. Select **1 Show Summary**

Reply to an Email

1. Open the email. Select the **Menu** icon. The following menu will appear.



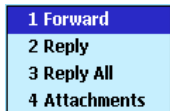
2. Choose **2 Reply** from the menu. The *Reply* screen will appear with the relevant fields pre filled.



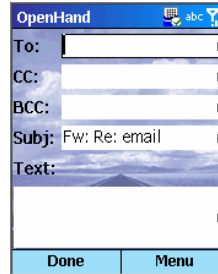
3. Type in your reply and Click **Done**. The email will be sent.
4. If you wish to save your message locally to work on it offline or for any other reason open the **Menu** and select **1 Cancel**. You will be asked if you want to save the message to the *Drafts* folder. Select **Yes**. The message will be saved in *Local Storage* in the *Drafts* folder, for an explanation of navigating through the folders see the section on Navigation later in this guide.

Forward an Email

1. Open the email. In Toolbar click **Menu**. The following menu will open.



2. Select **1 Forward**. The forward screen will open.



3. Add a recipient for the message.
4. Either type the email address of the desired recipient or add a recipient from the contacts folders held on your server.
5. To add a Contact select the **Menu** icon and then from the menu that will open select **3 Add recipient**. Your contacts folder will open allowing you to add the desired recipient.
6. If you wish to save your message locally to work on it offline or for any other reason open the **Menu** and select **1 Cancel**. You will be asked if you want to save the message to the *Drafts* folder. Select **Yes**. The message will be saved in *Local Storage* in the *Drafts* folder.
7. For more information on navigating through folders read the Navigation section later in this guide.

Refresh Emails

1. From the *Inbox* select the **Menu** icon and then select **3 Refresh**.

Create a new Email

1. From the *Inbox* select **New**.
2. A blank email is displayed.
3. Add a recipient for the message.
4. Either type the email address of the desired recipient or add a recipient from the contacts folders held on your server.
5. To add a Contact select the **Menu** icon and then from the menu that will open select **3 Add recipient**. Your contacts folder will open allowing you to add the desired recipient.
6. Type in your message and select **Done**.

7. If you wish to save your message locally to work on it offline or for any other reason open the **Menu** and select **1 Cancel**. You will be asked if you want to save the message to the *Drafts* folder. Select **Yes**. The message will be saved in *Local Storage* in the *Drafts* folder.
8. For more information on navigating through folders read the Navigation section later in this guide.

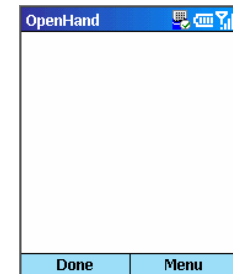
Note: To choose a Distribution list or Contact from another Contact list (e.g. **Global Address List**), you will need to navigate to that folder. For information about how to do this see the Navigation section later in this guide.

OpenHand will attempt to resolve the recipient for you. If OpenHand does not recognise the email address, the email will be closed and saved to the **Outbox** sub-folder in the **Local Storage** folder.

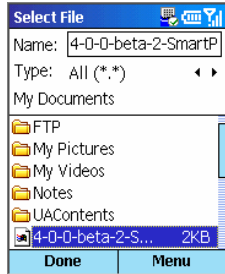
Email addresses can be entered manually separated by a semicolon

Attach a File to your Email

1. Open a new, or reply/forward an email.
2. Open the **Menu** and then select **2 Attachments**.
3. The *Attachments* screen will open for you.



4. Open the **Menu** and select **2 Add**.
5. Navigate to the required file (this process will vary according to the type of device you are using)



- Select the file to be added and you will be taken back to the attachments screen. The file will be shown.



- To add another file open the **Menu** again and repeat the previous steps.
- To remove a previously added file from the attachments page, highlight it, open the **Menu** and select **1 Delete**.
- If you wish to save your message locally to work on it offline or for any other reason open the **Menu** and select **1 Cancel**. You will be asked if you want to save the message to the *Drafts* folder. Select **Yes**. The message will be saved in *Local Storage* in the *Drafts* folder.
- For more information on navigating through folders read the Navigation section later in this guide.

Open an Attached File

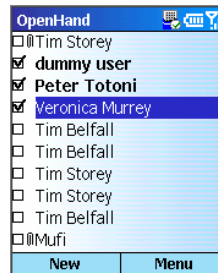
- Open the mail and then open the **Menu**, then select **4 Attachments**.
- Select the **Save** option from the following window.



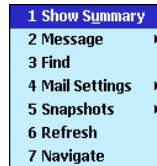
- Select a location to save the file to and then select **Done**.
- The attachment can now be opened from the location that you chose to save it to.

Delete an Email permanently

- From the *Inbox*, select the tick-box next to the required email(s). The box will become checked .



- Select the **Menu** icon and the following menu will be displayed.



- Open the **2 Message** menu and from the menu that opens select **2 Delete Item(s)**. You will be asked if you are sure.

- Select **Yes**.

Save a local copy of an Email

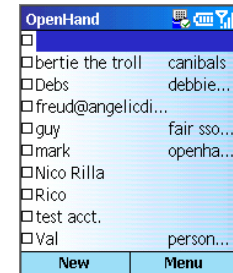
- From the *Inbox*, select the tick-box next to the required email(s). The box will become checked .
- Select the **Menu** icon
- Open the **2 Message** menu and from the menu that opens select **1 Save Locally**.
- The mail will be saved to the *Private* folder in *Local* storage.
- For more information on navigating through folders read the Navigation section later in this guide.

Access a local copy of an Email

Local copies of mail are saved in the *Private* folder of *Local Storage*. The *Drafts* folder is similar to an "outbox", storing the emails that have not been sent. For example, you are working on an email and your Local connection fails, your email will be saved in the *Drafts* folder.

View Contact List

- Click **3 Contacts** on *Main Menu*.
- The *Contact List* page is displayed.



Open an existing Contact

- Select the contact from the screen.
- The Contacts information will be displayed.

To Send an Email to an Existing Contact

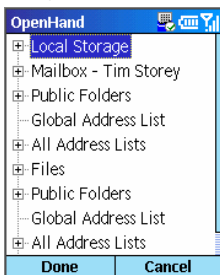
1. Highlight the email on the Contacts list and then select the **Menu** icon. The following menu will open.



2. Select **3 Send Mail**.
3. Type your mail and then select **Done**.

Access another Contacts Folder

1. On the *Contacts* page, select **Menu**. Then select **9 Navigate**.
2. The folder tree will open.



3. Choose the folder you need and then click **Done**.
4. For more information on navigating through folders read the Navigation section later in this guide.

Add a new Contact

1. On the *Contacts* page, click **New**.
2. The *Add Contact* page is displayed:
3. Fill in the required information.
4. When you have finished select **Done**.

Edit an existing Contact

1. On the *Contact List* page, click the required contact.
2. The contacts details will be displayed

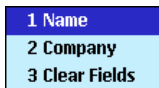
3. Select the **Edit** icon on the bottom of the screen.
4. Change the required information.
5. When you have finished select **Done**.
6. Alternatively highlight the contact and then open the **Menu**. From this menu select **1 Edit**.
7. Edit the contact details as before.

Delete a Contact

1. On the *Contact* page, highlight the required contact/s
2. Open the **Menu**.
3. Select **2 Delete**.
4. Choose **Yes** to confirm.
5. To delete multiple contacts check the boxes by the names. A tick will appear next to the selected names

Search for a Contact

1. On the *Contact* page open the **Menu**.
2. Now expand the **4 Search by** menu. the following choices will appear.


3. You can search by **1 Name** or **2 Company**.
4. Select either **1 Name** or **2 Company** the following screen will display.



5. Enter the search details and then select
6. You will be taken to that contact.


NB Don't forget to Clear the fields of the search when you have finished. Select **3 Clear Fields** from the **4 Search by** icon.


View Calendar

1. Click **4 Calendar** on *Main Menu*.
2. The *Calendar* is displayed.



3. The current date or selected date is shown with a border around it.


4. A day with appointments are shown in **Bold** as above.
5. Days with no entries are shown as below.



Navigating the Calendar

1. To move to a desired date scroll through the calendar until you have highlighted the date.

Open an Appointment

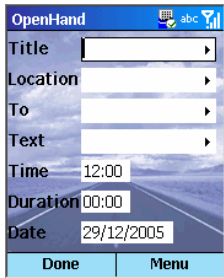
1. On the *Calendar* page, select the date of the appointment by scrolling to the required date in the calendar window.
2. Open the day by either clicking it when highlighted or by selecting the **Day** icon.

Add a new Appointment

1. On the *Calendar* page select the **Menu** icon. The following menu will open.



2. Select **1 New** and this screen will open.



3. Fill in the fields as required and then select **Done**.

Delete an Appointment

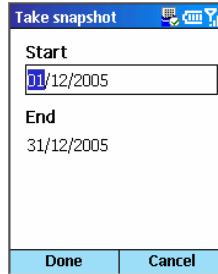
1. Open the appointment.
2. Select the **Menu** icon and this menu will open.



3. Select **3 Delete**. You will be asked to confirm. If you are sure select **Yes**.

Taking A Snapshot Of The Calendar

1. Open the *Calendar* and then expand the **Menu**. Select **2 Snapshots**.
2. In the screen that opens enter the dates that you wish to start and end the snapshot from ie



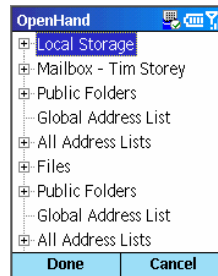
3. To save the snapshot select **Done**.
4. A snapshot will be saved to the *Snapshot* folder in *Local* storage

Edit an Existing Appointment

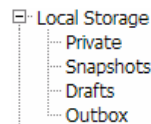
1. Open the day of the appointment
2. Open the **Menu** and then select **2 Edit**.
3. Edit the appointment and then select **Done**.

Navigating the Folder Tree

1. Open the **Menu** and select the **9 Navigate** icon.
2. The folder tree will be displayed.



3. To expand a tree select the box with a + sign next to the required folder tree i.e [+]. The tree will expand for you



4. Highlight the required folder and select **Done**

5. You can only navigate to the folders that belong to the function that you started navigating from. I.E From the calendar you can navigate to folders containing calendar appointments, in this case *Snapshots* in *Local Storage*.

NB You must navigate back to where you started from as OpenHand will default to the last folders you were accessing

Tasks

1. Select the **5 Tasks** icon from the *Main Menu*
2. This function is currently unavailable for the SmartPhone