



Pocket PC Guide

V1.0

Abstract:

The aim of this document is to address the commonly asked questions on the use of the OpenHand Pocket PC client, and thus enhance the user experience. The information contained herein is referring only to devices running Windows Mobile version 5 or 6 for Pocket PC OS. Screen shots may differ from device to device.

NOTE: Version 5.2 of the Pocket Pc client does NOT support Windows Mobile 6 VGA devices.

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1. Purpose of document

The aim of this document is to address the commonly asked questions on the use of the OpenHand Pocket PC Client. The information contained herein is referring only to devices that run the Windows Mobile 5 or 6 for Pocket PC OS. Other Pocket PC operating systems may have different software configurations.

2. Icons

2.1. Client Features – What do the Icons do?



Connects the OpenHand client



Ends your real-time connection to your network and enables you to work offline instead.



Navigate your folders.



Allows you to read, reply to and create new emails.



Shows your calendar and appointments, from here you can add and edit appointments.



Shows a list of your contacts, from here you can add and edit new contacts.



Allows you to view, add and edit tasks.

2.1.1. OTHER ICONS



Search for an email or contact



Sort the email or task lists



Navigate your folders



Refresh the list and show any new items.

3. OpenHand pocket PC Client - Settings

Setting up the OpenHand client is a very simple process. The following information will give you all the information you require to connect to your email.

3.1. Settings

From the OpenHand 'Home' screen tap on 'Menu' followed by 'Settings'



The screenshot shows the 'Settings' application with the 'Connection' tab selected. The fields are: Host: 213.130.54.53, Port: 10622, and User: DOMAIN\user. There is a checked box for 'Persistent'. At the bottom, there are tabs for Connection, Security, Update, Mail, and Events.

3.1.1. CONNECTION TAB

Host address – Your IT administrator will advise you of the name or IP address to enter here.

Port – The firewall port used to access the OpenHand Server

Persistence – This compensates for the times that GPRS links are saturated and terminated by your mobile network provider. Default is Yes (Select by clicking in the selection box)



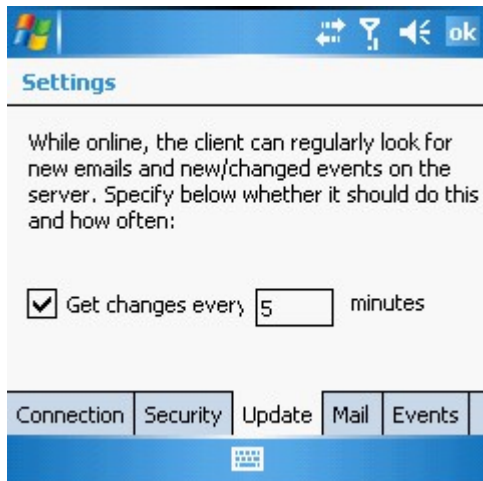
The screenshot shows the 'Settings' application with the 'Security' tab selected. The fields are: Security key: (masked with asterisks), Certified host: (empty), and Use SSL: (unchecked). At the bottom, there are tabs for Connection, Security, Update, Mail, and Events.

3.1.2. SECURITY TAB

Security Key – A unique scrambled identifier for additional security (Never alter this unless instructed by your IT Administrator)

Certified Host – Only required if SSL is used, your Systems admin will advise if you need to enter anything here

Use SSL – This is an additional Security measure used by some companies, your IT Administrator will instruct you if you need to use this option.



3.1.3. UPDATE

Get changes every – Ticking this box will then allow you to set a time when you would like the client to check for new email.

Minutes – Enter in minutes the amount of time when the client will check for new emails.

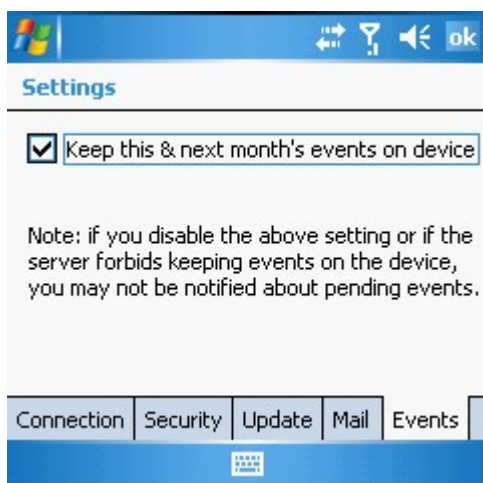


3.1.4. MAIL

Keep most recent emails.... – This setting will allow you to keep your latest emails on you device even if it is not online. You can change the maximum size (in kilo bytes) of the email to download. If the email is larger than the default you can opt to download the complete email once the email has been accessed.

Internet reply – This appends the > symbol to the original text of the message to enable you to identify new text more easily.

Signature - This enable a default signature to be added to all new emails.



3.1.5. EVENTS

Keep this and Next Month's.. – You are able to keep this months and next months Calendar entries on the device even when off-line so you won't miss those important meeting invites.

NOTE – This option can be disabled by your It Administrator

3.2. Local Password

You can set a local password on your OpenHand client so your phone acts as normal with no password restrictions until you try to access the OpenHand application. Tap on 'Menu' followed by 'Local Password...'



3.2.1. LOCAL PASSWORD

Enter a password and repeat the password, tap on 'OK'

From the OpenHand 'Home' screen tap on 'Menu' – 'Exit'

Load the OpenHand client again

Each time the OpenHand client is opened you will be required to enter the password, the password also times out after 5 minutes as standard although this setting can be changed by you IT administrator.

If you have forgotten the password you can reset the OpenHand password by selecting 'Cancel' by doing so all the User information will be wiped from the device.

You will then be able to access the OpenHand client but you will be required to re-enter your server connection details/Username and password.

If the password is entered incorrectly twice you will get a warning that you have 3 attempts left, if after 5 attempts you have not got the password right all the user details and saved mail/calendar entries will be wiped from the device as they are when resetting the password above.

3.2.2. ABOUT

From the OpenHand 'Home' screen select 'Menu' – 'About'



3.2.3. ABOUT

Here you can see the OpenHand Pocket PC Client version and further down information on the server you are connected to.

4. Connecting and using Email

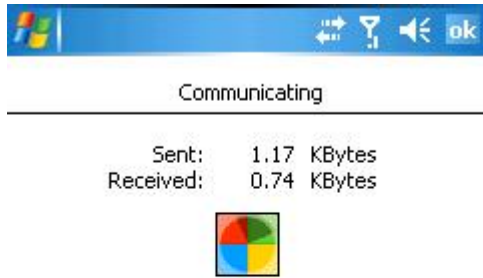
4.1. *Connecting your OpenHand Client*

OpenHand connects to the internet using GPRS and NOT WAP. The OpenHand client can connect through any internet connection the device has access to except WAP.



4.1.1. CONNECTING

To connect your OpenHand client tap on the 'Connect' Icon.



On each occasion that the OpenHand client makes a request to the server for logging in/Emails, Calendar and any request made to the server you will be presented with this screen where you will be able to see the amount of data being used for that transaction.



Once connected successfully the connection Icon will be replaced with a gap to show the client is on-line. To disconnect at anytime click on the Icon again.



If you move the focus away from the OpenHand application you will still receive emails if you have setup to do so (see the option 'Get changes every' for details on setting up the OpenHand client to update your emails as they are sent to you)

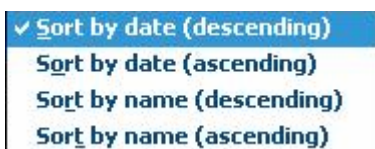
The OpenHand client will continue to keep you upto date as long as the application has not been 'Quit' (tap on 'Menu' – 'Quit') and is on-line.

4.2. Email

Once connected you can access your email by tapping on the  icon from the main screen.






- Unread emails are highlighted in bold type.
- A selection box is displayed in the first column.
- Emails with attachments have a  in the second column.
- Appointment invitations have a ! in the second column.
- The sender of an email is shown in column three.
- The subject of an email is shown in column three.
- The time of emails are shown in column four, if the day before it will then show the date
- Tapping the  icon will manually refresh your email list.




4.2.1. VIEWING AN EMAIL

You have now accessed your 'Inbox' you can navigate through your emails by using the arrow keys along the right hand side of the screen. The first 60 email headers are downloaded to your device automatically.

4.2.2. SEARCHING EMAILS

To search for that elusive email tap on the  icon. Enter the search parameters and then tap on 'Search'. You will then receive the list of results. Using the Search option will only check the relevant folder currently selected. Searching other folders can be accomplished from the main 'Inbox' screen by tapping on the  icon and selecting the relevant folder. Once selected continue the search as above by tapping on the  icon

4.2.3. SORTING EMAILS

Tapping on the  icon will allow you to sort the order the emails are to be displayed by.

OpenHand will refresh the mail list page in the order selected.

NOTE: This setting will remain the default until the OpenHand client has been quit and reloaded or you manually reset the sort parameters. Also note that sorting is not available when off-line

4.2.4. INBOX – MENU

Here you can 'Reply', 'Reply All' and Forward an email without opening it, the original email will be appended below.

'Mark as Read/Unread' can be selected to change the status of the email.

'Delete' will move the email to 'Deleted Items' folder or 'Delete permanently' will remove the email entirely.

Selecting 'Move to Folder' will allow you to move the email to another folder.

'Reset Cache' will download and upload any changes made to your device mailbox, refreshing all the information in your inbox.



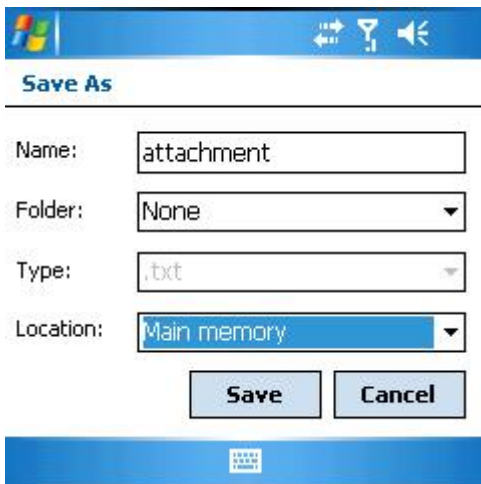
4.2.5. OPENING AN EMAIL

To open an email tap on it or using the cursor highlight it and press the 'Select' button or the 'Enter' key if your device has a keyboard. Use the bar on the right of the screen to move the email Up and down.

4.2.6. DIALLING A PHONE NUMBER

This email has a Phone number, you can dial this number by highlighting it and tapping on 'Menu' followed by 'Dial selected number'

Tapping on the email name Sales@OpenHand-Mobile.com will create a new Email ready to populate and send.



4.2.7. OPENING AN ATTACHMENT

To open the attachment in an Email tap on the relevant Attachment (there can be multiple attachments)

You can then choose the location to save the attachment. You can rename the file, Select a 'Folder' and select the 'Location' to save the attachment. Once you have tapped on 'Save' the attachment will be saved to the desired location.

Once complete you will be given the option to open the attachment selecting 'Yes' will open the relevant application to open the attachment in this case a .txt file is opened by Pocket Word.



4.2.8. REPLYING TO AN EMAIL

From the Open Email tap on 'Reply'. This will reply to the sender only, to reply to everyone tap on 'Menu' followed by 'Reply All'.

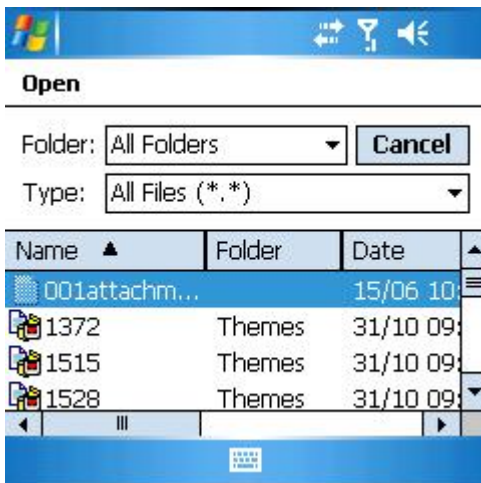
You can also select 'Forward' from the 'Menu' options.

4.2.9. DELETING EMAILS

From the 'Menu' you can also select to 'Delete' or 'Delete permanently'


4.2.10. COPY

You can 'Copy' any text by highlighting with your stylus, selecting 'Copy' and then pasting into a new email or contact etc.




4.2.11. CREATING AN EMAIL, ADDING A CONTACT/EMAIL ADDRESS

From the inbox select 'New'
To select recipients from the contacts, click **To:**

Note: To choose a Distribution list or Contact from another Contact list (e.g. Global Address List), click , then select the Contact list you want to access.

You can search for a contact by 'Name' or 'Company', enter the details and tap on the

 Search icon. Select the contact to add in the email address to the **To:** field

- If you enter part of an address, OpenHand will attempt to resolve the recipient for you.

- Alternatively you can input email addresses to the appropriate field

You can add multiple email address but you must separate by a semicolon (;), pressing 'Enter' after you have added the mail address with add the semicolon automatically.

Click **CC:** or **BCC:** to add recipients in the 'CC' or 'BCC' field, if required.

4.2.12. ADDING AN ATTACHMENT

To add an attachment tap on 'Menu' followed 'Attachments'

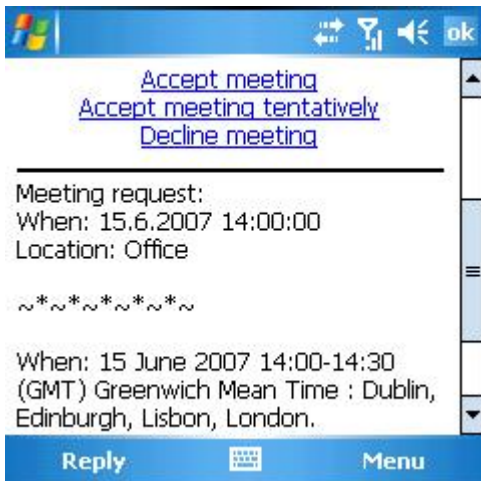
On the next screen tap 'Add', select the desired file by tapping it. You will then be taken back to the 'Attachments' screen where you will be able to see the size of the file, you add multiple files for attachment. Once you have completed adding attachments tap 'OK' to take you back to the email.

4.2.13. SENDING THE EMAIL

Input your subject and message and click 'Send' to send the email.

Clicking 'Menu' will allow you to 'Save as Draft', this will save the mail in the local draft folder or 'Discard mail' without saving changes.

Tapping 'OK' will give you the option to 'Delete', save the message as a draft or 'Cancel' and go back to the email



Settings

Keep most recent emails on device along with kb of the body

4.2.14. MEETING INVITATIONS

Meeting invitations are shown by a ! in the inbox in the second column of the email list.

Open the Email. The following example meeting invitation will be displayed. Tapping on '**Accept meeting**' will send an automatic reply back accepting the invitation. Selecting '**Accept meeting tentatively**' will again send an automatic reply back tentatively accepting the invitation. Selecting '**Decline a meeting**' will send an automatic reply back declining the invitation. Selecting 'Reply' will then allow you to reply as above.

4.2.15. OFFLINE EMAILS

This is a feature under the control of the OpenHand server administrator, and may have been disabled to ensure a higher level of data security. If this setting is not disabled you can enable from the Main OpenHand screen. 'Menu' – 'Settings' and the 'Mail' tab.



4.2.16. PUBLIC FOLDERS AND FILES – FORWARDING LARGE ATTACHMENTS FROM THE OFFICE.

OpenHand gives you access to every document stored in your public folders this means that you have access to and able to send documents of any size without having to go through the costly insecure and time consuming process of downloading documents to your remote device. Public Files and Folders may not be available as these options can be disabled by you IT Administrator



4.2.17. PUBLIC FOLDERS

You can access 'Public Folders' from the

OpenHand 'Home' screen via the  Icon, or access your 'Email' and click on  icon. Simply navigate to 'Public Folders', once highlighted move your joystick to the right to access the folders containing the files for attachment.

Select a folder and tap on 'Select'. Highlight the document that you would like to send and tap on 'Menu' followed by 'Forward' or you can open the email and select 'Forward' from there. The document will then be attached to a new email. Enter the recipients email address, and add a message if you want to and then 'Send'.

The attachment is then forwarded direct from

your server along with your message.
NOTE: Public folders are not available if you access a Lotus Domino server.


4.2.18. FILES

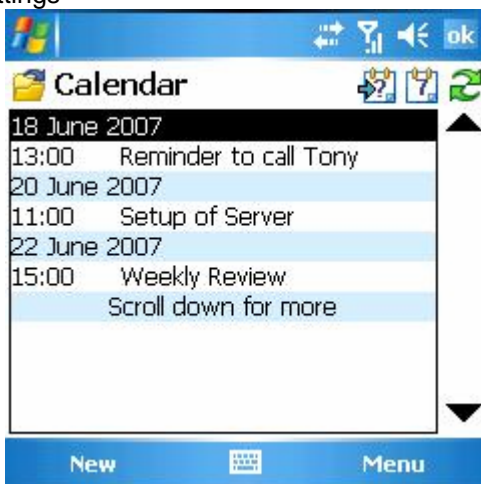
This works in the same way as Public folders and can be accessed by 'Navigating' to 'Files'



5. Calendar





To access the Calendar tap on the  Icon from the OpenHand 'Home' screen. The Calendar has two view modes, 'Agenda' and 'Week' view. Your Calendar can still be accessed when Off-Line, please see the ['Events'](#) Tab under 'Settings'



5.1.1. AGENDA VIEW


The 'Agenda' view allows you to view upcoming appointments, it will show you the date when at least one appointment is due followed by all the appointments for that day.

You can Jump to another day or month by tapping on the  Icon, you can also page up and down using the arrows on the right of the screen.

To refresh the Calendar view manually, tap on the  icon.




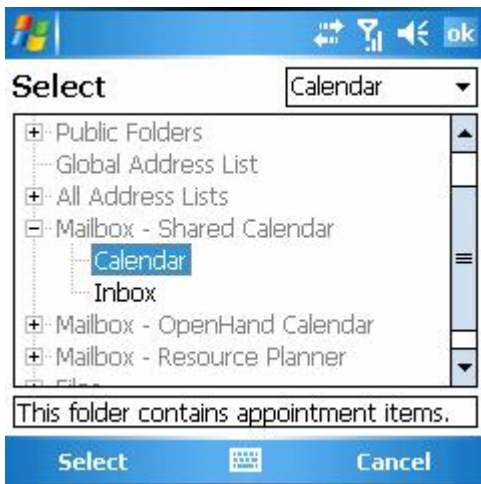
5.1.2. WEEK VIEW

You can switch to the 'Week' view by tapping the  icon.

Here you can view a weeks worth of your Calendar at a time, click on the left/right arrows at the bottom of the page to move the week view forwards and backwards.


Tap on a meeting to view a description of the event.

Click the  icon to be taken back to the 'Agenda' view.



5.1.3. ACCESSING ANOTHER CALENDAR

If setup OpenHand allows you to access other people Calendars as well as you own. This will have to be setup by you IT Administrator.

Tap on the  icon and 'Select' the shared Calendar you wish to view.



5.1.4. NEW CALENDAR ENTRY:

From either 'Agenda' or the 'Week' view tap on 'New'

Fill the title, date, start time and duration of the meeting. You can also enable the Alarm that will advise you before the meeting stars. Additional space is provided for details of a meeting location and any additional information in the text field.



5.1.5. INVITING OTHERS TO A MEETING

To invite attendees to a meeting either type their email address in the 'To' field, or tap **Add** and select the attendee from the local contacts or global address list.

Click 'Save' or 'OK' and select 'Save as draft' if you want to save a temporary work in progress copy of the appointment. This can be found in the Drafts local sub-folder. Or you can simply 'Discard' the new Calendar Entry.



Weekly Update Meeting

5.1.6. EDITING AN ENTRY

Open the appointment you would like to change and tap on 'Edit'

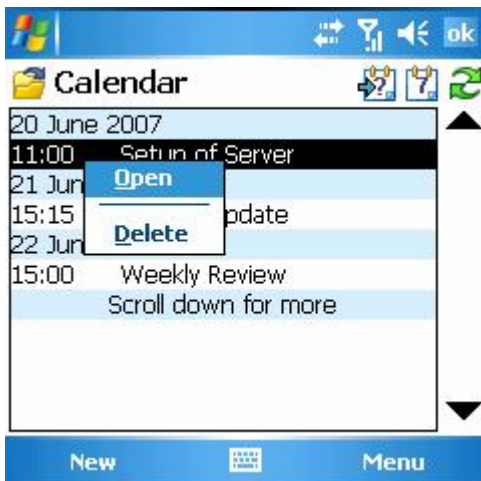
Make the required changes then click 'Save' or 'OK' and select 'Save as draft' if you want to save a temporary work in progress copy of the appointment. This can be found in the Drafts local sub-folder.

Or you can simply 'Discard' the new Calendar Entry.



5.1.7. MOVING AN APPOINTMENT

To change an appointments time/day edit as above and change the Date/Time.



5.1.8. DELETING AN APPOINTMENT

You can delete an appointment in various ways, you can highlight the Email in the 'Agenda' view and tap on 'Menu' followed by 'Delete' or using your stylus hold on the email until the option for 'Delete' appears.


You can also delete the appointment from within the calendar entry again by tapping on 'Menu' followed by 'Delete'.

5.1.9. ACCEPTING AN APPOINTMENT

Please see [4.2.1.4 Meeting Invitations](#) for more on this subject

6. Contacts


Contacts are a separate list to your phone contacts, these are the ones held on your Mail server.

Access the Contacts from the OpenHand 'Home' screen by tapping on the  Icon.



6.1.1. SELECTING A CONTACTS LIST

OpenHand allows you to access other contact databases like your companies address book

(GAL) if it is available. Tap on the  Icon and 'Select' the Contacts list you require.



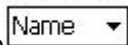
6.1.2. SEARCHING/OPENING A CONTACT


NOTE: You must be online to search for a Contact.

You can manually find a contact using the up/down arrow on the left, the outside arrows will take you to the very top/bottom and the inside arrows will take you a page up/down.




You can Search via 'Name' or 'Company' by

selecting the pull down tab .

Enter the details for the search then tap on the  Icon.

Once the search is complete tap on the Desired contact to open it.

To clear the search tap on the  Icon.



Taping on an email address will take you to a New email screen and tapping on a phone number will dial that number immediately.



6.1.3. DELETING A CONTACT

To Delete a contact list Search for the contact you wish to delete and using your Stylus hold down on the contact and from the drop down box select 'Delete' or highlight the contact and tap on 'Menu' followed 'Delete'



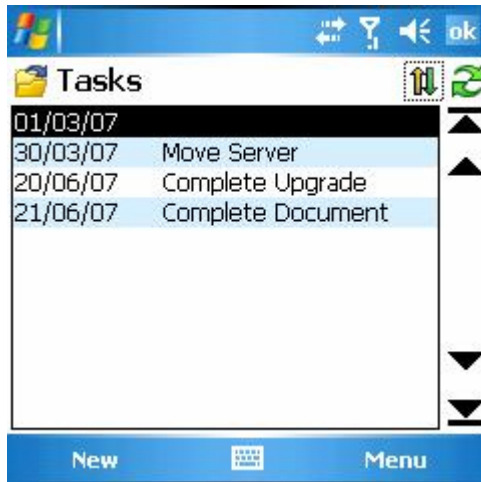
6.1.4. CUTTING/COPYING CONTACTS

Contacts can be copied if you have the right access to other contact list. Highlight the contact, tap on 'Menu' and 'Copy'. Select another contacts list and tap on 'Menu' followed by paste 'Paste'. Use the same process for 'Cut'

7. Tasks

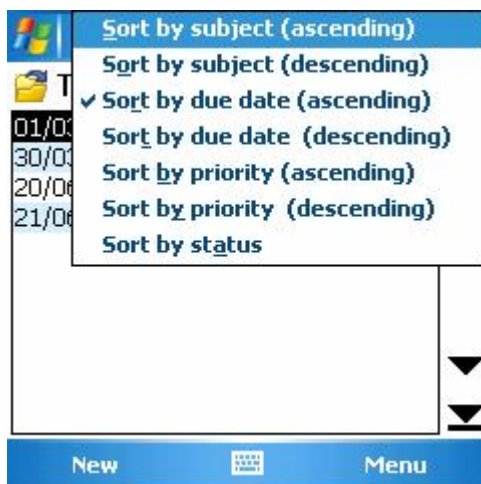


To access the Task's from the OpenHand 'Home' screen tap on Icon



7.1.1. TASKS MAIN SCREEN

Once the task list has been accessed you are able to the current and previous Tasks. Again using the up/down arrows on the right side of the screen you can navigate forward and backwards.



7.1.2. SORTING TASKS

Tapping on the Icon will display a list of Sorting options available to you.

Note: The last sort order will remain the default until the OpenHand client has been 'Quit' and re-opened.



7.1.3. ADDING A NEW TASK

Click on 'New' from the main Task page, and enter all the details required.

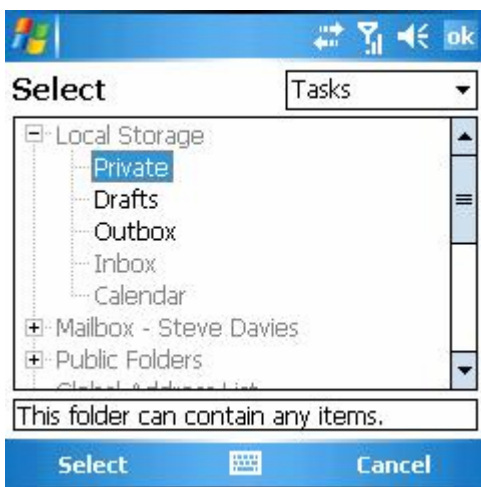
The Status can be set as seen opposite and the Priority can be set as: 'Low', 'Normal' and 'High'.

Once you have completed adding the details of the Task tap on 'Save' or you can tap 'Menu' and 'Save as draft' or 'Disregard changes'.



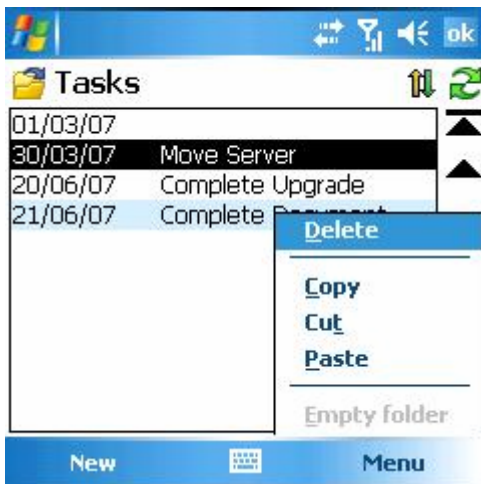
7.1.4. EDITING A TASK

Open a Task and then tap on 'Edit', make the changes required then tap on 'Save' or you can tap 'Menu' and 'Save as draft' or 'Disregard changes'.



7.1.5. COPY/CUT/PASTE

Highlight a Task and tap on 'Menu' and either 'Copy' or 'Cut' then tap on the folder icon, select a relevant folder and tap on 'Select' then tap again on 'Menu' followed by 'Paste'



7.1.6. DELETING A TASK

Highlight a Task then tap on 'Menu' followed by 'Delete'

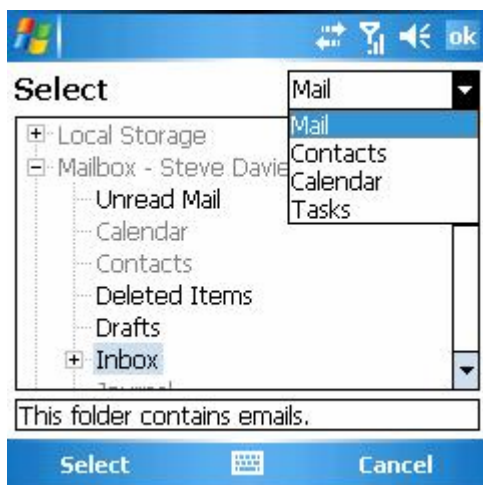
8. Navigate

The Navigate function allows you to view and access folders, both Local Storage and those in your Mailbox (Inbox, Contacts etc).

Note:  is available to assist navigation throughout the application.

This will only allow you to go to folders of the same type (Mail, contacts, tasks or calendar). If you wish to go to a different type of folder e.g. Mail from Contacts, the Navigate function should be used instead.

Note: To locate stored attachments, click your Start button, then click Programs and then File Explorer.



8.1.1. ACCESSING ANOTHER FOLDER


From the OpenHand 'home' screen tap on the



Icon

Select the type of folder you want (Email, Contacts, Calendar or Tasks)

Click on the required folder.

To display sub-folders, click . To hide sub-

folders, click 

Click Select.

Public folders and File server folder can be accessed by scrolling further down the folder structure.

---- End of Document ----