

This Document is for Windows Mobile Professional devices only, these devices have a touch screen. Please see the Smartphone crib sheet if you do not have a touch screen on your device.

OpenHand allows you to access and update your email, calendar, contacts and tasks from a variety of devices.

Installing the OpenHand Client

The OpenHand client can be downloaded direct to your device.

1. Using the inbuilt internet browser for your device navigate to www.openhand.info
2. Select the 'Windows Mobile' link to continue.
3. Click on the link 'Directly to PocketPC' for your preferred language.
4. Select 'Save As...' or just 'Yes' to install and not save
5. Once the download completes follow on-screen prompts to install. Please install the application to the 'Device' and not to a memory card.
6. Once installed select 'Start' – 'Programs' – 'OpenHand'

Setting up the OpenHand Client for your Windows Mobile device

You OpenHand client will require the following information before you can connect to your OpenHand Server:

'Host Name' being your Internet facing Ip address or name to access your mailbox.

'Port' being the port that is used to access the OpenHand server

'User' is your login name

'Password' is the password to login in

From the Main OpenHand screen Select **Menu** followed by 'Settings' and 'Connection'

Enter the correct information for your organization regarding 'Host', 'Port', 'Username' and Password'.

Note: Saving of the password can be disallowed by your IT Administrator.



Security

Ignore any settings within the 'Security' options unless advised otherwise by your IT Administrator

Update

Enable Updates – Allow the OpenHand client to update the information to your device whilst online.

Update Interval (min). – Enter in minutes the amount of time when the client will automatically check for new emails.

If Enabled, only update... - Here you can set a 'from' and 'to' time to check for new emails between. I.e. 7am and 7pm (24hr format)



Mail

Keep most recent emails.... – This setting will allow you to keep your current emails on you device even if it is not online.

No. of mails to keep: - The no. of emails to keep locally on the device. Maximum is 250

Size of body: - This allows you to set the maximum size of the email to download as a default. If set to 0.0kb only the header (subject line) of the emails will be downloaded.

Mark email read: - You can select what should occur once an email has been opened. – 'when opened' (default) – 'when replying' or never

Use Internet Style reply – This appends the > symbol to the original text of the message to enable a user to identify new text more easily.

Signature - This enables a default signature to be added to all new emails. You can also add manually at the end of an email.



Events & Contacts

This/next Month's events – You are able to keep the current month and following month's calendar on the device, even when off-line so you won't miss those important meeting invites.

Contacts – Allows you to keep your contacts even when your device is off-line


NOTE – These options can be disabled via your Server



Automation

Go online at launch – If selected when the OpenHand client is loaded it will automatically connect once loaded

Connecting your OpenHand Client

From the OpenHand main screen select the  Icon.




The following connection screen will be displayed. 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 you are connected the connection Icon will now

look like this 

Mail list

Select the  Icon from the 'Main Menu' this will display the 'Inbox'



Open an existing Email

In the 'Inbox', select the required email, or highlight and tap on your 'Enter' key.

Reply to an Email

Open the email and Select **Reply**
If the email is larger than the downloaded default you will be asked if you want to download the rest of the email. You will only forward what the phone has currently downloaded. The 'New Mail' screen will appear with the Address, Subject and Signature pre filled.



Type in your reply and click **Send**

You can save the message if you wish to go offline and work on it or by selecting **Menu** and select 'Save as draft'. The message will be saved locally and can be found in the 'Drafts' Folder (in Local storage)

Forward an Email


You can forward the Email without opening by highlighting the email and tapping on **Menu** followed by 'Forward' or open the email and then tap **Menu** again followed by 'Forward'.

The Email screen will be displayed. Note: any attachments that you forward will be attached via the server, they will not be shown in 'Attachments' as the file is still held on the server.



Select **To:**, **CC:**, **BCC:** to select recipients from the 'Contacts' folder. Alternatively you can save the message if you wish to go offline and work on by selecting the **Menu** icon and then select 'Save as Draft'. The message will be saved locally and can be found in the 'Drafts' Folder (in Local storage)

Refresh Emails


From the 'Inbox' select the  icon

Create a new Email

From the 'Inbox' select 'New'
A blank email is displayed.

To select recipients from the contacts, select **To:**
On the contacts list select the required contact.
Select **CC:** or **BCC:** to add recipients in the **CC** or **Bcc** field.

Type in your message and tap **Send**
Again you can 'Save as Draft' from **Menu**
Note: To choose a Distribution list or Contact from

another Contact list (e.g. **Global Address List**), tap , and then **Select** the Contact list followed by the Contact you wish to add.
Email addresses can be entered manually separated by a semicolon

Attach a File to your Email

Open a new, or reply/forward an Email and tap on **Menu** followed by 'Attachments', then select 'Add'.
You will now be able to select an attachment from your device to add to the email, select the file and you will be taken back to the attachment screen. You can add multiple files for attachments by selecting 'Add' again.
When complete select 'OK'



Saving an attachment

Open the mail and select the underlined attachment.
The 'Save as' menu will be displayed.
Rename the file if required, select the folder to save to followed by 'Location' to save the file, select 'Save'

Once the file has saved you will be asked if you would like to open the attachment, select 'Yes' to do so.

Deleting an Email and permanently

From the 'Inbox', select multiple emails on the same page by right clicking the joypad to tick the box of the highlighted email.

Tap on **Menu** followed by either 'Delete selected' or 'Delete selected permanently'



'Deleting selected' will move the deleted file to the folder 'Deleted Items' folder

'Deleting selected permanently' will remove the emails permanently

Marking Emails


Select the email as you have for deleting emails, and select 'Mark as unread' or 'read' to make the relevant changes to the selected emails.

Moving Emails to another Folder

As above select the emails followed by 'Menu' and 'Move to folder'. Select the relevant folder you would like to move the email to (use right on joystick to open + and 'Select' to access a folder)

Note: Folders in a lighter format cannot be moved to

View Contact List

Select the  Icon from the 'Main Menu'


When you first open the Contacts database you will be asked if you would like to download your Contacts locally to your device so you will be able to access them whilst off-line, selecting 'Yes' will initiate the download (depending on amount of contacts this may take a few minutes but will be a one off download). If you do not see this option your IT Administrator has disabled this option via the server.



Open an existing Contact

On the 'Contact List' page, open the required contact by tapping on the name or using the joypad. Alternatively you can search for a contact. To send an email to the contact select the email address, this will automatically open a new email. To make a call from the contact list select the Phone number, this will call the contact immediately. On the 'Contact' page, hold the stylus on the required contact, and you can Call or Email also. Selecting 'OK' will take you to the 'Main Screen'

Access another Contacts Folder

On the 'Contacts' page, select the  Icon. 'Select' 'Mailbox – other username' or 'global Address List' highlighting tap on 'Select' to access the folder.

Add a new Contact

On the 'Contacts' page, select 'New'

Fill in the required information. Select 'Save' or 'Menu' and either 'Save as Draft' or 'Discard changes'



Edit an existing Contact

On the 'Contact List' page, select the required contact. The contacts details will be displayed. Select 'Edit'. Change the required information. Select 'Save' or 'Menu' and either 'Save as Draft' or 'Discard changes'

Delete a Contact


On the 'Contact' page, hold the stylus on the required contact and select 'Delete'. Or highlight Contact – 'Menu' – 'Delete' on 'Delete'. Select 'Yes' to confirm.

Search for a Contact by Name or Company Name

On the 'Contact List' page, type the name (or part of the name) you wish to find in the Input Box press the joypads centre button or tap on the  Icon. You can search by 'Name' or 'Company' by using the pull down tab. A list of contacts is displayed which satisfy the selection criteria. You can search other folders for contact details by tapping the navigate icon . (See 'Navigation' section later in this document.) Pressing the Red X will clear the Search function.

View Calendar




Tap on  Icon from the 'Main Menu'.

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 selecting 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.



Weekly View: You can switch to the 'Week view' by

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

Select the  Icon to be taken back to the 'Agenda' view.

Add a new Appointment

1. From either 'Agenda' or the 'Weekly' view select **New**
2. Fill the title, date, start/end time, you can also enable the Alarm that will advise you before the meeting starts.
3. Additional space is provided for details of a meeting 'Location', 'Add an invitee' and any additional information in the text field.

4. Select **Save** or tap **Menu** and either 'Save as Draft' or 'Discard changes'

Edit an Appointment

From the 'Calendar' main page select an appointment to open it.

To edit the appointment select **Edit**

Change the required information and select **Save** or **Menu** and either 'Save as Draft' or 'Discard changes'

Delete an Appointment

On the 'Calendar' page, highlight the appointment and select **Menu** followed by 'Delete'.

You can also hold the stylus on the appointment until the drop down box appears and then choose 'Delete' Select 'Yes' to confirm.

Viewing Calendar off-line

From the OpenHand Home screen Select 'Menu', Settings' followed by the 'Events & Contacts' Confirm 'This/next Month's events' is ticked When off-line access your Calendar as you do normally.

Tasks



Select the icon from the 'Main Menu' The Tasks screen will be displayed



To view a task tap on it

To edit the task highlight and open it, then select **Edit**

Make the relevant changes and select **Save** or **Menu** and either 'Save as Draft' or 'Discard changes'


To create a New Task from the Task Main screen select **New**



Fill in the necessary fields and then select **Save** **Menu** and either 'Save as Draft' or 'Discard changes'

Navigating the Folder Tree

The Navigate function allows you to view and access folders, both Local Storage and those in your Mailbox (Inbox, Contacts etc). On non-Exchange this may not be called Mailbox. Domino calls it "Mail" for example, and the contacts/calendar are not subfolders of Mail but rather siblings.


Note:  is available to assist navigation throughout the application.

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

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, select your Start button, then 'Programs' followed by 'File Explorer'.

To expand a tree select the box with a + sign next to the required folder tree i.e. . Then using the Joypad on your device arrow right and the tree will expand for you



Highlight the required folder and choose **Select**

To close the tree highlight and arrow left on the joypad. (NB it will now have a - sign  once expanded)

To go back to main screen select **Cancel** or **ok**

NB During your connection any changes to the folder structure i.e. viewing someone else's calendar, each time you access the calendar during this connection period you will be taken to the shared folder as that was the last folder accessed. If you disconnect or quit the OpenHand application it will default back to your Calendar.