



# TouchDown for Android User Guide



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# Chapter 1

## Introduction



This document describes the user facing functionality of TouchDown™ for Android devices. It is intended as a guide to the different functions of the application as well as a guide to help you perform common operations with the application.

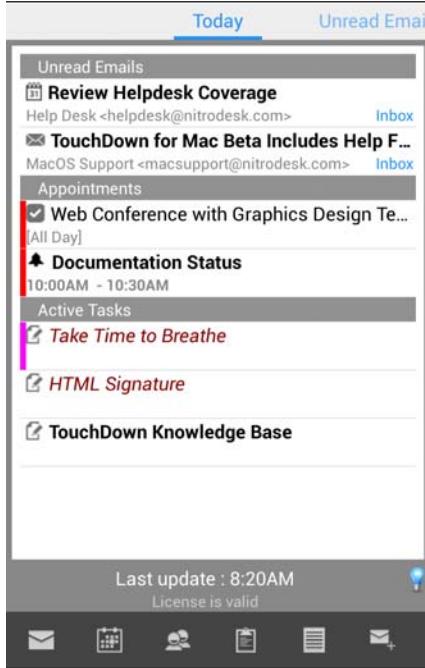
Installation and configuration of TouchDown is covered in a separate document. Refer to the Installation and Configuration Guide for more information.

*NOTE: This document assumes that you have TouchDown installed, configured and activated for full operation.*

Once you have the program installed and your account configured, you can start TouchDown by going to the home screen of the device, and tapping the TouchDown icon.

## Today Screen

When TouchDown starts, the Today screen is displayed.



If your TouchDown installation has synchronized Emails, Calendars and Tasks, this screen displays the following items in this order:

- Last five unread emails in the past 24 hours
- Upcoming appointments for the current day
- Active tasks in ascending order of Due Date

The Today screen is the default home screen of 5 swipable screens:

- Today
- Unread Emails
- Appointments
- Active Tasks
- Recent Contacts

There is also another screen that allows you to configure what is shown on the screens and the order that they appear.

To configure home screens, see “Home Screens” on page 51.

## Button Bar

This is the row of buttons located at the bottom of the Today screen. If you hold the device in portrait mode, and if you use multiple profiles, **some of these buttons may not be visible.**



**EMAIL** See Chapter 2, “Email” and Chapter 3, “Email Options.”

**CALENDAR** See Chapter 4, “Calendar” and Chapter 5, “Calendar Options.”

**CONTACTS** See Chapter 6, “Contacts.”

**TASKS** See Chapter 7, “Tasks.”

**NOTES** See Chapter 8, “Notes.” This button is available only if you connect to a Microsoft® Exchange 2010 server. This is the first version of Exchange Server that supports syncing of Notes through Microsoft® Exchange ActiveSync®.

**ACTIVATION** See TouchDown for Android Installation and Configuration Guide, Chapter 3, “Activating.”. If this key icon appears, your copy is not yet activated. Tap this button for activation options.

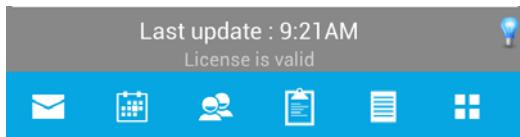
**PROFILES** See “PROFILES” on page 3. This button appears only if you have created multiple profiles and allows you to quickly change to another profile.

*NOTE: If you long press the back button on your device a list of Go To options appear so you can switch quickly between sections.*



## Status Area

The area, just to the left of the status light bulb, displays the various status messages that are generated during TouchDown's operations. For example, you can see what items are being processed during a synchronization in this area.



To the right of the status area, an indicator light bulb displays the status of Push email. The following defines each light bulb color:

**RED** push email is not enabled, has been temporarily suspended, or the configuration does not support Push email

**BLUE** push email is listening for changes

**GREEN** sync is in progress

## Today Screen Menu

While on the TouchDown Today screen, tap the Menu button on the device to access the options described below.

**SYNC** will synchronize all folders (Email, Calendar, Contacts, Tasks and Notes).

**DISABLE or ENABLE PUSH** will either disable or enable Push Email. When Push is disabled, you can only synchronize manually. See Sync.

**CHANGE PIN** will reset the PIN. If your Exchange Server does not require you to use a PIN to log into TouchDown, this button is grayed out.

**DIAGNOSTICS** logs recent activities in TouchDown and is a helpful troubleshooting tool. You can email the log to support@nitrodesk.com for help in troubleshooting the problem you may be having with the application.

*NOTE: You must first tap and select Log Next Operation before the system can log the action.*

**SETTINGS** takes you to the Settings screen.

**The following Menu options are available by tapping the More button.**

**ABOUT** displays the version of TouchDown you have installed on your device and if the license is valid.

**SEARCH** offers a shortcut to search for all data currently synced to the device. You can search as you type for Emails, Appointments, Contacts and Tasks.

*NOTE: Search does not work for emails when Encryption is Required.*

**CLEAN QUEUE** is useful if an email was unable to be sent. If items are stuck in the queue and preventing a synchronization, try cleaning the queue to clear any pending synchronization operations. Any unsent items will be lost unless you save each item as a draft.

**OUTBOUND** shows a list of emails that failed to send or are in-flight. You can open and edit and try to send again or discard the message.

**PROFILES** allows you to create or edit multiple Exchange Server profiles to be used with TouchDown. You can synchronize as many profiles with TouchDown as your device can support. However, only one account will be active at any time (pushing or polling). You can rename the default profile.

**To create a new profile,**

- 1 Tap Menu, More, Profiles on the Today screen.**
- 2 Tap Add Profile and Type Profile Name. Tap OK.**
- 3 Long press on any profile to manage options, such as moving the profile data to SD card.**

Once you create a new profile, a new button in the home screen will allow you to quickly switch profiles. See “Button Bar” on page 3.

*NOTE: Moving to the SD card may not be available if Encryption is required.*

**CHECK FOR UPDATES** is available if you are currently running a beta version of TouchDown.



# Chapter 2

## Email



To access your Email list, tap the Email button.

The email screen displays the headers of each email in a list view. To the left of the email a green bar indicates that the email is unread. The subject of the email is shown on top and below in grey is the name of the sender with the body of the message below that. To the right is the time stamp for the email. To the far left is an empty checkbox. You can tap the checkbox, which will light when selected, to move or delete multiple email items at once. Once the items are selected, you can select the desired action.

The following buttons are available.

- Delete
- Mark Unread
- Mark Read
- Move To
- Mark As Junk (A Junk folder must be detected for this to be available)

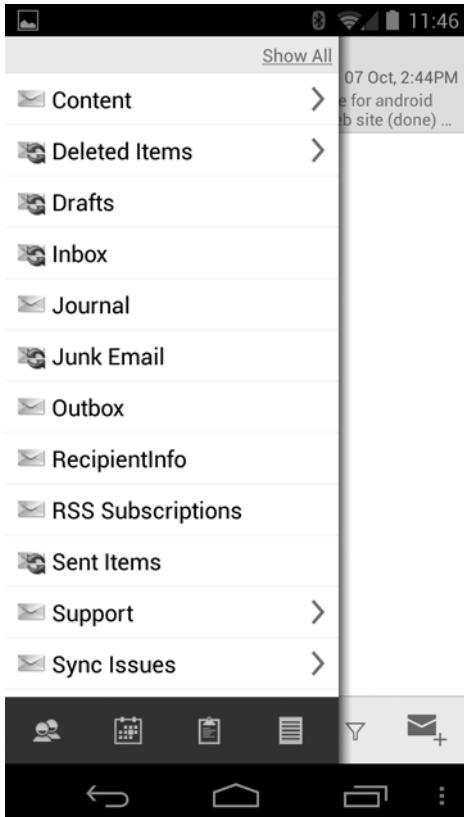
*If you selected Confirm move to Junk in the Email Options a confirmation box will appear asking if you want to move the email to the Junk folder.*

Swiping left on an email will open it in conversation chat mode.

The menu at the bottom of the Email list allows you to view and select Folders to synchronize, switch to another folder, search email, filter messages, or compose a new email.



Tapping on the Folder Tree  view displays a list of current folders and shortcuts to Contacts, Calendar, Tasks and Notes.



The table below describes the email symbols that may be displayed to the right of an email.

 Low Importance

 High Importance

 Follow-up Flag

## Compose Email

**COMPOSE** will bring up the compose email screen to create a new email.

There are four tabs:



Tab Name	Description & Tips
To	Add recipients by using a Global Address List (GAL) search by tapping the GAL button or start typing in the field and the TouchDown Contact list will suggest a few of your favorites. You can also add recipients by typing the full email address. Once the email address is in the box, press the Add button to add it to the email.
CC	Copy recipients on your email.
BCC	Add a recipient whose email address does not appear in the To/From header.
Message	Type your message. You can also Save as Draft, add your signature and/or add an attachment on this tab. If you tap Menu/Options, you can Request a Delivery Confirmation or Request Read Receipt.  If you have the language voice pack installed you can dictate your message instead of typing it.

## Message Tab

**OPTIONS** opens menu options.

**ATTACHMENTS** allows you to add or delete attachments.

*NOTE: TouchDown will resize images down to 1K and reduce image quality for smaller file sizes.*

**DRAFTS** allows you to retry sending a draft or clear the drafts queue.

**SAVE AS DRAFT** will save the current message in the Draft folder on the device. You can resume the message by navigating to the Drafts folder and tapping on the draft email. Note that this draft will not be synced with the server and only available on the device. You must first have the Draft folder selected to synchronize. See “Choose Folders” on page 42.

**DISCARD** cancels the current message and exits to previous screen.

**SEND** ➤ will send the message.

**SUBJECT** is the subject of the message.

**DICTATE MESSAGE**  allows you to dictate the message.

**MESSAGE BODY** includes the text of your message.

**SIGNATURE** allows you to add or remove the signature to the bottom of the email.

**REPLY-TO** allows you to select a different reply-to email address for that message. *NOTE: If this option is not available, you must add an email address in the Account tab.*

**To add a reply-to address in the Account tab,**

- 1 Open TouchDown. The Today screen is displayed.**
- 2 Tap Menu button and select Settings. The Account tab is displayed.**
- 3 Add a reply-to email address in the Reply-To addresses box. To add more than one separate by commas.**
- 4 Tap Save at the bottom of the screen.**

**The following Menu options are available by tapping the Menu button on the device.**

**SEND** will send the message

**DISCARD** cancels the current message and exits to previous screen

**IMPORTANCE** allows you set the importance of the email to low, normal or high

**The following Menu options are available by tapping the Menu button on the device and tapping Options.**

**REQUEST DELIVERY CONFIRMATION** will report when an email has been delivered to an email.

**REQUEST READ RECEIPT** will report when an email has been read.

*NOTE: Read receipts cannot be suppressed in TouchDown.*

**SET PERMISSIONS** provides you with a list of permissions you can apply to the email. This list of permissions is populated with the rights templates downloaded from your Exchange server.

*NOTE: Microsoft® Exchange Server 2010 SP1 supports sending and receiving IRM protected emails through mobile devices.*

**DOWNLOAD RIGHTS TEMPLATES** will download the rights templates from your Exchange server. Administrators create a set of policy templates that define the protections to be applied on messages. Such policies restrict one or more of the following types of operations on messages:

- Reply
- Reply All
- Forward
- Edit content of messages when responding
- Modify recipients when responding
- Copy data from messages or taking screenshots
- Remove protection from messages
- Printing messages or attachments
- Sharing the message with other applications

**SIGN MESSAGE** will allow you sign the message with your digital certificate If S/MIME is configured correctly.

**ENCRYPT MESSAGE** will allow you to encrypt the message so that only the recipients can view the message. Note that this requires the public key of the recipient to be available to the application.

## Email Menu

**COMPOSE** will bring up the compose email screen to create a new email.

**SYNC** will immediately check the server to request any changes and to report any changes you may have made from your device.

**SEARCH** allows you to search for any emails synced on the device. The search is performed as you type in the keyword.

**FILTER** will display a pop-up window to select an option to filter your email list. Tap the option to select it. The current option will display a green light on the right. Only one filter can be applied at a time.

**SORT** allows you to sort email by Date, Sender, Subject and Size.

**The following Menu options are available by tapping the More button.**

**DELETE** the email from TouchDown. Unless you have “Don’t delete emails on server” checked in the TouchDown Advanced settings (See Page 38), the email will also be moved to the deleted folder in Outlook. You can synchronize your deleted items folder to keep track of these items.

**MARK READ / UNREAD** changes the email status as read if it is unread, or unread if it has been read.

**MOVE TO** will open up a list of folders to select where to move the email. A plus sign may be located to the right of some folders. This symbol can be used to expand the folder.

*NOTE: If the folder you want is not listed, make sure you have a check next to “Allow to move to any folder” in Email Options (See Page 16).*

**SERVER SEARCH** allows you to search for any email items on the server, whether they are synced to the device or not.

*NOTE: This will work with Exchange Server 2007 with ActiveSync® or later.*

**MARK ALL READ** marks all items in the email list as Read.

**MARK UNREAD** marks all selected items in the email list as Unread.

**SELECT ALL & UNSELECT ALL** selects or unselects all emails in the list.

**FETCH ALL** allows you to enter the number of days you want to refresh the email list with items from the past.

**OPTIONS** See Chapter 3, “Email Options” on page 15 for more details.

**CHOOSE FOLDERS** lets you select the folders to synchronize.

## Working with Email

The following options are available by long pressing on an email.

**QUICK REPLY...** pulls up a list of replies to use. See “Quick Replies” on page 50 for help working with Quick Replies.

**SPEAK** your message. If you have the language voice pack installed you can listen to your message.

**MARK AS READ** marks the email as Read.

**MARK AS UNREAD** marks the email as Unread.

**DELETE** the email from TouchDown. Unless you have “Don’t delete emails on server” checked in the TouchDown Advanced settings (See Page 38), the email will also be moved to the deleted folder in Outlook.

**MOVE TO JUNK** moves the email to the Junk folder.

**MOVE** will open up a list of folders to select where to move the email. A plus sign may be located to the right of some folders. This symbol can be used to expand the folder.

**REPLY** will reply to sender.

**REPLY ALL** will reply to the sender and all recipients.

**FORWARD** will forward the email.

**MAKE TASK...** will create a task using the email as the subject and description. See “Create/Edit Task Screen” on page 32.

**MAKE EVENT...** will create an event using the email as the subject and description.

**FLAG FOR FOLLOW UP** flags the email for follow up.

The following menu options are available when reading an email.

**DELETE** the email from TouchDown. Unless you have “Don’t delete emails on server” checked in the TouchDown Advanced settings (See Page 38), the email will also be moved to the deleted folder in Outlook.

**RESPOND** brings up the option to reply to sender, reply to all recipients or forward the email.

**MARK AS READ or UNREAD** marks the email as Read or Unread.

**MOVE TO** will open up a list of folders to select where to move the email. A plus sign may be located to the right of some folders. This symbol can be used to expand the folder.

The following menu options are available when reading an and tapping the Menu button.

**COMPOSE NEW** will bring up the compose email screen to create a new email.

**DELETE** the email from TouchDown. Unless you have “Don’t delete emails on server” checked in the TouchDown Advanced settings (See Page 38), the email will also be moved to the deleted folder in Outlook.

**REPLY** will reply to sender.

**REPLY ALL** will reply to the sender and all recipients.

**FORWARD** will forward the email.

### **The following Menu options are available by tapping the More button.**

**MOVE TO** will open up a list of folders to select where to move the email. A plus sign may be located to the right of some folders. This symbol can be used to expand the folder.

**MARK READ** marks the email as Read.

**MARK UNREAD** marks the email as Unread.

**TAG** allows you to add a category or create a new category for the message.

**PRINT** will print the email from your device.

*NOTE: You must have enabled Google Cloud Print (GCP). This enables the device to print to any cloud-connected printer.*

**OPTIONS** See Chapter 3, “Email Options” on page 15 for more details.

**REFETCH** downloads the email in text mode.

**MAKE TASK** will create a task using the email as the subject and description. See “Create/Edit Task Screen” on page 32.

**MAKE EVENT** will create an event using the email as the subject and description.

# Chapter 3

## Email Options



This chapter describes how you can customize email options.

**To access Email options,**

- 1 While in TouchDown, open the email list.**
- 2 Tap the Menu button on the device.**
- 3 Select More.**
- 4 Tap Options.**

**MULTI-SELECTORS ON EMAIL LIST** will display a check box on the left side of each email message in the email list. You can select a message by tapping the box. Once emails are selected, you can perform operations like Delete, Mark Read, Mark Unread and Move to Folder on all the selected items by tapping the Menu button on the device and selecting the option from the menu that is displayed.

**SELECTORS ON RIGHT SIDE** will display the check box on the right side of the email list.

**SHOW EMAIL SUMMARY** displays the first line of the email body in addition to the subject and sender.

**HIGHLIGHT SENDER IN EMAIL LIST** makes the name of the sender of any email larger and bold as opposed to the subject.

**SEARCH AS YOU TYPE** will search for messages using the Menu/Search option in the email list view. The messages will be filtered according to your search string as you type it in. If this option is not selected, you must tap the green arrow next to the search string to perform the search.

**FETCH EMBEDDED IMAGES** automatically downloads and displays embedded images within emails. This option requires Exchange ActiveSync® connection mode with HTML emails enabled.

**ALLOW MOVE TO ANY FOLDER** allows you to move messages to folders that you have not selected for synchronization. If this is not selected, you can only move emails to folders that you are already synchronizing.

**SLIDE OUT FOLDERS (HD)** This enables the Folder Tree  view that displays a list of current folders and shortcuts to Contacts, Calendar, Tasks and Notes.

**HIGHLIGHT UNREAD EMAILS** displays unread messages in bold. Read items in the email list will appear grey.

**PREVIEW IMAGE ATTACHMENTS** will display a sample thumbnail of image attachments after downloading.

**ALWAYS EXPAND FOLDERS** displays all folders in folder list.

**CONFIRM DELETES** will prompt you to confirm that you want to delete the email each time you tap Delete.

**CONFIRM SEND BUTTON ON COMPOSE** will prompt you to confirm that you want to send an email each time you tap Send.

**CONFIRM MOVE TO FOLDERS** will prompt you to confirm that you want to move an email each time you tap Move To.

**CONFIRM MOVE TO JUNK** pop up a confirmation box asking if you want to move the email to the Junk folder.

**OPEN EMAIL AS CONVERSATION** always opens the email as conversation.

**SHOW PLAIN TEXT EMAILS IN WEB VIEW** enables you to pinch/zoom as well as copy text from plain text emails.

**DO NOT MARK READ WHEN OPENING EMAILS** allows you to keep all email shown as unread even after you have opened the email.

**REQUEST DELIVERY CONFIRMATION** will report when an email has been delivered to an email.

**REQUEST READ RECEIPT** will report when an email has been read.

**MESSAGE VIEWING TOOLBAR** allows you to control if the toolbar is shown at the bottom when viewing an email. The following options are available:

Option	Description
Show	Toolbar will be shown
Hide	Toolbar will not be shown
Toggle on Shake	Toolbar will be toggled on and off when you shake the device while viewing a message

**AFTER DELETE GO TO** lets you select the action after deleting an email. The following choices are available.

Option	Description
Email List	Go to the email list
Next Email	Open the next email in the list. If none, go back to the email list view
Previous Email	Go to the previous email in the list. If none, go back to the email list view

**SWIPING RIGHT** lets you select the action for an email when you swipe right.

Option	Description
Does Nothing	No action will be performed when swiping right
Opens Folder Selector	Opens the folder list to select folders
Deletes Email	Deletes the email

**EMAIL TOOLBAR BUTTONS** allows you to choose the buttons that appear at the bottom of the screen when you view an email. The following buttons are available.

- Respond

*The respond button was created in an attempt to save space on the email toolbar. The Reply, Reply All and Forward buttons can be used to replace the respond button.*

- Reply
- Reply All
- Forward
- Delete
- Mark Unread
- Move
- Junk

# Chapter 4

## Calendar



This chapter describes the different calendar views available.

To access your Calendar, tap the Calendar button.

### Calendar Views

The following views are available,

**DAY VIEW** allows you to swipe left or right to view days in the past or future.

**WEEK VIEW** allows you to swipe left or right to view weeks in the past or future.

**MONTH VIEW** is an overall look at the selected month of appointments. Swiping left or right will display past and future months. TouchDown's default setting is to synchronize 2 weeks of past appointments. If you want to change the default, see "Appointments to Synchronize" on page 36. Tapping on a day will list the appointment for that day.

**AGENDA VIEW** displays a condensed look at the upcoming events and tasks. A swiping motion will move you through future dates. The title of the event, time, date and location are shown in a list view similar to the email screen. Most items can be accessed for view or edit by tapping or long pressing on each event or task. You can toggle a monthly calendar with the Agenda view by tapping the toggle button.

You can choose to view only appointments and remove tasks from the Agenda view. To change the setting, see page 24.

## Calendar Menu

The calendar menu displays the separate view options as previously discussed and the following additional options:

**FOLDER TREE**  displays a list of current folders and shortcuts to Email, Contacts, Tasks and Notes.

**NEW EVENT** will open the Create Event screen. Choose this option to create your event or meeting. On this screen you can invite attendees using the Global Address List (GAL). Once an attendee is selected, you can tap Menu, Availability to review free/busy information if your Exchange Server supports retrieval of Free/Busy information.

**The following Menu options are available by tapping the Menu button on the device.**

**TODAY** will take you to today's date on the calendar.

**GO TO DATE** allows you to find a specific date on the calendar and view that day.

**SEARCH** allows you to search events synced to the device.

**REFRESH** removes all items from the TouchDown calendar and repopulates the list with the items from your Microsoft® Exchange Server.

**A refresh will permanently delete changes made on the device if they have not yet synced to the server and repopulates with only the data that is available on the Exchange Server.**

**DAY** takes you to the day view.

**The following Menu options are available by tapping the More button.**

**WEEK** is an overall look at the selected week of appointments.

**MONTH** is an overall look at the selected month of appointments.

**AGENDA** displays a condensed look at the upcoming events and tasks.

**OPTIONS** See “Calendar Options” on page 23 for a description of calendar options.

## Working with Appointments

To create an appointment,

- 1** Long press the space on the time and day for the event and tap Add Event.  
- OR -
- 2** Tap the Add button. 
- 3** Fill out the appointment information and tap Create.

To create an appointment importing iCalendar (.ics) file,

- 1** Open the email with the .ics attachment and download.
- 2** Open the .ics attachment.
- 3** Fill out the appointment information and tap Create.



# Chapter 5

## Calendar Options



This chapter describes how you can customize calendar options.

**To access Calendar options,**

- 1 While in TouchDown, open the calendar.**
- 2 Tap the Menu button on the device.**
- 3 Select More.**
- 4 Tap Options.**

The following Calendar options are available.

**RICH CALENDAR VIEWS** shows more details, for example categories and reminders, on the Agenda view.

**ALL-DAY EVENTS AT 12:00 AM** is a legacy option and is not relevant in the current version of TouchDown.

**ALL-DAY EVENTS IN WIDGET** will display all-day events in the TouchDown Calendar widgets.

**AGENDA VIEW SHOWS UPCOMING ONLY** displays only appointments that have not already passed for the current day in the TouchDown Agenda view.

**CUSTOM WEEK VIEW** enables two additional options. When selected, you can change the “Week starts on” and “Week ends on” options to select the start and end dates for the week. Selecting a custom week start and end day will change the way the Week view is shown.

**ENABLE RESOURCES FIELD** gives you the ability to specify a resource field when creating new meetings. You may use the resources field to specify non-attendees such as conference room resources or equipment that are addressable using an email address.

**SHOW TASKS IN AGENDA VIEW** displays the tasks in the Agenda view.

**OVERDUE TASKS IN AGENDA VIEW** displays overdue tasks in the Agenda view.

**DEFAULT REMINDER** automatically places the same reminder length for each new event.

**DEFAULT PRIVACY** automatically places the same privacy status for each new event.

**DEFAULT STATUS** automatically places the same availability status for each new event.

**CALENDAR VIEW ZOOM** option lets you display the Day and Week views in larger size and fonts. The recommended zoom size for high resolution devices is 150%.

**WORK HOURS START AND END** option lets you specify the start and end of your working day. Working times are shown in a slightly different color in the Day and Week views.

# Chapter 6

## Contacts



This chapter describes how to work with Contacts.

To access your Contacts, tap the Contacts button.

### Contacts Menu

The menu at the bottom of the Contacts list allows you to view and select Folders to synchronize, switch to another folder, search, filter, sort or create a new Contact.



Tapping on the Folder Tree view displays a list of current folders and shortcuts to Email, Calendar, Tasks and Notes.

To access Contacts options,

- 1 While in TouchDown, open Contacts.**
- 2 Tap the Menu button on the device.**

The TouchDown Contacts menu displays the following options:

**NEW** takes you to the Create New Contact screen.

**SEARCH** allows you to search the TouchDown Contacts.

**FILTERS** allows you to filter your contact list by contact folder or by category.

**SORT** allows you to sort contacts in the list by:

- Category
- Company
- Display Name
- First Name
- Last Name

You can choose up to three options.

**GLOBAL ADDRESS SEARCH** allows you to do a contact search on your Exchange Global Contacts List.

**The following Menu options are available by tapping the More button.**

**REFRESH ALL** removes all Contacts from the TouchDown Contacts list and repopulates the list with the Contacts from your server. A refresh will permanently delete changes made on the device if they have not yet synced to the server and repopulates the device with only the data that is available on the server. This is different from a Sync command in that a Sync will check the server for changes and also report changes made from the device to the server.

This feature is useful if the syncing of contacts was stopped before completion. Often this will resolve any errors with the auto-fill feature while composing emails.

**COPY TO PHONE** See “Copying to the Phone Book” on page 28.

**CALL LOG IMPORT** allows you to choose one contact at a time from the phone book call log to add to your Exchange Server contacts.

## Working with Contacts

The Open Contacts screen has its own menu of options at the bottom.

Edit Contact 

Delete Contact 

Select Categories (Requires ActiveSync®) 

New Appointment with Contact 

Cancel  creating or editing the contact

## Selecting the Contacts Folder to Sync

The Contacts Folder should be automatically selected. If your contacts are not appearing on the TouchDown Contacts screen, then make sure that the Contacts folder is selected.

**To select the Contacts folder,**

- 1 Open TouchDown. The Today screen displayed**
- 2 Tap Menu button and select Settings.**
- 3 Tap Advanced Settings tab.**
- 4 Scroll down and tap the Choose Folders button.**
- 5 Tap the Contacts folder.**
- 6 Tap OK to save changes.**
- 7 Scroll down and tap Save.**

The contacts should begin to load automatically.

TouchDown does not limit how many contacts you can synchronize. Very large contacts lists can take several hours to synchronize the first time. Allow the device plenty of time to do the initial contact synchronization.

## Copying to the Phone Book

Android comes with a built in phone book database, sometimes called Contacts, other times referred to as People. This is the database where applications such as Voice Dialer and Caller ID search for known contacts. By default, the contacts downloaded by TouchDown reside in its own internal database. This means by default your Exchange Server contacts may not appear in the device's native contacts application.

**To get your contacts populated into the device phone book,**

- 1 To access your TouchDown Contacts list, tap the Contacts button.**
- 2 Tap the Menu button on your device.**
- 3 Tap More.**
- 4 Tap Copy to Phone.**
- 5 Tap Yes to start the copy.**

This will take each contact and add it to a special group/account named “TouchDown-Exchange” in the native phone book.

If you make a change to a contact in TouchDown or Outlook, the changes are automatically updated in the phone book. See “Keeping Contacts Updated”.

**To import vCard (.vcf) contacts,**

- 1 Open the email with the .vcf attachment and download.**
- 2 Open the .vcf attachment.**
- 3 Complete action using TouchDown and Save contact.**

## Keeping Contacts Updated

Once you copy the contacts from TouchDown to the phone book, you can enable Update Contact Changes to Phone setting in TouchDown so that information changed on the Exchange Server will automatically reflect in the device phone book. See Chapter 9, “Advanced Settings” on page 38 for help in enabling this option. Once this is done, any changes made to Microsoft® Outlook contacts will automatically be reflected in the native phone book.

## Create Contact Screen

To create a contact,

- 1 Tap the New Contact button.** 
- 2 Fill out the information and tap Save.**

The Contact screen offers the following fields:

- Contact Photo
- First Name
- Last Name
- Middle Name
- Organization/Company
- Title
- Website
- Phone Numbers
- Email
- Address
- Note
- Select Folder

At the top of this screen, tap Save  to save the contact. You can also choose Categories  , or you can cancel  creating or editing the contact.

## Syncing Additional Contact Fields and Contact Photos

Additional contact fields such as “birthday” or “spouse” are only supported if you are connected in ActiveSync mode. The synchronization of contact photos is also dependent on an ActiveSync connection mode.

## Other Contact Shortcuts

A long press of any TouchDown contact will display the following list of options:

- Open
- Edit
- Delete
- Categorize (Requires Microsoft® Exchange ActiveSync®)
- Call
- Send Text
- Send Email
- Add to Phone
- Create Meeting
- Find Emails
- Find Events

# Chapter 7

## Tasks



This chapter describes how to work with Tasks.

To access your Tasks list, tap the Tasks button.

### Tasks Menu

The menu at the bottom of the Tasks list allows you to view and select Folders to synchronize, switch to another folder, search, filter, sort or create a new task.



Tapping on the Folder Tree view displays a list of current folders and shortcuts to Email, Contacts, Calendar and Notes.

**To access Tasks options,**

- 1 While in TouchDown, open Tasks.**
- 2 Tap the Menu button on the device.**

The following Tasks options are available.

**NEW** will open up the Create New Task screen.

**SEARCH** allows you to do a keyword search through the Task list.

**FILTER** helps you organize your Task list. You can filter by Folder, Category or by Status.

**SORT** allows you to sort Tasks in the list. You can choose up to three options at once.

**REFRESH** removes all Tasks from the TouchDown Task list and repopulates the list with the Tasks from server. A refresh will permanently delete changes made on the device if they have not yet synced to the server and repopulates with only the data that is available on the server. This is different from a Sync command in that a Sync will check the server for changes and also report changes made from the device to the server.

## Working with Tasks

The Open Task screen has its own menu of options at the bottom.

Previous Task 

Mark as Complete 

Apply Category (Requires ActiveSync®) 

Delete Task 

Edit Task 

Next Task 

## Create/Edit Task Screen

The Task Create screen offers the following fields:

- Subject
- Bounded Checkbox (If left unchecked, the Task will not have a start and due date.)
- Reminder (If left unchecked, a reminder will not sound for this Task.)
- Importance
- Sensitivity
- Select Folder
- Description

At the top of this screen, tap Save  to create the new Task. You can also choose Categories  for the Task, or you can cancel  creating the task.

# Chapter 8

## Notes



This chapter describes how to work with Notes.

To access your Notes list, tap the Notes button.

*NOTE: The Notes button is available only if you connect to a Microsoft® Exchange 2010 or newer server. Exchange 2010 is the first version that supports syncing of Notes through Microsoft® Exchange ActiveSync®.*

### Notes Menu

The menu at the bottom of the Notes list allows you to view and select Folders to synchronize, switch to another folder, search, sort or create a new Note.



Tapping on the Folder Tree view displays a list of current folders and shortcuts to Email, Contacts, Calendar and Tasks.

**To access Notes,**

- 1 While in TouchDown, open Notes.**
- 2 Tap the Menu button on the device.**

The Notes menu is comprised of four options:

**NEW** will open the Create/Edit Note screen.

**SEARCH** allows you to do a keyword search through the notes list.

**SORT** allows you to sort Notes in the list. You can choose up to three options at once.

**REFRESH** removes all Notes from the TouchDown Notes list and repopulates the list with the Notes from your Microsoft® Exchange Server. A refresh will permanently delete changes made on the device if they have not yet synced to the server and repopulates with only the data that is available on the Exchange Server. This is different from a Sync command in that a Sync will check the server for changes and also report changes made from the device to the server.

## Working with Notes

The open Notes screen has its own menu of options at the bottom.

Previous Note 

Apply Category (Requires ActiveSync®) 

Delete Note 

Edit Note 

Next Note 

# Chapter 9

## Advanced Settings



This chapter describes how to configure Advanced settings.

**To access Advanced Settings,**

- 1 Open TouchDown. The Today screen displayed.**
- 2 Tap Menu button and select Settings.**
- 3 Tap the Advanced Settings tab.**

*NOTE: You must tap Save at the bottom of the screen to apply any changes you have made in the Advanced Settings Menu.*

### Email Checking Frequency

You can set the email checking frequency to check for emails.

**AS ITEMS ARRIVE (PUSH)** is available if you connect to the server using Microsoft Exchange ActiveSync® mode. If this is turned on, any new emails or changes appearing on the server will be downloaded almost immediately to the device. This provides real time notification of new emails and other changes.

**POLLING INTERVAL (MINUTES)** specifies the interval in minutes that TouchDown will query the server for changes in the selected folders. You can add any custom amount of time, however setting too low a value can have an adverse effect on battery life. 15 minutes is recommended and has been found to be a good trade off with battery life.

**ENABLE PUSH** periodically contacts the server to check for new emails or other changes. If this option is turned on, the option *Polling Interval (minutes)* is enabled. You have to set a value for the polling interval. Even if the device is asleep, having this enabled will cause it to connect to the server periodically and download any available changes.

**POLL DURING OFF-PEAK TIMES** periodically polls for changes even during off-peak times. See “Peak Times” on page 43 for settings.

## Email Download Size

This is the size of the email messages to download from the server during synchronization. If the email being downloaded is larger than the value specified here, when viewing the email a new button at the bottom of the email view will let you download the remaining portion of the message.

*NOTE: Zimbra users should set this to a value less than or equal to 10 Kilobytes or less.*

## Emails to Synchronize

This entry specifies how many days of past emails TouchDown keeps on the device. The default is 3 days. Setting too large a value can potentially slow down some operations if you have a lot of emails stored on the device.

Only the ActiveSync connection mode will fetch emails from earlier days on initialization. Other modes will fetch emails that arrive after initial configuration. In all cases, TouchDown will delete emails on the device that are older than the specified email history to conserve space.

## Appointments to Synchronize

This entry specifies how many days of appointments TouchDown keeps on the device. The default is 2 weeks. Appointments from the past will only be visible after you’ve begun synchronizing appointments with TouchDown.

Selecting All for appointments, just as with emails, will cause your database to increase in size and can affect the speed and performance of the TouchDown application.

## ActiveSync Device Type String

Do not change this from the default “TouchDown” unless you are sure you know what you’re doing!

## Email Body Style

This is a field that lets you specify different fonts, sizes, colors and styles to be used when composing new messages in HTML mode.

This string follows a certain formatting rule, and you should make sure that the changes you make to this string are only made to the fields that are described below.

The default for this string is

```
font-family:Arial, Helvetica, sans-serif;font-size:small
```

The general format is as follows:

```
font-family:<FONT_NAME>;font-size:<FONT_SIZE>
```

<FONT\_NAME> can be replaced with a sequence of valid font names separated by commas.

<FONT\_SIZE> can be replaced with a font size. Valid values include the following:

- small
- x-small
- xx-small
- large
- x-large
- xx-large
- NNpt where NN is a point size. (For example 10pt)

## Select Theme

This is a field that lets you change the color scheme. Tap the down arrow on the drop down box to select a different theme. The default theme is basic. This will change your style layout for some list controls like contacts and tasks.

## Options

**NOTIFY ON SUCCESSFUL POLLING** will generate a notification whenever TouchDown performs a successful synchronization of data from the server.

**NOTIFY ON POLLING FAILURE** will generate a notification to be generated whenever a refresh of data fails.

**NOTIFY ON PASSWORD FAILURE** will send a notification when an incorrect password is entered once every minute.

**NOTIFY ON NEW MAIL** will generate a notification whenever TouchDown receives one or more new messages from the server. This applies to both Push as well as Polling. Deselecting this option is a way to turn off all email notifications. See “Email Alerts” on page 42 to customize the notification.

**ENABLE APPOINTMENT REMINDERS** will cause appointment reminders to display the notification configured for reminders. The exact type of notification can be customized by tapping the Appointment Alerts button. See “Appointment Alerts” on page 42.

**SHOW EMAILS ON STARTUP** will open your email list when you start TouchDown.

**ENABLE HTML EMAIL** will download and display emails in HTML format.

**DON'T DELETE EMAILS ON SERVER** allows you to delete emails on the device and will not remove them from the server.

**DON'T MARK READ ON SERVER** allows you to read emails or mark them as read/unread on the device but will not mark them as read/unread on the server.

**UPDATE CONTACT CHANGES TO PHONE** detects a contact change on the server and makes the change to the contact in the native phone book application on the device.

**DEFER SERVER UPDATES** postpones updates until the next scheduled refresh time or until the next time a change is reported from the server or until the next time you perform more time critical operations such as sending an email.

**DISABLE SMARTREPLIES and SMARTFORWARDS** should not be checked except in certain conditions where your server may not be allowing SmartReplies and SmartForwards. SmartReplies and SmartForwards are a command in Microsoft Exchange ActiveSync® which lets the device send the reply/forward text that you enter and attach to the original message.

**ALWAYS BCC MYSELF** adds your configured email address to the BCC of all outgoing emails you send.

**MANUAL SYNC WHEN ROAMING** will not perform any automatic syncing if you are roaming on a network. Both push as well as automatic polling will be suppressed.

**NORMALIZE PHONE NUMBERS** makes contacts retrieved from the server phone numbers changed to make the following replacements:

- X and x, and ext. will be replaced by a ;
- P and p will be replaced with a ;
- W and w will be replaced with a ,

This is useful if you have phone numbers that contain post-dial sequences that need to be correctly interpreted.

**EXCLUDE ATTACHMENTS FROM GALLERY** will ensure that attachments such as images and music that you download through TouchDown are not scanned by the Android Gallery application when it scans the SD card for media files.

**APPOINTMENT REMINDERS AT NON-PEAK TIMES** will remind you of an appointment even if the appointment occurs during “off hours” or if the reminder itself is only set to occur during the “off hours.”

**EMAIL ALERTS AT NON-PEAK TIMES** will alert you of an email even if the email is received during “off hours”.

**INCLUDE PHONE CONTACTS IN PICKLIST** will offer contacts from the Android Phone Book as contact options for new email or SMS items.

**CLEAN SD CARD ON REMOTE WIPE** will remove any attachments it has downloaded to the SD card upon remote wipe.

*NOTE: NitroDesk cannot be held responsible if an attachment viewer was used to view an attachment downloaded by TouchDown and did not store the file in a secure manner available for remote wipe. Contact the provider of your attachment viewing application if you have additional questions about this issue.*

**FILTERED TASKS ON HOME SCREEN AND WIDGETS** will display Tasks in the home screen window and on the Task Widget filtered just as they are on the TouchDown Tasks Screen.

**DISABLE TABLET MODE** will not automatically switch to tablet mode even if it has detected that TouchDown is working on a tablet. This option is specifically for tablet users who prefer the classic TouchDown view.

**USE SYSTEM BACKGROUND DATA SETTING** will honor your preferences in the Android operating system if you have decided to turn off “Background data” in Android device settings under the Accounts & Sync heading.

**ENABLE SMS SYNC** will synchronize text messages as emails. This option is available only when connecting to a Microsoft Exchange™ 2010 server. When this option is checked, TouchDown will listen to the Exchange server to synchronize text messages which are sent through Microsoft® Outlook 2010. When a text message is sent by the Exchange server to the device, TouchDown will send out text messages through the device's SMS application. Also, when this is enabled, TouchDown will intercept SMS messages received on the device and place it in the inbox of the Exchange account.

**PUSH IN BATTERY SAVER MODE** periodically contacts the server to check for new emails or other changes even if the device is in battery saver mode. When turned on, TouchDown tries to enlist for push notifications from the server with very long timeouts. While this may result in battery savings, it may also increase chances of occasional delays in receiving messages under some network conditions.

**DISABLE TILT TO SCROLL** will disable the ability to scroll when you tilt the device. By default, when viewing an email message, TouchDown enables scrolling within the message by quickly tilting the device forward or backward when the phone is equipped with a gyroscope. Turning this flag on will cause TouchDown to disable the tilt to scroll feature.

**SHOW COMPACT PIN SCREEN** displays a compact PIN screen.

## Email View Text Size

This option lets you select the text size to use when viewing email messages. You can set this to one of five different levels.

## Copy To Phone As

This option allows you to decide if you want to copy your TouchDown Exchange contacts to the phone book as:

- First MI Last
- Last First MI
- FileAs

## Selected Email Folders

This list displays the folders that you have selected to synchronize with the server. This is for display purposes only. To choose the folders see “Choose Folders” on page 42. To refresh the list of folders from the server see “Refresh Folders” on page 41.

## Additional Options

The following additional options are available by tapping on the corresponding buttons.

## Refresh Folders

Tapping this button will refresh the list of folders from the server. This will get any changes you have made to the folder hierarchy, and make them available in the dialog.

## Choose Folders

Before TouchDown can synchronize data from the server, you must select the folders to synchronize. You can tap any folder to toggle the selected state. When selected for synchronizing, the icon for the folder will display a blue refresh indicator.

*NOTE: TouchDown does not support the Outbox folder for synchronization.*

## Email Alerts

Tapping this button will let you customize the nature of alerting you receive when you receive a new email message. See “Notification Settings” on page 51 for more details about notification configuration.

## Appointment Alerts

Tapping this button will let you customize the alert you receive when an appointment reminder is due. See “Notification Settings” on page 51 for more details about notification configuration.

## Reminders

This option pops up a dialog box where you can choose to enable or disable repeat reminders for appointments.

**NO REPEAT REMINDERS** will turn off repeat reminders. Appointment reminders will not repeat once snoozed or dismissed.

**REPEAT REMINDERS** will repeat reminders until you dismiss from the reminder window that opens up when you go into the TouchDown calendar or when you view the reminder by pulling down the notification bar.

## Client Certs

This option lets you import a client certificate to the device, which will be used by TouchDown to authenticate with the server.

*NOTE: This is only for digital client certificates and not for server certificates.*

## Peak Times

This feature allows you to specify the times during which you want TouchDown to check for new email or other changes on the server. Using this feature, you can specify the peak times for each day of the week. Peak Time is the time during which TouchDown either periodically polls for email, or enables Push. Outside of peak times, TouchDown will minimize checking for new messages or other changes. There are still times when refreshes may happen outside peak times, for example if you compose or reply to a message, this can cause a refresh to happen. However, under such circumstances, TouchDown will never play a notification if new messages are detected.

In the above screen, as you select each day of the week, the dark box on the right side updates to reflect the peak times specification for that day. There you can change the following fields to specify the peak time. When you are done, tap the OK button at the bottom to save the settings or tap the Cancel button to close the dialog without saving the settings.

**RANGE** will enable the Starts and Ends buttons to be enabled, letting you specify a start time and end time for the specification.

**ALL DAY** should be selected when you want the specification to be active for the entire day.

**NONE** lets you specify that no time is specified for the selected day.

**NON-PEAK** means that the times or range you specify above it refers to non-peak times. That is the time during which you don't want to check for changes.

**Here are some examples of how you can set peak times,**

**EXAMPLE 1** Check for changes from 9:00 am to 9:00 pm

Range: ON

Starts: 9.00 AM

Ends: 9.00 PM

Non-Peak: OFF

**EXAMPLE 2** Inactive from 9:00 am to 9:00 pm

Range: ON

Starts: 9.00 AM

Ends: 9.00 PM

Non-Peak: ON

**EXAMPLE 3** Inactive all day

All-Day: ON

Non-Peak: ON

## Manage Rules

Rules based notification is a feature in TouchDown which enables you to specify rules to apply to incoming messages and configure different notifications based on the content and characteristics of the incoming message. Tap the Manage Rules button to add, change and delete the rules that control custom notifications.

In the Manage Rules screen, you can create a new Rule by tapping the New Rule button. You can also edit, delete or move the order of rules by tapping and holding on any specific rule that you have already created.

When you create a New Rule, or choose to edit an existing rule, the Create/Edit Rule editor opens up, and looks as follows.

**MESSAGE RULE NAME** is the name of the Rule.

Once a rule has been specified you also have to specify the properties of the notification to be sent when a message that matches the rule is detected. See “Notification Settings” on page 51 for information of how to specify the Notification properties. In general, whenever incoming messages are scanned for rules, the notification of the first rule that matches a message will be used.

*NOTE: Once a message matches a rule, additional rules are not checked.*

**The following describes the Message Rule Type parameters:**

**ARRIVES AT FOLDER** is sent when the message being inspected has arrived at a folder that you have specified. If you select this rule type, you must additionally tap the Choose Folder button to select the folder that should cause the notification to be sent.

**CONTAINS STRING / EMAIL ADDRESS** lets you specify a string to look for in one of several fields of the message. A message will cause this rule to be sent when the string you specify is found in any of the fields you have selected. You should additionally select the fields you want to check in and the substring you want to check for. The fields can be any of the following:

- Search From
- Search To
- Search CC
- Search Subject
- Search Body

The string you enter can be any non-empty string. You can filter for specific users as in john.smith@company.com or domains as in company.com

You can specify multiple search strings by using the || (OR) && (AND) characters between each formula.

**IMPORTANCE** lets you specify message importance and cause custom alerting to happen when a message of the selected importance arrives.

**The following are available in the drop down box,**

**NOTIFY** See “Notification Settings” on page 51 for help in configuring the Custom Notification section.

**SET COLOR** sets the color of the email.

**BOTH** sends a notification and sets email color.

## Remote Kill

TouchDown allows you to perform a remote wipe by sending an email with a user-specified Kill Code in the subject of the email. You can specify the Kill Code in the settings. Once a Kill Code is set, TouchDown will perform a remote wipe on receipt of the email that contains the Kill Code in the subject line, prefixed by TDKILL:.

**REMOTE KILL CODE** is displayed in the subject line.

**WIPE CONFIRMATION SMS** is the number used for wipe confirmation. If you specify an SMS number in this field, TouchDown will send an SMS to this number when it is remote wiped.

**PASSWORD** will confirm your account password.

*NOTE: In order to change the other fields on this screen, you must enter your Exchange password here. This is to prevent someone from setting the kill code without your knowledge.*

## Security Policies

This feature allows you to view the security policies that have been applied to your device by the administrator on the server. These policies cannot be modified or overridden on the device.

## Backup/Restore Settings

Tapping the Backup Settings button will enable you to backup a copy of your settings on to the SD card. This will only make a backup of the settings that you have used to connect to your server. If for some reason you need to reconfigure TouchDown to work with the same server, you can later tap the Restore Settings button. That will restore the settings and attempt to re-synchronize your data with the device.

## Categories

*NOTE: Only available with Microsoft® Exchange ActiveSync®*

This option lets you choose colors for each of the categories that are applicable to contacts, events and tasks. When you tap the Categories button, the following screen opens up.

When you tap a category you can move the sliders corresponding to Red Green and Blue components to set any color you wish. Once set, all items tagged with that category will display with the specified color.

*NOTE: TouchDown receives category information from Items containing those categories. Therefore, some categories may not appear until at least one item associated with each category is synced. Also, ActiveSync does not provide color information for each category, so you will have to manually set your favorite colors here to match what you have in Outlook.*

Tap on Cleanup to remove categories that are unused by any objects.

## Out of Office

Starting with Microsoft® Exchange 2007 server, you can use this option to set and clear Out Of Office messages for your account. When you select this option, the following dialog opens up.

**DISABLE OOF** turns off out of office responses.

**ENABLE OOF** sends an out of office message. In this view you can select separate messages for sending to recipients within your organization (Internal OOF Message) and those outside your organization (External OOF Message).

**SCHEDULED OOF** sends messages according to a schedule you specify. You can specify the dates and times when OOF should start and end.

## S/MIME Options

S/MIME (Secure/Multipurpose Internet Mail Extensions) is a standard for public key encryption and signing of MIME data.

**SIGN OUTGOING MESSAGES BY DEFAULT** enables signing on all outgoing emails.

**CHECK CERTIFICATE REVOCATION** checks to see if the status of the certificate is set to revoked. If this box is checked, when validating certificates on signed messages, TouchDown will also send a request to the server to check for certificate revocation.

**FETCH FULL MIME FOR SECURE MESSAGES** indicates to the server to return MIME for S/MIME messages. MIME messages are received as attachments in TouchDown and enabling this option helps fix the issue where the attachment doesn't fully download.

**PROMPT FOR PIN BEFORE USAGE** prompts for private key before looking up certificate. If this box is checked, TouchDown will request a PIN before the S/MIME certificate is used to sign an outgoing message or to decrypt an incoming encrypted message. The following fields will have to be filled:

Option	Description
Current PIN	Enter a numeric PIN here (this is not the same as the device PIN used to access the application).
Confirm Your PIN	Confirm the PIN by entering it again here.
PIN Timeout	Enter a time out in minutes here. TouchDown will retain your S/MIME PIN only for the number of minutes specified, after which you may be prompted again for using the certificate.

### To add certificates,

- 1 Go to the Advanced tab in TouchDown settings, tap the S/MIME Options button.**
- 2 Go to the Certificates tab and tap Add.**
- 3 Long press on the cert and select to use it for signing and encryption.**
- 4 Tap OK.**

At this point, if you open an encrypted message it will dynamically get and decrypt with your cert every time you attempt to view it.

**To send an encrypted, signed (or both) message,**

- 1 While composing an email, tap Menu/Options.**
- 2 Select Sign Message and Encrypt Message options.**

You can do this individually or select in the settings to enable Sign Outgoing Messages by Default for every message.

If you want to send out encrypted messages, you must have the public cert for each party to whom you address it.

To get the certificate from another user, there are two ways.

- If you receive a signed message from another person, you can tap the key on top of the message to validate the certificate. Once validated, this public key is cached against this email address and will be used automatically for encryption.
- If no public certificate is found, TouchDown will display an error box when sending. There you have an option to attempt fetching the public key for the other party. TouchDown will ask the Global Address List (GAL) for the public key of the recipient. If it is found in the GAL, tap send again, TouchDown will send it.

## **Signature**

This field lets you change the signature that is appended to all outgoing email messages that you send, including replies and forwards.

**HTML SIGNATURE** allows you to enter HTML code signatures with a variety of fonts, colors, styles etc.

**TEXT SIGNATURE** adds a plain text signature.

*NOTE: You can only edit the default signature after you have purchased and activated your copy of TouchDown.*

## **Export Settings**

This option lets you export a .pcf file with all the settings required to connect to your server, except for your credentials (user id and password).

## Quick Replies

This option lets you work with quick reply entries. You can create, edit and change the location of the quick reply.

**To edit or delete a response,**

- 1 Long press on the quick reply you want to edit or delete. The following choices are available:**
  - Edit
  - Delete
  - Move to top
  - Move to bottom
  - Move up
  - Move down
- 2 Select edit to edit the message or delete to remove it from the list of available replies. To change the location of the message select from the Move options.**

**To create a new response,**

- 1 Tap New Response...**
- 2 Enter in the response text.**
- 3 Tap OK.**

## Mobile Forms

This selection allows you to work with installed forms on the device. To delete an installed form long-press on the form.

## Home Screens

You can change content type, title and maximum item count to be shown. In addition you can filter by folder, category, importance or type.

You can also use the up/down arrows to move the order in which the screens appear. A long press on an item in the list will also provide you with a shortcut menu to edit, delete, move up or down the home screen.

**ADD SCREEN** allows you to create a custom screen of content type (emails, appointments, contacts, etc) and display the information on the start up of TouchDown.

**RESET SCREENS** will reset all the home screens to the original default removing any custom changes you made.

*NOTE: You must close and reopen TouchDown for any changes to take effect.*

## Notification Settings

This screen specifies the settings for notifications and may appear when you choose to edit notification settings for Email Alerts, Appointment Alerts, or when specifying custom notifications using the Manage Rules option.

On this pop-up window, you can choose to set the following options for notifications:

**NO NOTIFICATION** will not notify you for the item you are specifying notifications for.

**USE SYSTEM SETTINGS** will use the system configured notification sound and light options. It may also vibrate the device.

**CUSTOMIZE SETTINGS** customizes the notification using the following options:

Option	Description
Speak Notification	This will display an additional field where you can enter a custom message to read out when the notification is sent. The default custom message for speech is "Message from %from%. %subject%". You can replace it with any string you would like the device to speak. %from% will be replaced by the senders name and %subject% will be replaced by the actual subject of the email which is received.  <i>NOTE: This option applies only to alerts for emails, and not for appointment alerts.</i>
Enable Lights	Sets the color of the notification light to flash. Note that the lights and colors may not work on all devices.  <i>NOTE: You must tap OK at the bottom of the screen to apply any changes you have made.</i>
Nag Until Cancelled	The sound will be played until you pull down the notification bar on the top of the device screen.
Vibrate	Enables vibration. You can create a custom pattern by tapping on the Custom Pattern button.
Play Sound	Plays the system notification sound, or a custom notification sound.
Custom Sound	Lets you specify the notification sound. By default the drop list beneath it should display the system sounds available. If you have sound files on an SD card, you can type in the path to the files in the Sound Folder entry, but make sure to prefix the path with /sdcard/, as in /sdcard/myfolder/mysubfolder. Once you type in the path, the list of available sounds will be populated in the Select Sound list.

## Settings Menu

To access Advanced Settings options,

- 1 Open TouchDown. The Today screen displayed.**
- 2 Tap Menu button on the device and select Settings.**
- 3 Tap the Advanced Settings tab.**
- 4 Tap the Menu button on the device.**

The following options are available to help you manage your TouchDown account.

**SAVE** will save any changes you have made in the Settings menu.

**WIPE DATA** gives you two choices:

- Wipe removes all information from your TouchDown account. If you have multiple profiles only the currently selected profile will be affected. This will remove the TouchDown account from your Android device and take you back to the initial Welcome screen to do a first configuration.
- ReSynchronize will clean up the database to a more compact size and then resync the data as if this was a new configuration. This option will help save space but also preserves the configuration settings.

**BACKUP DATABASE** allows you to backup the database securely onto the SD card. This saves time when reconfiguring their TouchDown account as data (such as the Contacts list) can take a long time to load on an initial synchronization, especially if you synchronize a large amount of data. It is recommended that you backup your data only when the configuration is working consistently and reliably. It is not recommended for you to backup a database that may have already been corrupted.

**RESTORE DATABASE** allows you to restore a TouchDown database from a previously successful configuration.

**COMPACT DATABASE** allows you to run a compaction tool on the database to reclaim “holes”, in effect shrinking the size of the database file. This option allows you to conserve space while not actually resyncing the data as the Wipe Data “ReSynchronize” option would do.

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