TouchDown - Getting Started

TOUCHDOWN

Installation and User Guide

© NitroDesk Inc
22901 NE 12th PL
Sammamish, WA 98074

Table of Contents

Chapter

1

Downloading and Installing TouchDown

The Free Edition can be installed from the market, but for a 5 day trial of all features, install from www.nitrodesk.com.

I Installing TouchDown is easy, and should take less than a minute, depending on your connection speeds. But before choosing where to install from, it helps to understand the differences between available versions.

TouchDown Versions

Free Edition (Market version)

This is the version available in the Android Market. This version contains all the free features of TouchDown. However, there are limitations to this version. Using this version, you can get new messages in your inbox for the recent 24 hours. You can also view your contacts and the current day's calendar using this version.

Trial Edition (5 Day full-feature trial)

This is the version available directly from NitroDesk (www.nitrodesk.com). When you install this version, it will work with full features for 5 days from your initial installation. The only feature that will not be enabled during the trial is the ability to change your message signature line.

Licensed Edition (Commercial License)

This is not a separately downloadable product. The Market and the Trial Editions can be converted to the Licensed version by purchasing a serial number from NitroDesk and entering the serial number in the License Key field in settings and saving the settings. Both the Market and Trial Editions can thus be converted to the Commercial Version.

> *It is highly recommended that you try out the Trial version for a few days before purchasing a License to the Commercial Version.*

Upgrades

If you already have purchased and activated your product and thus have a Commercial version on your device, you can get upgrades as they are released by simply installing the product from either the Market or from the NitroDesk site over your existing installation.

Installing TouchDown

Installing from the Market

To install TouchDown from the market, follow these steps.

- On the device, open the program named Market

- Click on Applications

- Click on Productivity

- Scroll down till you find "Exchange by TouchDown" and click on it.

- This will open up the product information screen.

- Click on Install

TouchDown will be downloaded and installed in a few seconds. When installation is complete, a notification on the top bar will indicate it.

Installing from NitroDesk

First, ensure that you enable the phone to download programs from sources other than the market. For this

- On the phone, click on the Settings program

- Select the Applications option

- Check ON Unknown sources

- Close the Settings program

To install TouchDown directly from NitroDesk, follow these steps

- Open the browser on your phone

- Click on Menu/Goto URL

- Type in http://tinyurl.com/tchdwn and press go

- The program will be downloaded and you will see the progress of the download.

- When it says "XXXKB Download complete", click on the downloaded file.

- This will start the installation. Confirm that you wish to install the program by clicking OK on the confirmation popup.

- An information screen will pop up showing you details about NitroDesk. Click on Install to confirm the installation. (See note below for information on the various permissions the program uses.

- Once installed, you can start TouchDown by clicking the Launch button on the Application installed screen.

Full internet access: This is required to connect with your exchange server over the internet

Prevent phone from sleeping: This is required to ensure that when polling automatically for new messages, the phone can be woken up at scheduled intervals.

Change network connectivity/Change wi-fi state: These are to ensure that then polling automatically for new messages, network connection can be established (It will not change your network configuration or attempt to roam etc).

Directly call phone numbers: This permission is used by the product to start dialing a contact directly from your contacts view.

Read/write contact data: This permission is required for Touchdown to copy your exchange contact information to the phone contact list if either you request to do that from the contacts list, or if an incoming call is from a contact from your exchange contacts list, but not found in the phone contacts list.

Upgrading to the latest version

Free Edition

To upgrade your free edition to the latest version, follow the steps listed above under the **Installing from the Market** section.

Trial Edition

To upgrade your trial edition to the latest version, follow the steps listed above under the **Installing from NitroDesk** section.

Licensed Edition

To upgrade your free edition to the latest version, follow the steps listed above under the **Installing from the Market** section. If you have already licensed and activated TouchDown, the version in the Market will be unlocked and will function fully.

Starting TouchDown

Once you have the program installed, you can start TouchDown by going to the home screen of the phone, and clicking on the TouchDown icon.

Configuring TouchDown

Before you can use TouchDown, you have to configure it.

Correct configuration requires knowledge of some aspects of your exchange server. If you are not sure about this information, your administrator may be able to provide these to you.

NOTE: TouchDown will not work with the following types of Exchange installations

- Servers protected with RSA Secure-ID

- Servers which require you to access through the browser after establishing a VPN connection

- Servers which do not expose either Exchange Web Services (EWS) or Exchange WebDAV

Step 1: Find out your server name (SERVER_NAME)

Open a browser on a computer and go to the login page of your server.

Observe the link/URL of the browser page. It will look something like below

https://**yourmail.yourservername.com**/exchange/.......

Note the part in bold. That will be the SERVER_NAME you should use. Yours may look different from the one shown above.

Step 2: Find out if your server can run in Exchange 2007 Mode

Type in **https://SERVER_NAME/ews/exchange.asmx** in a browser. If a login screen appears and lets you login with your credentials, and if it successfully shows an XML document in the browser, it means you can use Exchange 2007 Mode

If this gives you an error, it means you need to use Exchange 2003 Mode.

Step 3: Find out ISA server settings

Open a browser on a computer and go to the login page of your server.

Observe the link/URL of the browser page. It will look something like below

https://**yourmail.yourservername.com**/exchange/.......

If anywhere on the link/URL, you find "cookieauth.dll", this means your company is using an ISA server. In this case, you MUST turn on Uses ISA in settings.

If you do have an ISA server, the server URL will look like this

https://yourmail.yourservername.com/CookieAuth.dll?GetLogon?**curl=Z2FExchan gFE2F&reason=0&formdir=1**

Note the highlighted part down (your values may be different) , and replace **reason** with **flags**. This will be your ISA Flags setting. It may look like the following

curl=Z2FExchangeZ2F&*flags*=0&formdir=1

Step 4: Get your User ID and Domain

Note down the user id that you use to login to Outlook Web Access (OWA). Refer to the table below for the correct values of your user ID, and other settings in the first tab of settings.

If you login with	User ID	This is my Email	Email Address	Domain
USER@company.com	USER@company.com	YES		
DOMAIN\USER	USER	NO	Your email address	DOMAIN
USER	USER	NO	Your email address	

Step 5: Get your Exchange ALIAS

This step is only for those users who use exchange 2003 mode.

Login to Outlook Web Access (OWA)

Click on any email to open it in a separate window.

In some cases, your link may look as follows

https://yourmail.yourservername.com/exchange/**ALIAS**/.......

https://yourmail.yourservername.com/owa/**ALIAS**/.......

If you have an ALIAS showing up as shown above, it may either be an abbreviated id, your user id, your full name, or an email address. Note this down.

Step 6: Performing the actual

configuration

At this time, you are ready to start configuring your account. Please follow the steps below.

- Start TouchDown

- Click on Settings

- On the first tab (Account), enter the following

    o **User ID**: (refer to step 4 for what to use)

- o **This is my email address**: (refer to step 4 for what to use)

- o **Email address** (if this is my email address is unchecked)

- o **Password**: the password you use to login to OWA

- o **Domain**: (refer to step 4 for what to use)

- On the second tab (Connection) enter the following

  - o Exchange 2003 Mode (See step 2)

  - o Uses ISA (See Step 3)

  - o ISA Flags (See Step 3)

  - o Full Email Address (Enter your full email address here – But if you face Page-Not-Found errors, please try setting the ALIAS from Step 5)

  - o Server Type (Non-Editable)

  - o Server Name (see Step 1 – enter your value here)

  - o Uses SSL : (if your OWA link starts with https://, check this ON)

  - o Fetch and Trust: (Leave this off. Check this ONLY if you face a Trusted Certificate error when performing a refresh)

- On the third tab (Advanced)

  - o If you are using the free edition, you don't need to enter anything here.

  - o These are advanced options available only in the commercial version.

- Save Settings

- Close Settings

- In the main screen, click on the Menu button and select Refresh.

- This will perform the initialization.

- Go to the contacts view and press Menu/Refresh All and confirm.

- This will download the initial list of contacts to the phone.

If you face errors in the above, please review your settings, and if they still look right, please contact NitroDesk support.

Recommended Next steps

Once you have configured TouchDown as above, and you are able to perform successful refresh operation, and are receiving new emails sent to you, here are some configurations which you should consider doing. Please note that these apply to the trial as well as the paid versions, and not to the free version.

Configure Automatic Polling

You can setup touchdown to look for new messages or changes to your contacts or calendar at predefined intervals. For this, go to the "Advanced" tab in settings, and turn ON "**Automatically check for new messages**". Once you do this, you can enter a value for the interval between the polling in the **Polling Interval** entry. You can enter any number here, but 15 minutes is a reasonable amount of time. Please try not to poll too frequently, since there is a possibility of faster battery drain.

Message History

When you perform the very first refresh on TouchDown, it will not fetch any existing email. It will only fetch new and changed emails from the time of the first refresh. However, if we were to simply keep fetching new emails and adding to the device every day, you would be consuming more and more memory on the device as days go by.

To prevent this, TouchDown gives you the option of deleting older messages automatically. This is configured as the **Message History** setting in the last tab. You should set this to a reasonable number such as 7 (a week).

Choose Folders (Exchange 2003 users)

By default, TouchDown is set to fetch changes from the server on your Inbox. However, you might want to include contacts and calendar in the synchronization so that you can get changes to your contacts as well as appointments. To do this, Click on Choose Folders (you may perform a refresh folders first if the folder list is empty).

In the popup dialog for choosing folders, check ON the Calendar and Contacts. Then Press OK, save and close settings.

Once you have saved and closed settings, you should go to the main screen and perform a refresh by pressing the Menu button and selecting the Refresh option.