

Easy Setup Card for Supported Handhelds

You can use your handheld's wireless connection to set up Good Messaging applications. Before you set up:

- Verify that your administrator has added your handheld to the Good Messaging Server. Also, make sure you have an active Good Messaging account.
- Turn on the handheld and confirm the handheld is fully charged.
- Check to make sure you have both phone and data service. Use the handheld to make a phone call. Then, use the handheld browser to navigate to a URL address.

Over-the-Air (OTA) Setup

1. Your IT administrator will send you a message with your email address, a PIN (and expiration date, if applicable) and a URL address. You may also need your handheld's mobile phone number and name of network carrier.
2. Use the handheld browser to navigate to the URL address provided in the email sent by your IT administrator. Select the download link.
3. After downloading, if OTA Setup does not start automatically, start it manually on your handheld.
 - For Windows Mobile handhelds, choose OTA Setup from the Programs folder.
4. Follow the on-screen instructions. Enter your email address, PIN, and (if prompted) confirm your wireless network carrier and mobile phone number, then choose Next to download and install Good Messaging applications to your handheld. If your PIN has expired, contact your IT administrator.

Note: If you quit the OTA Setup process and attempts to run OTA Setup again, you are given a choice to resume OTA Setup from where it left off or restart OTA Setup from the very first (Welcome) step. This choice is **only** presented if you have quit **after** the Securing channel step; if you quit prior to this, you must **always** start from the first (Welcome) step of OTA Setup.
5. When download is complete, Good Messaging starts automatically.
6. You may be prompted to back up Good Messaging applications. Good recommends backing up as instructed.

Note: Good now automatically validates the compatibility of the software version before it's installed your handheld. In some cases, either an older or newer version of Good software will be required in order to be compatible. In other cases the handheld will simply not be supported. If this is the case, you will see an error message providing further information for addressing the issue (generally, you should contact your IT administrator).

Installing from an SD card

Your IT administrator may give you an SD card from which to install Good Messaging.

To install Good Messaging from an SD card:

1. Insert the SD card with the Good Messaging client software in the handheld.
2. Navigate to the SD directory and open the OTA setup file from the SD card and run the application.
3. Follow the on-screen instructions. Enter your email address (you can tap the space key twice for @), PIN, and (if prompted) confirm your wireless network carrier and mobile phone number, then choose Next to download and install Good Messaging applications to your handheld. If your PIN has expired, contact your IT administrator.
4. When download is complete, Good Messaging starts automatically.

Synchronization

Good Messaging starts and your handheld automatically synchronizes with the information in your Microsoft® Outlook® or IBM® Lotus® Notes® account. As synchronization completes, your Inbox on the handheld contains the same messages as your Inbox.

When synchronization is complete, you will see the following information on your handheld:

- Email folders and the most recent 100 email Inbox and Sent Item messages
- All personal and shared contacts
- Calendar appointments from one week ago and all future appointments
- All uncompleted Tasks or To Do items (Only the first instance of a recurring task appears.)

- All Notes or Journal items, including up to 4KB of text per item.
- If Outlook or Lotus Notes automatically filters new email into your Inbox subfolders, you may want these subfolders also synchronized on your handheld. Use Good Preferences > Email Delivery and select Add Folder from menu to add subfolders you want synchronized.

Sending an Email Message

Try your handheld by sending an email message:

1. Choose Compose on the Today screen, Home screen, or Good Launcher. You can also select Compose from the Email menu.
2. Type an email address or choose a contact from the list of contacts that appears when you start entering a name. You can also search for a contact using the Global Address List.
3. Press the SPACE key twice for the @ symbol. Press SPACE once again for dot (.) and SPACE again for com. Continue to press Space to cycle through .net, .gov, .org, .edu, and .mil.
4. Include your own email address on the CC line; add a subject; type email text as desired.
5. Choose Send.
6. After a few minutes, choose Email on the Today screen, Home screen, or from the Good Launcher. The email message you copied to yourself should appear.

Setting Your Password

The IT administrator may have set a password policy for your handheld. The policy may require that you enter a password to unlock your handheld.

To set the password on your handheld:

1. When prompted, enter a password.
2. Confirm your password.
3. Select OK.

The password you select must conform to the password policies set by your IT administrator. If a password does not conform to these policies, an error message appears and you are prompted to re-enter the password. The password policy sets the amount of time before your password expires. Once your password expires, you are prompted to create a new one.

Troubleshooting

If you have problems during OTA installation, you can send log files to your IT administrator. These log files will help diagnose the problem.

To send log files:

1. From the menu, select Send Log File.
2. When you receive confirmation that the file was sent successfully, click OK.
3. Your IT administrator will instruct you on how to resolve your installation problem.



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