



Getting Started

TOUCHDOWN

Installation and User Guide

Version 6.0 and above

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Change Log

Date	Change
4/20/2011	Added suppression codes 241-246

Downloading and Installing TouchDown

You can install the version from the market for a 30 day trial, after which it will convert to the Free Edition with certain limitations. You can activate the same installation any time to enable all features.

Installing TouchDown is easy, and should take less than a minute, depending on your connection speeds. You should always install TouchDown from the Android market unless you are trying out a Beta version. You can activate TouchDown any time you wish to unlock the advanced features, or you can continue to use the Free Edition functionality at the end of the 30 day trial.

TouchDown Versions

Trial Editions (30 Day full-feature trial)

When you install TouchDown for the very first time, it enables full functionality for a period of 30 days from the initial installation. ***The only option which is disabled during the 30 day trial is the ability to change your outgoing message signature.*** You can use this trial period to ensure that all the features work as you expect with your Exchange™ server. At the end of the 30 day trial period, if you still haven't purchased a license and activated the product, it will switch to the Free Edition with limited functionality. (See the configuration guide for more information on purchasing and activating the product)

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The following are the different flavors of TouchDown available currently in the Android Market:

Exchange by TouchDown

This is the version of TouchDown that should be installed on devices which are running Android 1.5 and 1.6 versions of the operating system. It adds the capability to create shortcuts and widgets on the main touchdown screen.

Exchange for Android 2.x

This is the version of touchdown that should be installed on devices running Android 2.0 and above. It enables smoother contact syncing with the device phone book as well adds the ability to speak out emails and dictate emails.

The following is a summary of feature differences between the three different downloads

Feature	Exchange by TouchDown (Non-Cupcake) (Discontinued)	Exchange by TouchDown	Exchange for Android 2.x
Android version	1.1	1.5, 1.6	2.0, 2.01, 2.1
Shortcuts on desktop	No	Yes	Yes
Desktop Widgets	No	Yes	Yes
Separate account in native phone book	No	No	Yes
Speak Emails	No	No	Yes
Dictate emails	No	No	Yes

Free Mode

This mode enables all the free features of TouchDown. Touchdown applications enter this mode after the trial period expires. There are limitations to this version. Using this version, you can get new messages in your inbox for the recent 24

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hours. You can also view your contacts and calendar using this version. The following is a partial list of limitations of this edition.

- **No support for ActiveSync Mode** (Push Email)
- Email view supports only the ability to receive email
- Contacts View supports only the ability to view the contacts
- Calendar View supports only the ability to view your calendar
- No alerts on New Email
- No appointment alerts
- No ability to check for email periodically

Licensed Edition

This is not a separately downloadable product. You can activate the product and convert the same installation to a licensed edition by activating the product. Once activated, all the features are available for use. (See section below on Purchasing and Activating)

Exchange (tm) by TouchDown Key

This is not the actual TouchDown application, but the application that unlocks the time limit on the trial versions of TouchDown. This application is purchased by end users and run on the device once to unlock the main TouchDown applications.

It is highly recommended that you try out the trial version for a few days before purchasing a License to the full 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 the Android Market over your existing installation. Normally all your data and settings should be preserved when you do this. However, it is recommended to back-up your database or note down all your settings before performing the update in case it does not succeed for various reasons.

Installing TouchDown

Installing from the Android Market

To install TouchDown from the Android Market, follow these steps.

- On the device, open the program named Market
- Click on Applications
- Click on Productivity, or Search for “TouchDown”
- Scroll down till you find the right application for you (see table in previous section) 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 that it has finished.

Note that touchdown requires the following security privileges to function.

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

To upgrade your copy to the latest version at any time, follow the steps listed above under the **Installing from the Android Market** section. If you have already licensed and activated TouchDown, the upgraded version will be unlocked and will function fully.

Purchasing and Activating

You can purchase and activate your copy at any time. There are two options to activate. If you have paid apps enabled in your area, and if you are interested in a single copy for your own device, you can purchase directly from the device. If you wish to purchase licenses for multiple devices, you might want to consider purchasing from www.nitrodesk.com. There you can purchase a serial number for one or more licenses and avail of volume discounts if purchasing multiple copies.

Purchasing from your phone

To purchase a license from your phone, simply click on the Activate button on the main screen of touchdown. This will open up a window where you should select the last option titled "I want to purchase a license". When you do this, it will take you to the Android Market, to the product titled "TouchDown Pro License". You can follow the prompts in the market to purchase that product. Once purchased, install the license product and run it once.


After you run "TouchDown Pro License", your main TouchDown program will be activated and will stay active as long as you have the license installed on the device. (Please see the section below on "Activating on a new or factory-reset phone" for more information on how to get your license back when you change or reset your device.

Note that when you purchase a license from the phone through the android market, you do not receive a serial number. This is because the TouchDown Pro License contains your serial number and is designed to be portable without having to remember the serial number.

Purchasing from www.nitrodesk.com

If you do not have Paid Apps available on the Android Market, you can still purchase a serial number from www.nitrodesk.com which you can use to activate your copy of the product. For this, you must follow these steps.

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- Go to <http://www.nitrodesk.com/purchase.aspx> and select the “Click here to purchase” button under the Purchasing TouchDown from NitroDesk section.
- Check out the number of licenses you wish to purchase
- Once you confirm the purchase, and if the credit card verification is successful, you will be emailed an order confirmation which contains a 11 digit serial number.
- Save the serial number for future reference, you will need it to reactivate the product if you reset the phone or change your device.
- On the TouchDown product, click on the Activate button on the main screen 
- Select “I have a license key”
- Enter the serial number correctly in the box. (it is not case-sensitive)
- Click the Go! button
- Your copy of TouchDown will be activated

Activating on a new or factory-reset phone

If you change your device, or reset it, you can reactivate your license on the device. Depending on how you originally purchased, follow the steps in the appropriate sections below.

Purchased from the market

If you purchased your original license from the market, you can reactivate your license by following the steps below. Note that this will work ONLY if you have used the same Google Email address when initializing the new device.

- Go to the Android Market application on the device
- Go to My Downloads
- Find and install the “TouchDown Pro License” app (it may take up to 48 hours from the time you start using the phone for you to be able to successfully download it)

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- Once installed, run the application once.

Your copy of TouchDown should now be activated.

**Purchased from
www.nitrodesk.com**

If you purchased a serial number from www.nitrodesk.com, you can follow these steps to activate your copy on the new device.

- On the TouchDown product, click on the Activate button on the main



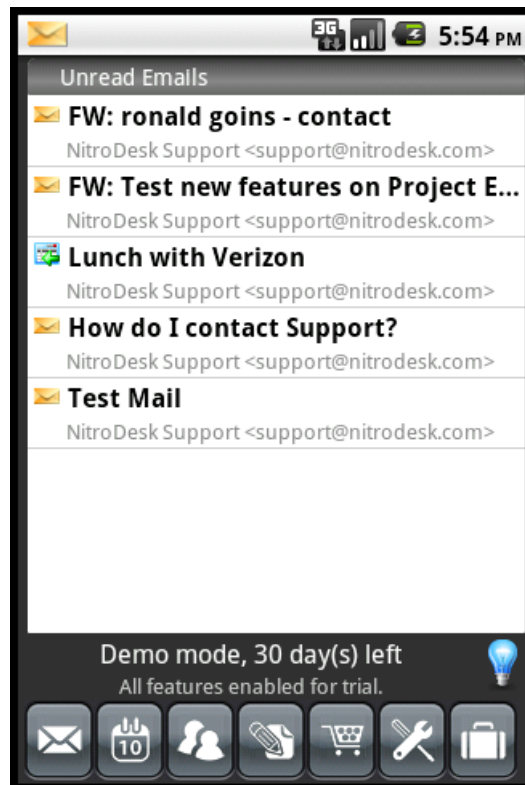
screen

- Select “I have a license key”
- Enter the serial number correctly in the box below
- Click the Go! button
- Your copy of TouchDown will now be activated

Configuring 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.

The TouchDown main screen looks as follows:



Main TouchDown Screen

Before you can start using the program, you must configure it correctly to work with your server.

If your server has ActiveSync enabled on it, you can use the more simple and more efficient "ActiveSync ONLY" connection mode. However, if your server does not have ActiveSync enabled, the configuration process is different.

Setting the Client Certificate

If your organization does not require the use of a client cert, you can skip this step.

Some organizations may require a client certificate to be installed on the device for secure connection with the server. If that is your case, please follow the steps below to get the certificate on the device.

- Get the client certificate file (this will be a file with .cer or .pfx as the extension)
- On the PC, rename it to client.cer (or client.pfx)
- Connect your phone to the PC and mount the SD card on the computer
- Copy the client.cer file to the top level directory of the SD card.
- Disconnect the device from the PC
- Open TouchDown and go into settings and click on the Advanced tab
- Click the “**Client Certs**” button.

The following screen will pop up.



Client Cert

Click the **Set...** button. This will copy the client certificate to TouchDown. Once the process is completed, you should delete the Client.cer (or client.pfx) file from the SD card.

If the certificate was exported with a password, TouchDown will prompt you for the password before importing the certificate file.

Quick Configuration

You must have the following information handy before you try to configure.

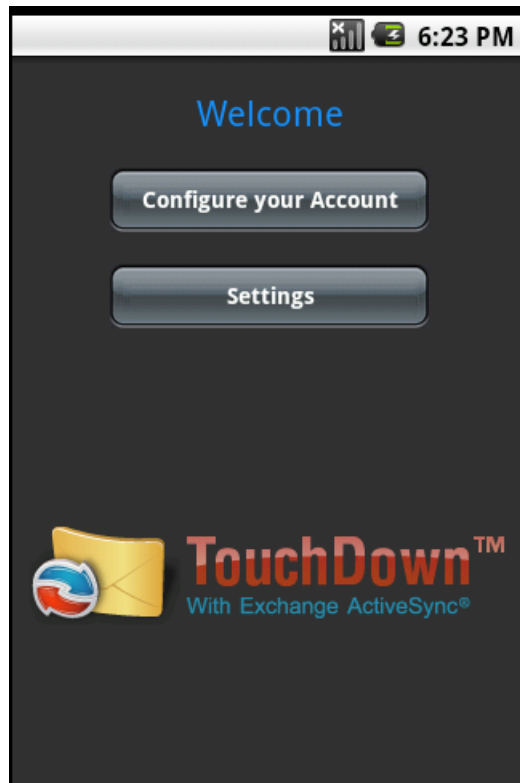
Item	Description
User ID	<p>This is the User ID that you are expected to use on your mobile device. Your user id will normally be in one of the following formats.</p> <ul style="list-style-type: none"> • DOMAIN\USERID • USER@COMPANY.COM • USERID <p>Ensure that you know the correct user id (sometimes you may require to enter the full domain information as shown above. Not entering this correctly may cause the setup to fail. Contact your company's IT staff for this information if you're not sure)</p>
Password	<p>This is the password you should use to connect your mobile device to Exchange™. Note that if your password changes or expires, It will not be updated in TouchDown when you change it on your local computer. You must update it in TouchDown.</p>
Server Name	<p>This is the name of the server to which your mobile device connects. For some organizations, this may be different from the Outlook Web Access server. Below is just an example</p> <p>MOBILE.MYCOMPANY.COM</p>

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Client Certificates	Sometimes your administrator may require your device to provide a client certificate to be able to connect to the server. This is normally issued to you as a .cer or .pfx file. If your server requires this certificate, you should have this file available.
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To begin configuring TouchDown, first start TouchDown on the device.

When you launch Touchdown for the first time, the following dialog will open up. Click “Configure Your Account” if you want to perform quick configuration.

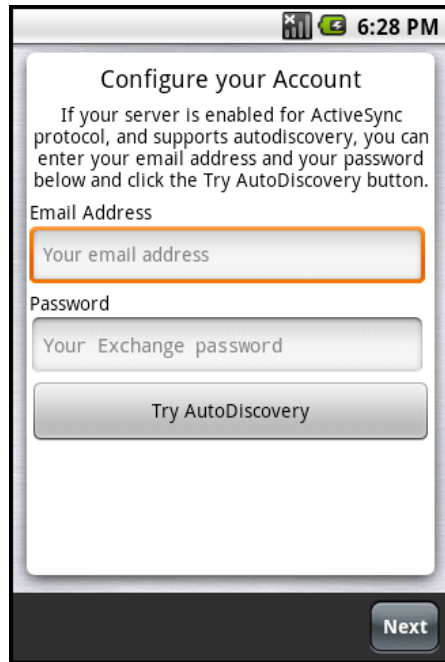


Quick Configuration screen

If your settings are already present in TouchDown, you can still perform a quick Configuration by clicking the “Quick Configuration” button on the Account tab of the Settings screen.

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Once you start quick configuration, you will be prompted with the following screen.



Configure your Account

If your server is enabled for ActiveSync protocol, and supports autodiscovery, you can enter your email address and your password below and click the Try AutoDiscovery button.

Email Address

Your email address

Password

Your Exchange password

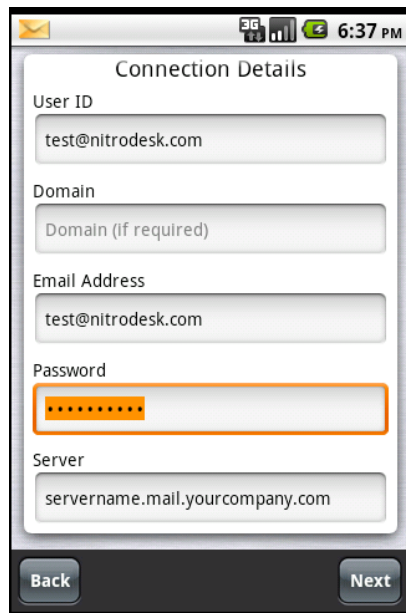
Try AutoDiscovery

Next

AutoDiscovery will only work in a small number of cases, roughly 30%.

You can safely skip this step, if you wish.

Press Next. The following screen will appear:



Connection Details

User ID

test@nitrodesk.com

Domain

Domain (if required)

Email Address

test@nitrodesk.com

Password

.....

Server

servername.mail.yourcompany.com

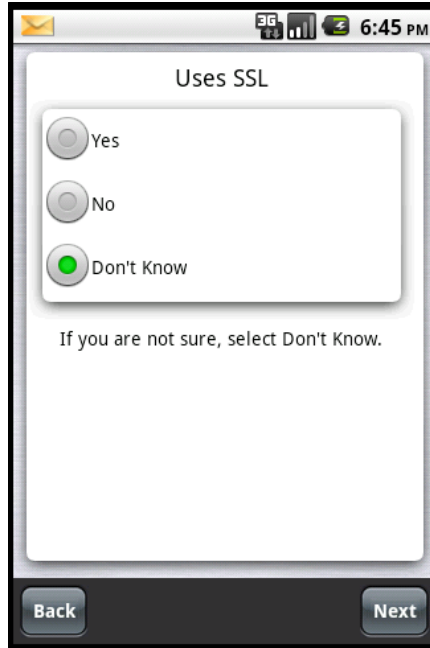
Back Next

Quick Configuration, Step 1

On this screen, please

- Enter your User ID. Note that you should check with your administrator about what to use here. Sometimes your alias (e.g: jsmith) might be enough. And sometimes it may be your email address, depending on the server configuration.
- If you are required to enter a Domain name to gain access to your account, please enter that in the next box. Note that this is not always the same as your company's web site domain.
- Enter your email address if it is different from your user ID.
- Enter your password, taking care not to mistype (a large number of errors in configuration result from mistyping the password)
- Enter the address of the Exchange™ server. Please make sure you enter just the server name, as in mail.mycompany.com. You should also take care to enter the server name as you access it from outside your company network, from the internet. Typically these names end in .com, .net, .info etc. You may also enter an IP address here if that is accessible from the internet. You may suffix the server name with a port number as in mail.mycompany.com:8082

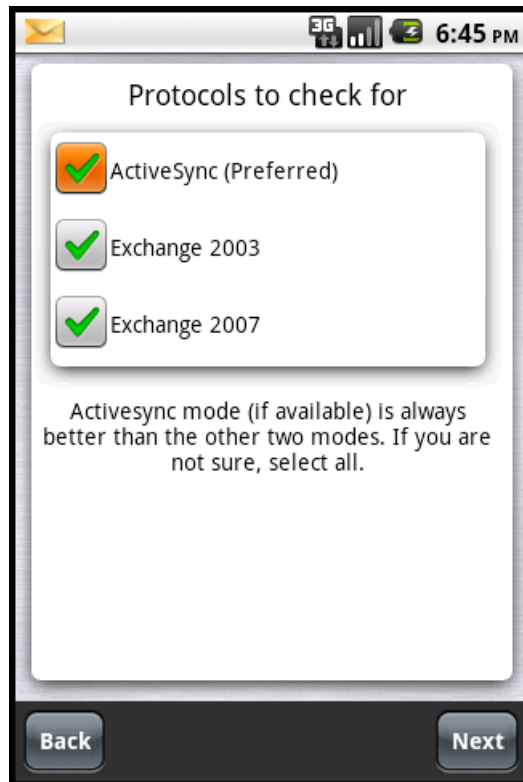
Next, the following screen will be shown:



Quick Configuration, Step 2

In this screen, you may leave the defaults, if you are not sure if your server uses Secure Sockets Layer.

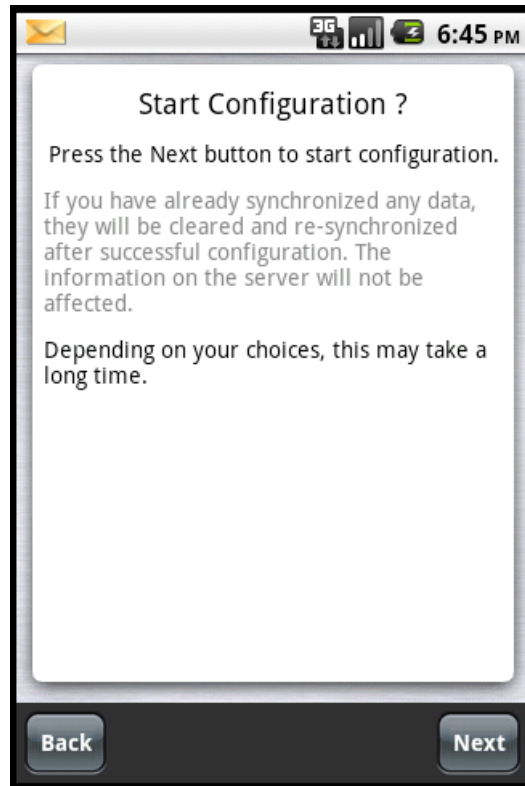
Click Next.



Quick Configuration, Step3

In this screen you can choose what protocols the program should check for. If you are unsure of what is available, it is advised to leave the defaults as they are.

Click Next.

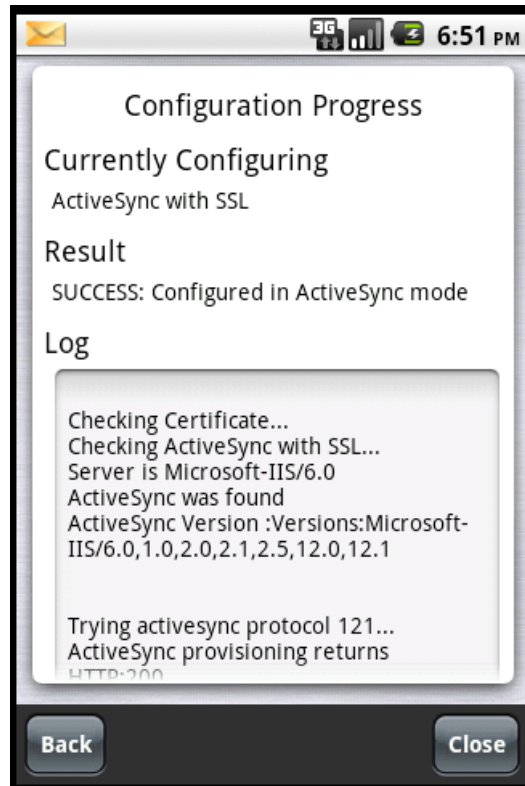


Quick Configuration Step 4

Click Next on this screen if you are sure that you wish to perform the process. Note that starting this process will delete and re-sync all existing data from TouchDown.



Quick Configuration: Connecting and Configuring



This screen will appear after the configuration is completed. It will display the result of the configuration process. If the result does not show SUCCESS, it would probably show the reason for failure in the log below.

Once completed, you can click the Close button, which will take you to the main screen. Here, you may have to wait for a while until touchdown automatically updates the data to the phone.

Your system will be configured at this time. You can proceed to the “Recommended Next Steps” section in this document to see the different configuration options you can change.

Manually Configuring TouchDown (ActiveSync Mode)

NOTE: ActiveSync does not support HTML Email on Exchange (tm) Server 2003 installations. This means you will only receive Email in plain text if you use this mode. Exchange (tm) 2007 allows you to receive HTML email.

You must have the following information handy before you try to configure.

Item	Description
User ID	<p>This is the User ID that you are expected to use on your mobile device. Your user id will normally be in one of the following formats.</p> <ul style="list-style-type: none"> • DOMAIN\USERID • USER@COMPANY.COM • USERID <p>Ensure that you know the right user id (sometimes you may require to enter the full domain information as shown above. Not entering this correctly may cause TouchDown to fail)</p>
Password	<p>This is the password you should use to connect your mobile device to Exchange™. Note that if your password changes or expires, It will not be updated in TouchDown when you change it on your local computer. You must update it in TouchDown.</p>
Server Name	<p>This is the name of the server to which your mobile device connects. For some organizations, this may be different from the Outlook Web Access server. Below is just an example</p> <p>MOBILE.MYCOMPANY.COM</p>

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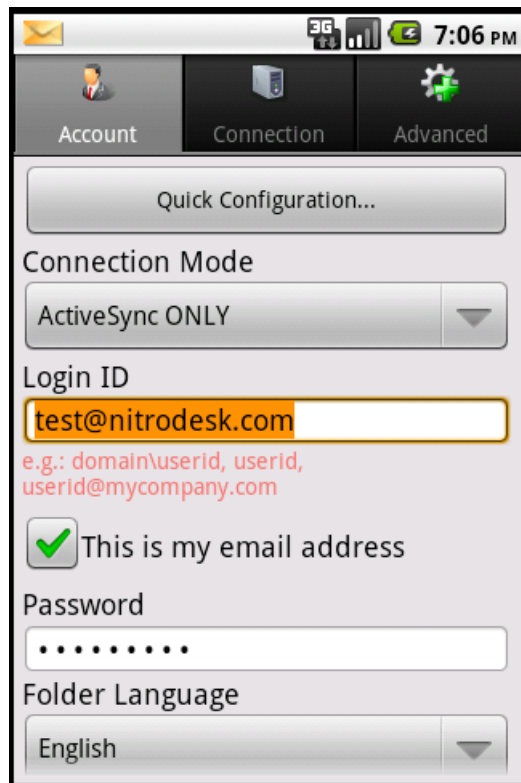
Client Certificates	Sometimes your administrator may require your device to provide a client certificate to be able to connect to the server. This is normally issued to you as a .cer file. If your server requires this certificate, you should have this file available.
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To begin configuring TouchDown, first start TouchDown on the device. Click on the settings button on the main screen of TouchDown.

Tab1: Account Information

The first tab looks as follows



Tab1: Account Settings

In this tab, you should enter the following values

LOGIN ID

Enter your Exchange™ login id for the mobile device. This can take the form of

- DOMAIN\USERID
- USERID
- [EMAIL@COMPANY.COM](#)

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THIS IS MY EMAIL ADDRESS

If the login ID is the same as your email address, check this box. Else, leave it unchecked.

EMAIL ADDRESS

This is enabled only if you uncheck the above check box. Fill in your correct email address here.

PASSWORD

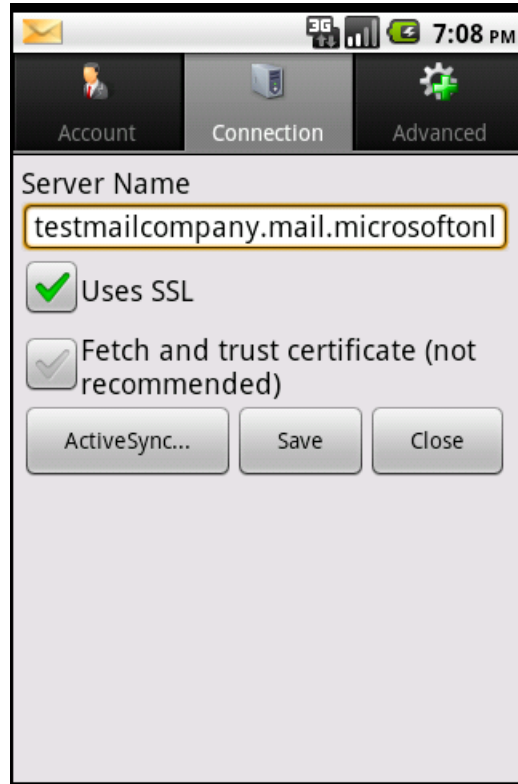
Carefully enter your correct password here. If your password is changed on the server or if you reset it after expiration, remember to come here and update this. Failing to do so will cause touchdown to stop working.

FOLDER LANGUAGE

If your server uses a folder language other than English, you should select the correct language here.

Tab 2: Connection

The second tab looks as follows



Tab 2: Connection

In this tab, fill in the following values

CONNECTION MODE

Leave this value as ActiveSync ONLY to ensure that touchdown will use the ActiveSync mechanism to communicate with your server

SERVER NAME

In this box, enter the ActiveSync server name. This will vary by organization/hosting provider. Check with your administrator for the actual server name to use here. You need to enter just the server name (e.g. mobile.mycompany.com) without any prefixes or suffixes.

If your server requires a port number for connection enter the port number after the server name, with a ':' prefixing it (e.g. mobile.mycompany.com:444)

USES SSL

This should normally be checked on. If your server does not require HTTPS / SSL for connectivity, you should uncheck this.

FETCH AND TRUST CERTIFICATES

This may be required to be checked IF your server is signed with a self-issued certificate or with a certificate that is not recognized by the Android device. After you check this on, please wait a few moments until the “Certificate installed successfully” popup shows on the screen.

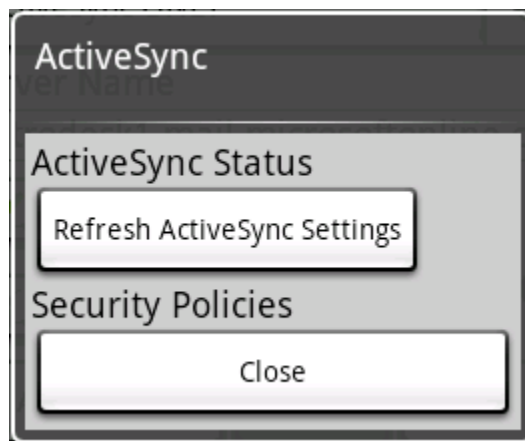
SAVE

Once you enter the above Settings, click the Save button. This will cause ActiveSync to be initialized and the folder list to be updated on the device. After initialization if the Save button is still enabled, click it again.

ACTIVESYNC

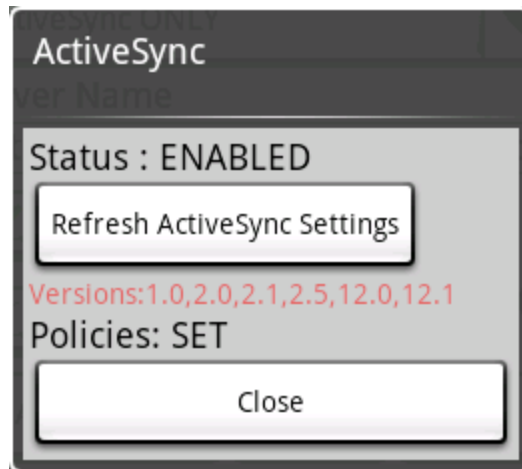
Note that if your Exchange™ server supports ActiveSync, you should always configure using the instructions at the Quick Configuration section earlier.

If for some reason, you wish to check if ActiveSync is available and working with your server, you can click this button. When you do so, a popup as shown below will be displayed.



ActiveSync popup window

On this window, click on Refresh ActiveSync settings. This will cause TouchDown to check the status of ActiveSync on your server and initialize the security policies and folder list. After initialization the screen should look as follows



ActiveSync Status

If the versions does not contain 2.5, this means your server is running a version older than Exchange (tm) 2003 SP2, and TouchDown cannot support this server in ActiveSync mode.

If the above box says **Policies : SET** or **Policies : NONE**, it means TouchDown will be able to work with the server. If it says **Policies : NOT INITIALIZED**, it means there has been some error connecting with the server. If this happens it is best to run the quick configuration process (described in the earlier section) and see the content of the log generated at the end of the process. If there is a failure, typical troubleshooting mechanisms are described in <http://tinyurl.com/tdsupport>

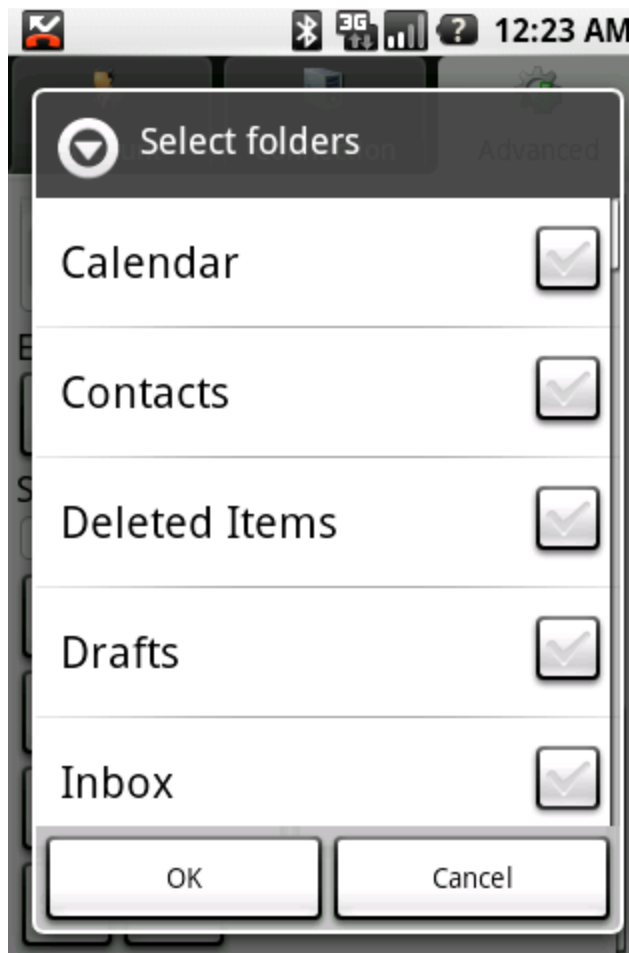
Tab 3: Advanced

These are advanced options which you should not have to normally change from defaults, except for the folder selections.

CHOOSE FOLDERS

Click this button to verify that your folders have been retrieved. If you find an empty folder list here, it means that TouchDown may not have been able to initialize properly. If that is the case, please go back to the second tab and verify ActiveSync status by clicking the ActiveSync button.

The folder list will look as follows:



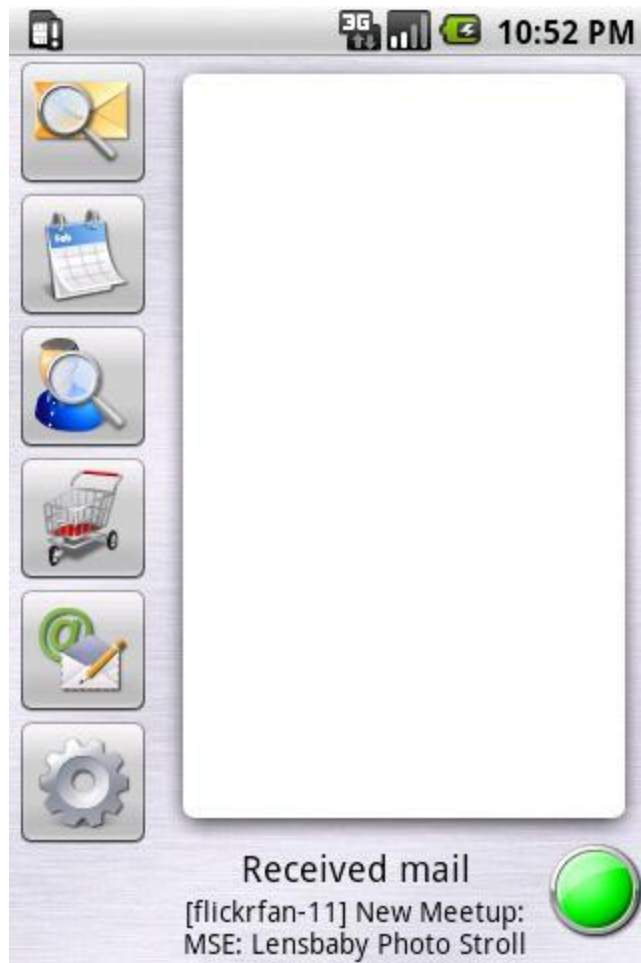
Folder List

If you wish to synchronize your contacts and calendar, you should check the Contacts and Calendar entries. You should also check ON Inbox and any other folders which you may wish to synchronize. Once you have made your selections, press OK and then Save settings.

Performing the initial refresh

On the main screen, click the Menu button on the device and choose Refresh. This will prepare for the initial refresh.

Assuming you get no errors at this time, once refresh completes, you may have to press it again until the screen shows your older emails (up to 24 hours ago), contacts and calendar being processed. This may take a long time.

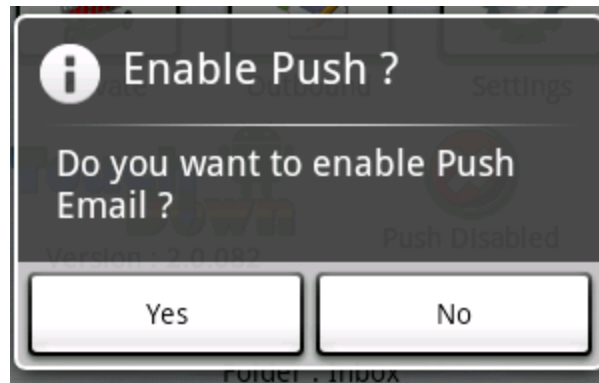


Performing initial refresh

Please wait for the above process to complete. Once it is completed, you may want to turn on Push Mode for instant notification of emails. For this, click on the Push Disabled icon and confirm the popup question.

Enabling Push Mode

To enable push mode, touch the red "Push Disabled" icon on the main screen. The following popup will open.



Confirm Enable Push

Click “Yes” to enable push mode. Once push more is enabled, any changes to the selected folders will be almost instantly reflected on your device.

At this time TouchDown is configured and ready for use with your Exchange (tm) server.

Manual Configuration (No ActiveSync)

This section applies to those users who cannot use ActiveSync with their servers.

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

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 (tm)/.....

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 (tm)

2007 Mode

Type in **https://SERVER_NAME/ews/Exchange (tm).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 (tm) 2007 Mode

If this gives you an error, it means you need to use [Exchange \(tm\) 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 (tm)/.....

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**

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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=Z2FExchange (tm)Z2F&flags=0&formdir=1

Step 4: Get your User ID

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
USER@company.com	USER@company.com	YES	
DOMAIN\USER	DOMAIN\USER	NO	Your email address
USER	USER	NO	Your email address

Step 5: Get your Exchange (tm) ALIAS

This step is only for those users who use Exchange (tm) 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 \(tm\)/ALIAS/.....](https://yourmail.yourservername.com/Exchange (tm)/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

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- Click on Settings
- On the first tab (Account), enter the following
 - **User ID:** (refer to step 4 for what to use)
 - **This is my email address:** (refer to step 4 for what to use)
 - **Email address** (if this is my email address is unchecked)
 - **Password:** the password you use to login to OWA
- On the second tab (Connection) enter the following
 - Exchange (tm) 2003 Mode (See step 2)
 - Uses ISA (See Step 3)
 - ISA Flags (See Step 3)
 - 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)
 - Server Type (Non-Editable)
 - Server Name (see Step 1 – enter your value here)
 - Uses SSL : (if your OWA link starts with https://, check this ON)
 - 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)
 - If you are using the free edition, you don't need to enter anything here.
 - 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).

By default, this is set as 3. In ActiveSync mode, however, this number is also used to fetch your historic email items. So if you change this history size, the system may refresh itself with emails from as many days as you specify. Note that if you specify a number greater than 31 in ActiveSync mode, it will fetch ALL emails in

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your inbox, which may cause a very large download. Also note that in ActiveSync mode, the number of days is rounded up to 1 day, 2 days, 1 week, 2 weeks, 1 month and “all items”.

Choose Folders

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.

Mass Deployment

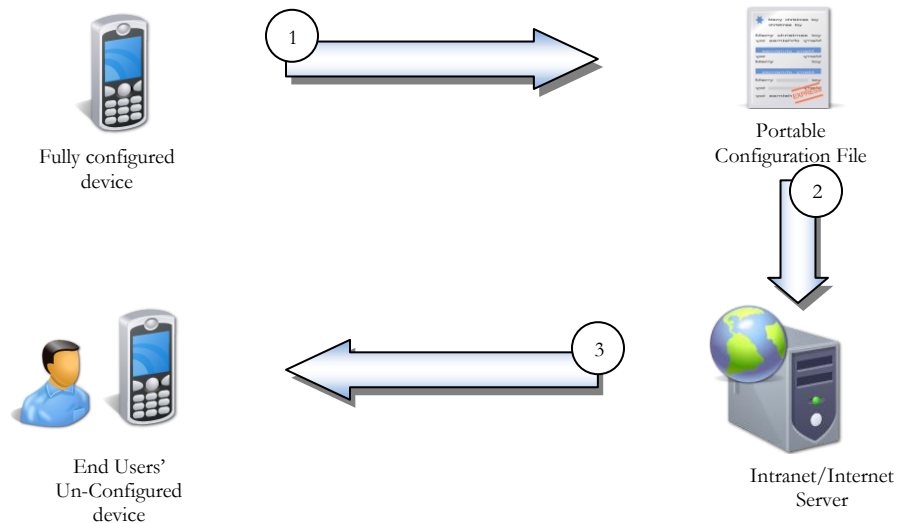
TouchDown version 5.0.0047 (currently in beta) supports a new mechanism to enable administrators to simplify deployment within the enterprise.

Please see link below for instructions on getting the latest beta

<http://groups.google.com/group/nitrodesk/web/installing-the-latest-beta>

Administrators can now take a correctly configured device and export the settings on that device to a .pcf file, which can be used to help end users configure their device quickly.

The process is explained by the following diagram



Deployment Steps

Configure Device and Export PCF

In this step, the administrator configures TouchDown successfully on a sample device, using a sample account (any user account may be used). He/she also sets the touchdown configurations to the desired and recommended defaults for the enterprise.

Once the account has been configured and the settings finalized, the administrator exports the configuration using the new “Export Settings” button in the last tab of TouchDown settings. This will cause a file named settings.pcf to be created in the /nitrodesk/exports on the SD card. This .pcf may be then copied from the SD card and renamed. The extension of the file name should be .pcf, and not changed.

Publish .PCF file

In this step, the .pcf file is published / uploaded to a web server of the administrators choice. This can either be an intranet site (assuming users typically connect through Wifi when performing the configuration), or an external facing site. At the end of the process, the users should have an easy way to access this file through their device browser.

Install TouchDown on end user device

The end user installs touchdown on the device through the market or from other sources.

Provisioning

In this step, the administrator somehow gets the user to point his/her device browser to the .pcf file which is published online. This can be by asking the user to manually navigate to the site, sending the user an SMS or personal email with a link to the .pcf file.

Once the user downloads the .pcf file to the device, tapping that file should open TouchDown, and ask the user for the following information

- User ID
- Email Address (if different)
- Domain

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- Password

Once the user enters the above information and presses Next, TouchDown will immediately combine the user-specific configuration with the template configuration extracted from the .PCF file, run the setup process and configure the device, perform a resynchronization of the data.

Settings Suppression Configuration

Before publishing the .pcf file to end users, administrators can specify “suppression” entries in the file manually by editing the xml file and creating a new <Suppressions> node in it to cause TouchDown to suppress specific fields in TouchDown settings. In order to achieve this, you must do the following.

Open the .pcf file in a text editor. Create a new note after the AccountParameters start element as shown below.

Please also search for and remove any existing suppressions tags INSIDE the PCF file as generated by the system.

```
<?xml version='1.0' encoding='utf-8'?> <Settings><AccountParameters>  
<Suppressions></Suppressions>  
<AccountID>.....
```

Within the Suppression node, now you can enter one or more of the codes in the table below to suppress the corresponding entries from being shown in settings after the user has configured TouchDown using the .pcf file. The codes should be separated by commas.

Field to Suppress	Code
Quick Configuration button	101
Connection Mode	102
User ID, Domain and Email Address	103
Language	104
Server Information	150
ISA Flags settings	151

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Email Alias setting for Exchange (tm) 2003 connection mode	152
Push and Polling settings	200
Email history	201
Device Type String	202
Signature	203
Body Style	204
Notify on Success Flag	205
Notify on Failure Flag	206
Notify on Email	207
Notify on Appointment reminders	208
Enable HTML	209
Don't delete on server	210
Don't mark as read on server	211
Update Contact to phone	212
Defer server updates	213
Disable SmartReplies and SmartForwards	214
Always BCC self	215
Manual sync on roaming	216
Normalize phone numbers	217
Exclude Attachments from gallery	218
Set Text Size	219
Set Max Download size	220

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Folder selection options	221
Email alert configuration	222
Appointment alert configuration	223
Repeating reminders	224
Client certificate setting	225
Peak times setting	226
Manage rules	227
Manage categories	228
View security policies	229
Backup settings	230
Restore settings	231
Export settings	232
Out of office	233
Show Emails on Startup Flag	234
Enable Poll at Non-Peak	235
Reminders at Non-Peak	236
Include phone contacts in email pick list	237
Configure name format when copying contacts to phone	238
Filtered Tasks on widgets and home screen	239
User configured Remote killswitch	240
Notify on Password Fail	241
Disable Tablet Mode (Tablet devices only)	242

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Use system Background Data setting	243
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Backup Database (menu option)	300
Restore Database (menu option)	301
Wipe Data (menu option)	302
Wipe SD card on remote wipe	303

The following example shows the starting of a .pcf file which suppresses the User ID/domain/email address selections as well as the quick configuration option from the user.

```
<?xml version='1.0' encoding='utf-8'?> <Settings><AccountParameters>  
<Suppressions>101,103</Suppressions>  
<AccountID>.....
```

Troubleshooting

This section describes some of the common and not so common problems you may encounter when configuring or using TouchDown. Please note that if your problem is not easily addressed, you can email support@nitrodesk.com for a solution.

Problem	Solution
Contact list is empty	<p>On the last tab of settings, make sure that you have clicked Choose Folders and selected Contacts. Once you select it, click OK and make sure you save settings.</p> <p>On the main screen of touchdown, perform a Menu/Refresh</p> <p>Go to the Contacts View and click Menu/Refresh All to get the initial list of contacts.</p>
Calendar is not showing appointments	<p>On the last tab of settings, make sure that you have clicked Choose Folders and selected Calendar. Once you select it, click OK and make sure you save settings.</p> <p>On the main screen of touchdown, perform a Menu/Refresh</p> <p>Go to the Calendar View and click Menu/Refresh to get the initial list of appointments for the day (you might choose to do that on the month view).</p>
Battery drains fast	<p>This could be caused by your Exchange (tm) server repeatedly indicating the presence of a change in a folder.</p>

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	<p>To address this, perform the following steps</p> <p>Go to the last tab in settings</p> <p>Uncheck Enable Push</p> <p>Click Choose Folders</p> <p>Uncheck and Check all the email folders you have selected already. If there is none selected, uncheck and check Inbox</p> <p>Press OK</p> <p>Check Enable Push</p> <p>Save settings and close.</p>
<p>I get email alerts, but my Inbox is empty</p>	<p>First verify if you are viewing the correct folder in the email view. The title bar shows which folder you are looking at.</p> <p>If you still have trouble, go to the last tab of settings and select more than one Email folder for syncing.</p> <p>Save settings</p> <p>Come back to the email view and press Menu/Folders and switch between folders, and select inbox.</p> <p>You can now go back to settings and unselect the additional email folders you selected.</p>