

## FAQ's: For NotifyLink On Demand For Microsoft Exchange

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### Q) What is NotifyLink On Demand For Exchange?

**A)** NotifyLink On Demand for Exchange provides organizations with a simple, fast, and cost effective solution for their immediate mobility needs. NotifyLink On Demand is targeted at organizations not wanting to host the NotifyLink Service (on premise), but would rather outsource the application due to any number of factors. NotifyLink On Demand will provide mobile Exchange users with secure real-time, wireless synchronization of their Email and PIM\* (calendar, contacts, and tasks) supporting virtually all Windows Mobile, Palm, Symbian, Apple iPhone and Blackberry devices. In addition NotifyLink On Demand supports a variety of wireless networks including GSM/GPRS/EDGE/3G-HSDPA, CDMA/1XRTT/EVDO and 802.11x.

NotifyLink On Demand for Exchange provides "PUSH" notification eliminating the need for users to manually initiate a data session in order to retrieve their personal data. With NotifyLink On Demand, all Email information will be stored safely behind an organization's firewall while all delivery of information to and from the wireless devices to NotifyLink On Demand is encrypted utilizing the FIPS 140-2 compliant TDES or AES encryption algorithms. NotifyLink On Demand provides maximum flexibility for the IT professional to get a quick start on solving their mobility needs with the option to then migrate to the NotifyLink Enterprise Mobility (on premise) Solution For Exchange in the future.

### Q) Why Does My Organization Need NotifyLink On Demand For Exchange?

**A)** NotifyLink On Demand is primarily for organizations that have a few mobile users requiring real time access to email and PIM that prefer not to maintain an on-premise solution. NotifyLink On Demand will allow IT managers a quick solution for immediate wireless mobility for Exchange.

### Q) Which Wireless Device Platforms does NotifyLink On Demand For Exchange Support?

**A)** NotifyLink supports a wide variety of wireless devices:

Blackberry, Palm, Apple iPhone, Symbian and Windows Mobile

**For a complete listing of supported device models, please visit:**

<http://notifylink.notify.net/deviceclients.asp>

### Q) What versions of Exchange will be supported?

**A)** NotifyLink On Demand for Exchange will support 2000/2003.

**Q) Does NotifyLink On Demand For Exchange require a special client for each type of wireless device?**

**A)** NotifyLink On Demand requires a specific device client for each unique wireless device-operating environment. There are unique device clients for Palm, Symbian, Windows Mobile, and Blackberry wireless devices. Each NotifyLink client has been developed specifically for the device's operating environment that it is running on. This is done to attain the highest level of performance and to take advantage of specific features for the different devices.

**Q) What email operations can I perform from my wireless device?**

**A)** Users have the ability to send, receive, reply, forward, and delete email messages directly from their wireless device as if they were sitting at their own office desktop. All email activity will be synchronized with your desktop folders.

NotifyLink supports viewing attachments on Palm, Symbian, Apple iPhone, Windows Mobile, and Blackberry devices. With Palm and Windows Mobile devices, NotifyLink will download or upload the attached file in its native format. Viewing or editing the attachment will be a function of either using a 3rd party or native OS capability. Attachment support for the Blackberry device is done using a 3rd party viewer/editor system integrated into NotifyLink. This will allow you to download the attachments to your device, you will still require a third party application to view and or edit your attachments. Many handheld devices come with software out of the box to allow for this functionality.

**Q) Does NotifyLink On Demand For Exchange provide any encryption of my email?**

**A)** NotifyLink On Demand for Exchange supports both TDES and AES encryption standards when sending and receiving information to and from the wireless device.

**Q) Does NotifyLink On Demand for Exchange support calendar, address book, and tasks ("PIM") functionality?**

**A)** Yes. NotifyLink On Demand for Exchange provides calendar, contacts, and task support for Exchange 2000/2003.

**Q) How fast do changes on my wireless device synchronize with my desktop email and PIM?**

**A)** All email or PIM information created or modified on the wireless device is synchronized almost immediately following the operation on NotifyLink On Demand For Exchange.

**Q) Can I delete my Exchange email from my wireless device?**

**A)** NotifyLink On Demand for Exchange provides configurable options for deleting email from the wireless device. Users can delete email from the device as well as designate the email to be automatically deleted from the desktop or be prompted for the desktop delete. In addition, any email read from the device will be marked as read depending on how you configure your NotifyLink client.

**Q) If I delete an email on my desktop will it get deleted on my wireless device?**

**A)** NotifyLink On Demand For Exchange provides configurable options to provide desktop mirroring for deleted email messages as well as marking email read on the device once it is read on the desktop.

**Q) Can I filter out some of the email going to my wireless device?**

**A)** NotifyLink On Demand for Exchange provides a robust set of multi-level filtering criteria based on subject, sender, or specific words found in the body of the email. This allows you to have a filter based on a combination of the above, i.e. I only want to receive email from user@domain.com if the word important is in the subject line.

**Q) What are the components of NotifyLink On Demand?**

**A)** There are basically 2 components to NotifyLink On Demand for Exchange. The first component is the Hosting Data Center where the NotifyLink Service resides and the second component is NotifyLink device client for Palm, Symbian, Windows Mobile, and Blackberry wireless devices.

**Q) How reliable is NotifyLink On Demand?**

**A)** Notify has selected a “hardened” data facility to facilitate NotifyLink On Demand. Notify will target 99.5% operational uptime service.

**Q) Do We Need Special Hardware on premise for supporting NotifyLink On Demand?**

**A)** There is no hardware required at the customer site for supporting NotifyLink On Demand.

**Q) What does our organization need to do to support NotifyLink On Demand?**

**A)** NotifyLink On Demand will require an organization to authorize the IP address or limited range of IP addresses For NotifyLink On Demand to access the company’s Exchange Server. NotifyLink On Demand will typically be connecting to Port 143/993 for Email and Port 80/443 for PIM).

**Q) Who is responsible for doing administration on NotifyLink On Demand?**

**A)** Notify Technology’s customer support personnel will administer NotifyLink On Demand for all user organizations.

**Q) How do we sign up for NotifyLink On Demand?**

**A)** Contact your local NotifyLink Sales Representative by going to the Notify Technology Corporate sales web page at <http://www.notifycorp.com/sales/index.html> .