

## FAQ's: NotifyLink Enterprise Solution For Other Email Collaboration Suites

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**Q) What is the NotifyLink Enterprise Edition Other Email Collaboration Suites Version?**

**A)** The NotifyLink Enterprise Solution for Other Email Collaboration Suites provides mobile users with secure real-time, wireless synchronization of their Email and PIM (calendar, contacts, and tasks) supporting virtually all Palm, Apple iPhone, Symbian, Windows Mobile, and Blackberry OS devices. In addition NotifyLink supports a variety of wireless networks including GSM/GPRS/EDGE/3G-HSDPA, CDMA/1XRTT/EVDO and 802.11x.

The NotifyLink Enterprise Mobility Solution provides "automatic" notification eliminating the need for users to manually initiate a data session in order to retrieve their personal data. With NotifyLink, all Email information will be stored safely behind an organization's firewall while all delivery of information to and from the wireless devices is encrypted utilizing either the TDES or AES encryption algorithms. NotifyLink provides maximum flexibility for the IT professional, while minimizing complexity and maintaining the ability to support multiple devices.

**Q) Why Does My Organization Need NotifyLink?**

**A)** NotifyLink is primarily for organizations that have mobile users requiring real time access to email and PIM. NotifyLink also provides organizations with the flexibility to handle a variety of diverse users requiring support for multiple wireless devices and networks.

**Q) Which Wireless Device Platforms does the NotifyLink Solution Support?**

**A)** NotifyLink supports a wide variety of wireless devices: Blackberry, Palm, Symbian, Apple iPhone and Window Mobile

**For a complete listing of supported device models, please visit...**  
<http://notifylink.notify.net/deviceclients.asp>

**Q) Does the NotifyLink solution require a special client for each type of wireless device?**

**A)** Each NotifyLink client was written specifically for the device 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 types of attachments can I view on my Blackberry Device?**

**A)** Attachment viewing supports document types such as - .xls, .doc, .pdf, images & .ppt.

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

**A)** Users have the ability to send, receive, reply to, 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 their desktop folders.

NotifyLink supports viewing attachments on Palm, Apple iPhone, Symbian, Windows Mobile, and Blackberry devices. With the Palm and Window Mobile devices, NotifyLink will download or upload the attached file in its native format. NotifyLink 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 handhelds come with software out of the box to allow for this functionality.

**Q) Does NotifyLink provide any encryption of my email?**

**A)** All traffic traveling across the wireless network will be encrypted using TDES or AES while traveling over an SSL connection.

**Q) Does NotifyLink support any calendar, address book, and tasks (“PIM”) functionality?**

**A)** NotifyLink is designed to support calendar, address book and task information. This level of functionality is dependent on the Other Email Collaboration Suites email system provider. Notify will provide calendar, address book, and task information provide there is adequate technical information for accessing and managing that information from the Other Email Collaboration Suites system. NotifyLink currently provides PIM support for Mirapoint, Oracle OCS, Scalix, Google, CommuniGatePro, Sun Java, JCS, Kerio, FirstClass, Meeting Maker GroupWise, Exchange and MDeamon.

**Q) How fast do changes on my device synchronize with my desktop?**

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

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

**A)** Email can be deleted directly from the wireless device. Depending on how you setup your NotifyLink client, you can also have emails deleted from the wireless device automatically deleted from the server.

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

**A)** NotifyLink 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 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) How do we know if NotifyLink works with my Other Email Collaboration Suites system?**

**A)** NotifyLink assumes the vendor's Other Email Collaboration Suites solution conforms to IMAP4 standards. Regardless Notify has developed a series of quick test that can be run to determine the level of standards compliance a vendor has conformed to. At this point in time Notify is compatible with many Other Email Collaboration Suites systems.

Notify will require a test email account to verify that all of our NotifyLink functionality works. Provided we discover no issues we can offer wireless email immediately to your customers. Depending upon the Other Email Collaboration Suites vendor, NotifyLink may provide wireless PIM support as well.

**Q) What are the components of the NotifyLink solution?**

**A)** There are basically four components to the NotifyLink solution. (1) Messaging (2) Data base (based on MS SQL Server), (3) HTTP/WEB, and (4) Device Client.

**Q) Do We Need A SQL Server License?**

**A)** For organizations with less than 50 wireless users there is no requirement for a SQL server license as using Microsoft's MSDE will be adequate. For organizations having more than 50 wireless users it is recommended that a SQL Server license be purchased. When purchasing the SQL Server license, a single user license is all that is required for operating with NotifyLink.

**Q) Do We Need Special Hardware for NotifyLink Solution?**

**A)** NotifyLink will run on any off-the-shelf Windows 2000 or 2003 server. Most organizations will dedicate at least one to two Windows servers for running the NotifyLink solution.

**Q) What are the NotifyLink Solution Basic Requirements?**

**A)** The NotifyLink solution for Other Email Collaboration Suites requires three components to be installed - the SQL Database, Web Server and a Messaging Server. Requirements will vary depending on the component being installed. With NotifyLink's flexible architecture, these components may be installed to one server or may be distributed across multiple Servers.

Microsoft Windows 2000 or 2003 Server

Intel Pentium 4 processor or better

2GB RAM

10GB free hard drive space

Microsoft SQL Server 7.0 or later (SQL Server 2005 Express may be used for smaller deployments)

Microsoft Internet Explorer 5 or later

Microsoft IIS 4 or later

Or Apache Web Server on Windows

Port 80-inbound/outbound open

**Q) Who is responsible for doing a NotifyLink installation?**

**A)** The NotifyLink installation is wizard based and can easily be completed by your own in-house IT staff. If problems arise during the installation, the NotifyLink technical support staff will assist them in troubleshooting and diagnosing their issues.

**Q) Who is responsible for doing admin for the system?**

**A)** All administration of the NotifyLink Enterprise server is done using a web-based interface which will allow you in-house IT staff to administer the server from virtually anywhere. Notify provides telephone technical support for customer evaluation and production system.

**Q) What are the NotifyLink System Installation costs?**

**A)** Depending on the number of wireless users the cost of the NotifyLink solution will be based on several factors including number of servers needed, the potential need for a SQL license, and total number of wireless devices that need to be supported. NotifyLink pricing is based on the number of users not the number of servers.

**Q) What information does the SQL Server component maintain?**

**A)** The SQL database will keep all end user information related to preferences, custom filters, and specific device information. The SQL database will also temporarily store information that is being synchronized with the wireless device. All information in the SQL database is fully encrypted.

**Q) How do we evaluate the NotifyLink solution?**

**A)** Notify provides a 30 day no charge evaluation period for the NotifyLink solution with an unlimited number of users. After the 30-day period the evaluation licenses will expire and the user will need to purchase the system to reactivate the licenses.