



Cisco Mobile E-Mail Module User Guide

This publication describes how to set up and use the Mobile E-Mail Module (MEM) feature, Release 3.

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Introduction

MEM is an add-on feature for the Content Transformation Engine Series that gives users access to their Microsoft Outlook Calendar, Contacts, and e-mail Inbox from the following devices:

- IP Phones
- Wireless Access Protocol (WAP) phones
- Pocket PC (iPAQ) devices
- Palm and RIM devices



Note

MEM supports Microsoft Exchange 2000, Service Pack 3.



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To implement MEM, you must publish a special configuration file to the CTE. You might also need to specify the URL of the Microsoft Exchange Server in the CTE Administration Tool. The Microsoft Exchange Server must be reachable from the CTE.

After you implement MEM, IP phone and mobile device users can access their Outlook data by connecting to the Exchange Server through the CTE and entering their Outlook credentials. Users then click a link to go to the main menu.

The method used to connect to transformed Outlook data depends on several factors, as described in the “[Configuring the CTE for MEM](#)” section on page 5.

The Outlook data that is displayed on a device, as well as the Outlook features that are available, depend on the constraints of the device, as described in the “[Outlook Features on IP Phones and Mobile Devices](#)” section on page 2. [Figure 1](#) shows the initial Outlook screen displayed on an IP phone and a WAP phone. [Figure 2](#) shows the screen displayed on iPAQ and Palm devices.

Figure 1 Transformed Outlook Screen on IP and WAP Phones

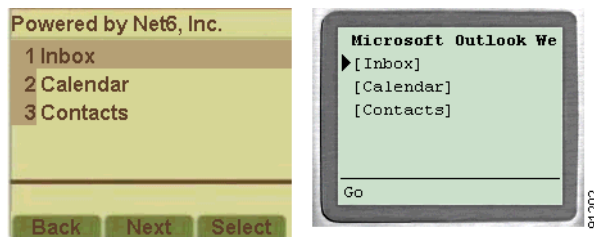
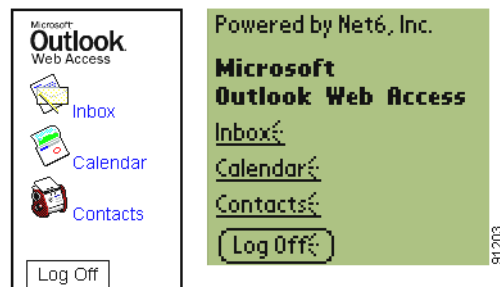


Figure 2 Transformed Outlook Screen on iPAQ and Palm Devices



Outlook Features on IP Phones and Mobile Devices

The Outlook features that are available when you access Outlook from an IP phone or mobile device depends on the display features of the device. The following sections explain how each of the devices handle Outlook:

- [Outlook Features on IP Phones, page 3](#)
- [Outlook Features on WAP Phones, page 3](#)
- [Outlook Features on iPAQ, Palm, and RIM Devices, page 4](#)

Outlook Features on IP Phones

MEM provides the following Outlook features on IP phones:

- Inbox
 - Displays and sends e-mail; replies to sender or to all.
 - Displays “There are no items to show in this view,” if there are no new messages.
- Calendar
 - Displays the weekly calendar with any schedule events shown under each day.
- Contacts
 - Displays contact information when a contact is selected. When contact information is displayed, you can press the **Dial** button to call the phone number for the contact.
 - Enables you to search for employee names and phone numbers. When employee information is displayed, you can press the **Dial** button to call the phone number for the contact.

Outlook Features on WAP Phones

MEM provides the following Outlook features on WAP phones:

- Inbox
 - Displays and sends e-mail; replies to sender or to all.
 - Allows text that is too wide for the display to appear in a scrolling marquee when the cursor is positioned on the line.
- Calendar
 - Displays the weekly calendar.
- Contacts
 - Displays contact information when a contact is selected.
 - Allows you to search for employee names and phone numbers.
 - Displays text that is too wide for the display to appear in a scrolling marquee when the cursor is positioned on the line.

Outlook Features on iPAQ, Palm, and RIM Devices

MEM provides the following Outlook features on iPAQ, Palm, and RIM devices:

- The Outlook commands Message, Appointment, and Contact
 - To create a message, click the **New Message** button in the Inbox.
 - To create an appointment, click the **New Appointment** button in the Calendar.
 - To create a contact, click the **New Contact** button in the Contacts.
- Inbox
 - Displays messages by the categories listed in [Table 1](#).

Table 1 *Inbox View Categories*

Category	Display Format
Messages	<i>time sender subject</i> (13:19 Jane Smith Style Memo)
Unread Messages	
By Sender	- From: Jane Smith 14:20 RE: Style Memo 14:35 Bulletin Board
By Subject	<i>date time sender</i> (2003-05-29 12:05 <u>Jane Smith</u>)
By Conversation Topic	- Conversation: 14:20 Jane Smith 14:40 Jane Smith
Unread Conversation Topic	- Conversation: sample conversions 17:25 Jane Smith sample conve... 17:48 Jane Smith RE: sample con...
Sent To	<i>time recipient subject</i> (18:22 <u>Joe Jones</u> Training Meeting)

- Calendar
 - Displays a weekly or daily calendar.
 - To select a different week or day, choose the month calendar at the bottom of the window.
 - Schedules appointments. Select the **New Appointment** button and send a message.
- Contacts
 - Adds and deletes contacts.
 - Displays contacts by Followup Flag, Detailed Address Cards, Phone List, Company, or Location.
 - Sends e-mail to a contact.
 - Searches for employee name and phone number. Enter the first letter of the first or last name (or the first letter of both names).

Publishing the MEM Configuration File

To provide IP phone and wireless device users access to their Outlook data, you must publish the MEM configuration file to the CTE. As described below, make sure that you merge the file on the CTE.

To publish the MEM configuration file, perform these steps:

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- Step 1** Go to <http://www.cisco.com/cgi-bin/tablebuild.pl/cte-3des> and log in.
 - Step 2** Download the MEM configuration file **MEM.version.tcf**.
 - Step 3** Start Design Studio.
 - Step 4** Click **Open Configuration**, navigate to the configuration file, and open it.
 - Step 5** From the **File** menu, choose **Publish Configuration**.
 - Step 6** In the File Publish dialog box, click the Validate Identifier Rules check box to select it and then click **Merge**.

When the merge is complete, you will see a message that the publish operation completed successfully.

For more information about publishing a configuration file, refer to Chapter 7, “Publishing, Previewing, and Testing Your Work,” in the *Design Studio User Guide*.

Configuring the CTE for MEM

When a device user requests Outlook data, the request must be directed through the CTE to the Exchange Server. There are several methods available to direct the requests. The method that you choose depends on whether your site also uses ScreenTop.

- If your site uses ScreenTop, create a portal page for e-mail and include the following link:

<http://mail.company.com>

where *mail.company.com* is the host name for your Exchange Server. In the ScreenTop page, select the Rewrite URL option.

You will need to let your users know that their Outlook Calendar, Contacts, and e-mail Inbox are available from that ScreenTop link. The advantage to this implementation is that users do not need to know the IP address of the CTE in order to access their Outlook data.

- If your site does not use ScreenTop or if you do not want to create a link in ScreenTop to Outlook, you must specify the URL of the Exchange Server in the CTE Administration Tool, as described in the following procedure. A user must navigate to the IP address of the CTE in order to access their Outlook data.

To specify the URL of the Exchange Server in the CTE Administration Tool, perform these steps:

-
- Step 1** Make sure that the CTE is running.
 - Step 2** From a web browser, connect to the CTE by entering the URL: `https://ipAddress:adminPort` where *ipAddress* is the IP address of your CTE and *adminPort* is the administration port of your CTE (9001).
 - Step 3** If the Security Alert dialog box appears, click **Yes**.
 - Step 4** In the Administration Tool, click **Advanced**.

- Step 5** Enter your administrative username and password.
- Step 6** Specify the Outlook Web Access (OWA) Exchange Server host name for the **Interface 0 Default URL**.
If you are also using ScreenTop, specify the host name as the default URL for Interface 1, not Interface 0.
- Step 7** Click **Submit**.
- Step 8** Click **Restart Server**.
-

If you do not perform the procedure in this section, users can still access their transformed Outlook data by specifying the Exchange Server with their request at this URL:

`http://ipAddress:portNumber/http://mail.company.com`

Open Caveats

The open caveats are as follows:

- For WAP phones only, you can no longer click **Check Names** after creating a message.
- For WAP phones only, when you send or reply to a message and the recipient in the To field is unrecognized, the message body is lost.

Related Documentation

For related information, refer to the *Content Transformation Engine Series Administration Guide*.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Web Site

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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