

Mobile Client Guide

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Chapter 1. IBM Workplace mobile client

IBM® Workplace™ mobile client is an edition of IBM Workplace rich client for mobile devices. It offers mail, contact, chat, and calendar features.

IBM Workplace mobile client is a technical preview. Technical previews are provided so that you can read about and try features that may be included in a future release. Because these features are still under development, they are not fully tested, are unsupported, and may produce unexpected results.

See mobile device documentation for help using the device's five-way navigation feature.

Installing and setting up the mobile client

Before users can install and use the IBM Workplace mobile client, the IBM Workplace administrator must perform several tasks. Then users can install the mobile client directly on their mobile device, or on a desktop or laptop computer from which they can install it on their mobile device.

Requirements

The mobile device must be an HP iPaq 5550 (or 5555 where 5550 is unavailable) Pocket PC running the Microsoft® Windows® Mobile 2003 operating system. Also, users must have an IBM Workplace e-mail address and password, and the address of an IBM Workplace server, to log in to the mobile client.

If users are installing from a computer, the computer must have Microsoft ActiveSync and one of the following Java™ Runtime Environments installed: IBM JRE 1.3.x or 1.4.0; or Sun JRE 1.3.x or 1.4.x; IBM Java2 1.3.1 to 1.4.2 (both jre and sdk); Sun Java2 1.3.1 to 1.4.2 (both jre and sdk).

Administrator tasks

The administrator must install IBM Workplace mobile provisioning components on a Workplace server and enable certain features in the user policy that applies to mobile users. Then they must create and send to mobile users user IDs and passwords, and e-mail addresses and passwords, along with a Web address for the server from which users can download and install the mobile client.

You must perform the following tasks before installing the mobile provisioning components to the Workplace server:

- Install the IBM HTTP server and IBM WebSphere® Portal Server on the Workplace server and make sure all servers are running. Note that the mobile provisioning components only run on Microsoft Windows operating systems. Also, the WebSphere Portal Server must be able to install setup scripts.
- Install the rich client provisioning components. Refer to the rich client installation and configuration instructions in the IBM Workplace Collaboration Services information center on the Web at <http://www.lotus.com/doc>.
- Uninstall any mobile provisioning server currently on the machine.
- Have available the location of the WebSphere Portal Server directory and configuration Web address, a WebSphere Portal Server administrator name and password, and the location of the HTTP server document root.

To set up the Workplace server for users to install the mobile client, perform the following tasks:

1. Install IBM Workplace mobile provisioning components on the Workplace server.
 - a. Run `\setup\wct_mobile_sci.exe`.

- b. Fill in the information in the installation screens.
 - c. Check the log in <mobile install directory>\logs for any error messages.
 - d. Log in to the WebSphere Administrative Console and expand **Environment** in the navigation pane. Click **Update Web Server Plugin.In**. In the main panel click **OK**. Reboot the HTTP server.
2. Create user IDs and passwords, and e-mail addresses and passwords, for mobile users if they do not have them. For information on creating user IDs and e-mail accounts, see the IBM Workplace Collaboration Services information center. Also, users must access their mail using a browser client or rich client at least once to configure it before they can use mail on the mobile device.
 3. Enable required features in the user policy.
 - a. Log in to the WebSphere Administrative Console on the IBM Workplace server.
 - b. In the navigation pane, click **Lotus Workplace** → **Users** → **Manage User Policies** and click the user policy affecting the mobile users.
 - c. Select **Allow mail**, **Allow calendar**, **Allow personal address book**, **Allow instant messaging**, and **Allow technical preview features**.
 - d. Click **Apply** to save your changes. After **Allow technical preview features** is enabled, the mobile client download link is available in the **Downloads** area of the **My Work** portlet on the IBM Workplace server.
 4. Provide users with their user IDs and passwords, e-mail addresses and passwords, and the Web address of the Workplace server from which they can download and install the mobile client, for example, <http://workplaceserver.mycompany.com/lwp/workplace>. (If the server is running SSL, the Web address might start with <https://>, depending on how SSL is set up.)

Uninstalling mobile provisioning components

1. Remove **Mobile Client Server Side Provisioning** using Add/Remove Programs.
2. Follow the uninstallation wizards to remove the mobile components.

Handling uncommon CAs on an SSL server

If the Workplace server is SSL-enabled and uses a certificate signed with a Certificate Authority other than the common CAs (for example, in an internal or test environment), you must import the certificate to the J9 certificate keystores on the mobile devices.

1. Get copies of users' keystore files (cacerts.txt), which are stored in the `jvm\lib\security\` directory on the devices.
2. Get the certificate from the Workplace server. You can get it by performing the following steps:
 - a. Log in to the SSL-enabled Workplace server from a browser.
 - b. Click the locker icon in the bottom right corner.
 - c. Choose the **Certification Path** view and select the top-most certificate.
 - d. Press the **View Certificate** button in this window.
 - e. Choose the **Details** view of the new certificate window and use **Copy to File** to open the **Internet Explorer Certificate Export Wizard**.
 - f. Export the certificate in X.509 DER format.
3. Expand keytool.zip, which was installed on to the Workplace server with the mobile provisioning components, and is located in <HTTP server document root>/lwpinstall/wct/ where <HTTP server document root> is the directory you specified during mobile provision component installation.
4. Run the following import command from a command prompt: `keytool -import -keystore lib\security\cacerts -storepass j2meks -file c:\temp\<cert_name>.cer -alias <cert_alias>`

Note: Check to make sure cacerts.txt has a new certifier entry with the Workplace server information.

5. E-mail cacerts.txt to mobile users with instructions on how to replace their existing cacerts.txt with the edited one.

Installing directly onto a mobile device

To install the IBM Workplace mobile client on a mobile device, perform the following steps:

1. On the mobile device, open a browser and navigate to IBM Workplace Collaboration Services on the server using a server address provided by the IBM Workplace administrator, for example, <http://workplaceserver.mycompany.com/lwp/workplace>.
2. Log in to IBM Workplace Collaboration Services using the user name and password provided by the IBM Workplace administrator.
3. Tap the **My Work** tab.
4. In the **Downloads** area of the page, tap **IBM Workplace mobile client** to open the **Downloads** screen.
5. In the **IBM Workplace mobile client** area, tap **Start Download**.
6. Follow the screen instructions to download and install the mobile client.
7. Log in.

Related information

Logging in

Installing from a computer

You can install IBM Workplace Collaboration Services on your mobile device from a desktop or laptop computer. If the device is connected to the computer when you install, the IBM Workplace mobile client is immediately downloaded and installed on the device. If the device is not connected to the computer, the IBM Workplace mobile client is downloaded and installed the next time you connect the device to the computer.

To install the IBM Workplace mobile client from your computer, perform the following steps:

1. On the computer, open a browser and navigate to IBM Workplace Collaboration Services on the server using an address that includes the server address provided by the IBM Workplace administrator, for example, <http://workplaceserver.mycompany.com/lwp/workplace>.
2. Log in to IBM Workplace Collaboration Services using the user name and password provided by the IBM Workplace administrator.
3. Click the **My Work** tab.
4. In the **Downloads** area of the page, click **IBM Workplace mobile client** to open the **Downloads** screen.
5. In the **IBM Workplace mobile client** area, click **Start Download**.
6. Click **Save** and save **setup_wct_mobile.exe** to a temporary directory on the computer.
7. Double-click **setup_wct_mobile.exe** to start the installation program.
8. Follow the screen instructions to install the mobile client.
9. Log in.

Related information

Logging in

Logging in

After you have installed IBM Workplace Collaboration Services on a mobile device, perform the following steps to log in for the first time:

1. In the **User ID** field, type your IBM Workplace Collaboration Services user ID.
2. In the **E-mail address** field, type your IBM Workplace Collaboration Services e-mail address.
3. In the **IBM Workplace server** field, type the address of the server, for example, <http://workplaceserver.mycompany.com>.

4. Tap **Next**.
5. In the **Password** field, type your IBM Workplace Collaboration Services password.
6. In the **Startup status** field, select your default online name status. Your status indicates to other IBM Workplace Collaboration Services users whether you are available for instant messaging. For information on online status, see the IBM Workplace Collaboration Services information center on the Web at <http://www.lotus.com/doc>.
7. In the **Connection status** field, select your default connection status. Note that you cannot send or receive instant messages when working offline.
 - Selecting **Work Offline** means any scheduled synchronizations you specify in the **Synchronization preferences** are disabled.
 - Selecting **Work Online** means those scheduled synchronizations are enabled.
8. Tap **Log in**. After you log in and the mobile client has started, it checks for feature updates. A dialog box indicates whether any features were updated.

Login and connectivity preferences

In the **Login and Connectivity** preferences you can view the address of the IBM Workplace server you log in to and your e-mail address. Tap **Tools** → **Preferences** → **Login and Connectivity**.

Regional settings

In the **Regional Settings** you can view the language and regional format of the mobile client. Also, you can change the time zone, first day of the week, and first work day of the week.

Language and **Regional format** preferences reflect the settings on your device. To change these preferences, you must change these settings on your device.

Tap **Tools** → **Preferences** → **Regional Settings**. Then perform any of the following actions:

Setting	Action
Time Zone	Select the time zone for the mobile client. Make this time zone match the time zone set on the mobile device.
First day of the week	Select the first day of the week.
First work day of the week	Select the first work day of the week.

System log settings

System log files saved on the device store fatal and error messages, and other data that can help you debug problems. In the **System Log Settings** you can set limits on the number and size of system log files. Also, you can specify the level of detail you want recorded in system log files. These settings can help save space on the device. Tap **Tools** → **Preferences** → **System Log Settings**. Then perform any of the following actions:

Setting	Action
Number of system logs to save on the device	Set the number of system logs to save.
Maximum file size for each log (in kilobytes)	Set a size limit on system log files.
Record the following in the log	Set the level of detail you want in system log files.

Uninstalling

To uninstall IBM Workplace mobile client from your mobile device, perform the following steps:

1. On the device, tap the Start icon in the upper left corner.
2. Tap **Settings** → **System** → **Remove Programs**.
3. Select **IBM Workplace**.
4. Tap **Remove**.

Chapter 2. Using Mail

You can create and receive e-mail messages, work with message drafts, reply and forward messages, move messages to different folders, mark messages as junk mail, and delete messages in Mail. You can also display different folders and information in your inbox.

Opening messages

In the inbox, tap the subject line of the message to open it. Do not tap the status icon to the left of the message. Tapping the status icon selects the message for actions like deleting or moving it to another folder.








Synchronizing new messages

Tap the **Check Mail** icon () to synchronize new messages to your inbox.

Related information

Synchronizing applications



Creating messages

1. In Mail, tap **New**.
2. Tap the **Find Address** icon () next to the **To**, **Cc**, or **Bcc** field.
3. Select one of the following options from the list:
 - **Local Contacts**. This makes available the e-mail addresses of contacts in the People application.
 - **Single Use Address**. Select this to enter addresses that do not exist in an address book.
4. Below **Enter Name** do one of the following actions:
 - If you selected **Single Use Address**, type a name.
 - If you selected **Local Contacts**, type a name or tap the **Find Address** icon () to search the current address book for an address.
5. Tap the **Add People** icon () to add an address to the bottom box.
6. Optional: Tap an address in the bottom box, and then tap the **Delete People** icon () to delete it.
7. Close the dialog box to return to the message with the addresses added to the **To**, **Cc**, or **Bcc** field.
8. In the **Priority** field, select the priority of the message.
9. Tap the **Message** tab () .
10. Type text in the **Subject** field and body field of the message. Tap the **Edit** menu to edit text.
11. When you have finished typing the message, choose one of the following options:
 - Tap the **Send Mail** icon () to send the message.
The message remains in the **Outbox** folder, until the next synchronization.
 - Tap the **Save as Draft** icon () to save the message as a draft.
 - Tap **Cancel**, and then **OK** to exit the message without saving or sending it.



Related information

Working online and offline

Replying to messages

1. Open the message that you want to reply to.
2. Tap the **Reply** icon ().
3. Select a reply option.
4. Type text in the body of the message, then tap the **Send Mail** icon (.

Forwarding messages

1. Open the message that you want to forward.
2. Tap the **Forward Mail** icon (.
3. Add people to the **To**, **Cc**, and **Bcc** fields.
4. Tap the **Send Mail** icon (.

Related information

Emptying the trash

Deleting messages

1. Select the messages you want to delete by tapping the icon to the left of each message. To deselect a message, tap the icon a second time.
2. Tap **Tools** → **Delete**. The messages are moved to the **Trash** folder. They are not deleted permanently until you empty the **Trash** folder.

Note: To delete an open message, tap the **Trash** icon (.

The message is moved to the **Trash** folder and the next message in the list opens.

Related information

Emptying the trash

Changing the inbox display


To change the display of the **Inbox** folder, do any of the following actions:

- Tap **View** → **Show Urgent** to display messages marked urgent.
- Tap **View** → **Show Unread** to display unread messages.
- Tap **View** → **Show Date** to display the date each message was created.
- Tap **View** → **Show Time** to display the time each message was created.
- Tap **View** → **Show File Size** to display the file size of messages.
- Tap **View** → **Sort By** → **Name** to sort alphabetically by name.
- Tap **View** → **Sort By** → **Date** to sort by date created.
- Tap **View** → **Sort By** → **Size** to sort by size of message.
- Tap **View** → **Sort By** → **Subject** to sort alphabetically by subject.

Displaying folders

To display a folder, tap the name of the current folder to open the list of folders, for example, tap **Inbox** (default open folder). Then select the folder you want to see.

Moving messages to folders

1. Open the folder containing the messages that you want to move.
2. Select the messages that you want to move by tapping the icon to the left of each message.
3. Tap the **Move to Folder** icon ().
4. Tap a folder to move messages to that folder.


Note: To move an open message to a different folder, tap the **Move to Folder** icon ().

Marking messages read or unread

1. Open the folder containing the messages that you want to mark.
2. Select the messages that you want to mark by tapping the icon to the left of each message.
3. Tap and hold a selected message.
4. Select **Mark Read/Unread**.

Marking messages as junk mail

1. Open the folder containing the messages that you want to mark.
2. Select the messages that you want to mark by tapping the icon to the left of each message.
3. Tap and hold a selected message.
4. Select **Mark Junk Mail** to move the messages to the **Junk Mail** folder.

To move messages out of the **Junk Mail** folder, select them, then tap the **Move to Folder** icon () , then tap the folder you want to return the messages to.

Emptying the trash

Messages that you have deleted are moved to the **Trash** folder. They are not deleted permanently until you empty the **Trash** folder.

Tap **Tools** → **Empty Trash**.

Related information

Deleting messages

Synchronizing mail

Tap **Tools** → **Sync Mail**.

To stop synchronization, tap the **Stop Synchronization** icon ().

Related information

Synchronizing applications

Synchronization preferences

Setting mail preferences

In the mail preferences you can choose to include a signature on outgoing messages, prevent the subject text from wrapping, and set an alert to let you know when you have new messages.

Tap **Tools** → **Preferences** → **Mail**. Then perform any of the following tasks.

After you have changed preferences, close the dialog box to save changes. Tapping **Cancel** closes the dialog box without saving changes.

Preference	Action
Include a signature on outgoing messages	Select to add your signature to outgoing messages. To edit the signature, tap Edit Signature . Then tap inside the text box. Type your signature. Then close the text box (do not tap Cancel).
Truncate subject line in list view	Select to prevent text wrapping in the subject line.
Display a message to notify me of new messages	Select for a message box to alert you when you have new e-mail messages.

Chapter 3. Using Contacts

You can store information on people, for example their e-mail address, telephone number, and their company name, by adding them as a contact in the **Contacts** area of the **People** application. You can save a contact as an individual or add them to a group. You can view all of your contacts at once or view only a particular group, and you can sort contact lists in a number of ways. You can send e-mail or participate in an instant message chat with contacts who are IBM Workplace Collaboration Services users.

Displaying names

In the list of contacts, long names are truncated with an ellipsis (...). Tap and hold the name to show the whole contact or group name.

Displaying different groups

You can change the contact list to display contacts in a particular group or all contacts.

1. In the upper left corner of the mobile client interface, tap the down arrow to the right of the current list name. For example, tap the down arrow next to **All Contacts**.
2. Tap the name of the group to display.

Changing the contact list display

To change the display of a contact list, do any of the following:

- Tap **View** and then tap **Phone**, **Mail**, or **Company** to display telephone numbers, e-mail addresses, or company name.
- Tap **View** → **Online People Only** to display only people who are currently online.
- Tap **View** → **Show Nicknames** to display nicknames instead of full names.
- Tap **View** → **Tree View** to display the contacts in a view that you can expand and collapse.
- Tap one of the three-letter alphabetical buttons at the bottom of the mobile client to display only contact names starting with those letters. For example, tap **GHI** to display names beginning with G, H, or I.


Displaying contact information




To open a contact record, tap a person's name.

Creating contacts

When creating contacts you can specify their name, add them to a new or existing group, and set a nickname to display on the device.

You must be in **People** with a list of contacts displayed to follow these steps.

1. Tap the **New** menu.
2. Tap the **General Information** tab () and fill in information. **Note:** You can add a contact to multiple groups. Also, the contact must have at least a first name, last name, or display name.

3. Tap the **Contact Information** tab () and fill in information. **Note:** The work e-mail address of the contact must be unique. It cannot be the same as the address of another contact. Also, the contact must have an e-mail address for you to be able to chat with them using instant messaging.
4. Tap the **Business Information** tab () and fill in information.
5. Tap the **Notes** tab () and fill in information.

Editing contacts

1. Tap the contact name.
2. Tap **Edit** → **Edit**.
3. Edit the contact information.
4. Close the dialog box to save your edits.

Deleting contacts

1. Tap and hold on the contact name.
2. Tap **Delete**.
3. Tap **OK**.

Creating groups

Create a group by typing a new group name when creating or editing a contact. That contact becomes the first person in the group.

1. Tap **New** to create a new contact, or tap an existing contact to display the contact's information.
2. In the **General Information** tab, type the name of the new group in the **Group** field. If you are editing a contact, tap **Edit**, then type the new group name.
3. Finish creating or editing the contact.
4. Close the dialog box to create the new group (and new contact, if you were creating one).

Renaming groups

You can rename groups.

1. Tap **View** → **Tree View**.
2. Tap and hold the group name.
3. Tap **Edit**.
4. Edit the group name.
5. Tap **OK**.

Deleting groups

You can delete groups without deleting the contacts in them. Contacts that were members of a deleted group are still available in the Group View, and in the Tree View in any other groups to which they belong.

1. Tap **View** → **Tree View**.
2. Tap and hold the group name.
3. Tap **Delete**.
4. Tap **OK**.

Changing your online status

You can change your online status, which indicates to other IBM Workplace Collaboration Services users if you are available for instant messaging, and the online status message.

1. Tap **Tools** → **Online Status**.
2. Tap a different status from the currently selected status.
3. Tap **Tools** → **Online Status** → **Edit Status Message**.
4. Edit the message that other users see when they click your online status icon, and then tap **OK**. This status message cannot be seen by other users in the mobile client. It can only be seen by users using the browser client or rich client.

Synchronizing Contacts

Tap **Tools** → **Sync Contacts**. To stop synchronization, tap the **Stop Synchronization** icon ().

Related information

Synchronizing applications


Synchronization preferences




Chapter 4. Using Chat

You can start and participate in instant message chats with other IBM Workplace Collaboration Services users in the **Chats** area of the **People** application.

Starting a chat

To start a chat you must be working online, the user must have an entry in an address book on your mobile device that includes an e-mail address, and instant messaging must be enabled and working on the IBM Workplace server. You can tell that instant messaging is working on the server if your own

Online Status icon () is available on the menu bar.

1. In **People**, tap the **Chat** tab () .
2. Tap **Tools** → **Online** to select **Online**.
3. Tap **New**.
4. Select one of the following options from the list:
 - An address book in your enterprise.
 - **Local Contacts**. This makes available the e-mail addresses of contacts in **Contacts**.
 - **Single Use Address**. Select this to enter addresses that do not exist in an address book.
5. Below **Enter Name** type the name of the person you want to chat with. Or tap the **Find Address** icon () to find a person's address.
6. Type your message in the field at the bottom of the screen.
7. Tap the **Send Chat** icon () .

Switching to another chat

To switch from one open chat to another, tap the arrow next to the name of the person you are currently chatting with and select a different open chat.

Saving a chat

1. Tap **Tools** → **Save Chat**.
2. Select a directory to save the chat to.




Ending a chat

To end a chat, tap the **End Chat** icon () .

Setting instant messaging preferences

In the Instant Messaging preferences you can set your default status, set the status message, and choose to be notified when someone is trying to start a chat with you. Instant messaging status tells other IBM Workplace Collaboration Services users whether you are available to chat.





Tap **Tools** → **Preferences** → **Instant Messaging**. Then perform any of the following tasks:

Preference	Action
Start up status	<ul style="list-style-type: none"> • Select I am active. Users see the Active Status icon (). • Select I am away. Users see the Away Status icon (). • Select Do not disturb. Users see the Do not disturb status icon ().
Start up status message	Select the message that rich client or browser users see when they look at your online status message. These messages depend on the Start up status selection. You can edit your status message by tapping Tools → Online Status → Edit Status Message .
Display a message to notify me of new chat messages	Select to display a message to alert you when you have new chat messages.

Chapter 5. Using Calendar

You can synchronize and view calendar entries, and be reminded of events in Calendar. You cannot create entries, or accept or decline meetings. To create entries, or accept or decline meetings, you must access your calendar with another IBM Workplace client, for example, the browser client or the rich client.

Viewing a Calendar entry

1. Tap **View** and select **Day**, **Week**, or **Month**. To change dates in the **Day** or **Week** view, tap the **Calendar View** icon ().
2. Tap a calendar entry to open it. In the **Month** view, tap the day to open the **Day** view, and then tap the entry.
3. Do any of the following actions in an open Calendar entry:
 - Tap the **Entry Information** icon () to view basic entry information.
 - If you are the chairperson of the meeting, tap the **Invitee Status** icon () to view the status of meeting invitees.
 - Tap the **Meeting Notes** icon () to view or make notes on the meeting.

Changing Calendar views

You can change the view of your Calendar to show the current day, week, or month.

Tap **View**, and then select **Day**, **Week**, or **Month**. To change dates, tap the **Calendar View** icon ().

Synchronizing Calendar

Tap **Tools** → **Sync Calendar**. To stop synchronization, tap the **Stop Synchronization** icon ().

Related information

Synchronizing applications

Synchronization preferences

Setting Calendar preferences

In the Calendar preferences you can change the time when the work day starts and ends in the Calendar, set the time slot intervals that display in the calendar, set the mobile client to notify you before a scheduled meeting, set how long before the meeting you should be notified, and set the notification to display again after you tap **Snooze** on the first notification.

Tap **Tools** → **Preferences** → **Calendar**. Then perform any of the following tasks.

Preference	Action
Start of the work day	Change the time when the work day starts in the calendar.



Preference	Action
End of the work day	Change the time when the work day ends in the calendar. This time cannot be equal to or earlier than the start of the work day.
Time slot intervals	Set the time slot intervals that display in the calendar.
Notify me before meetings	Select, and then set how long before the meeting you should be notified.
Snooze notification presented every	Set meeting notification to display again at a set interval after you tap Snooze on the first notification. For example, to have the notification display again 10 minutes after you click Snooze , select 10 minutes .

Chapter 6. Synchronizing Mail, Contacts, and Calendar

You can synchronize Mail, Contacts, and Calendar between the IBM Workplace server and the IBM Workplace mobile client. You can synchronize one or all of the mobile applications at any time. Or you can set the mobile client to synchronize automatically, either when you start the client or at a set time interval. You can also view a synchronization log, which provides information about the synchronization, for example, whether it was successful, or whether it failed with errors and what those errors were.

Synchronizing applications

You can synchronize all applications from any mobile application.

Task	Actions
Synchronize an application	<ol style="list-style-type: none">1. Open the application you want to synchronize.2. Tap Tools → Sync <Application>.
Synchronize all applications at once	Tap Tools → Sync All .
Stop a synchronization in progress	Tap the Stop Synchronization icon ().
View information on a synchronization in progress	Tap the Synchronize icon ().

Viewing synchronization logs

Synchronization logs provide information about particular synchronizations, for example, whether a synchronization was successful, or whether it failed with errors and what those errors were.

To view sync logs, tap **Tools** → **View Sync Log**.

Related information

System log settings

Synchronization preferences

In the synchronization preferences you can set automatic synchronization and alerts, and set space-saving preferences for mail, calendar, and synchronization logs.

Tap **Tools** → **Preferences** → **Synchronization**.

Synchronization preferences: Options tab

In the **Options** tab you can set the mobile client to synchronize automatically, alert you before and after synchronizations, and alert you of synchronization failures.

Preference	Action
When I start the client	Select to synchronize all data every time you start the mobile client.
At this interval when connected	Select, and then select an interval to synchronize data automatically when the device is connected.

Preference	Action
Confirm before each sync	Select to be prompted to confirm each synchronization before it starts.
Wake up the device to perform a scheduled sync (this will ensure scheduled syncs take place even when the device is not in use)	Select to synchronize data automatically even when the device is off. The device will be turned on and synchronized at the interval specified in the At this interval when connected preference. Note: You cannot synchronize unless you are working online.
Confirm before starting a full sync (full sync generally requires an extended period of time)	Select to be prompted before each full synchronization (meaning all applications) starts.
Confirm after each successful sync	Select to be prompted after each full synchronization has completed successfully.
Show alert after each sync failure	Select to be prompted if a synchronization fails.

Synchronizing preferences: Mail tab

In the **Mail** tab, you can set age and size limits on e-mail messages to save space on the mobile device.

Preference	Action
Do not sync messages older than	Select, and then type a number and select a time period (days or weeks) to set an age limit on messages that can be synchronized to the device.
Remove message from the device more than	Select, and then type a number and select a time period (days or weeks) to set an age limit for messages to be automatically removed from the device. The messages will not be removed from your e-mail account on the server. Note: If you select to synchronize messages that are older than the age limit specified for automatic removal, these messages will be synchronized to your device and then removed during the subsequent synchronization.
Truncate incoming messages larger than	Select, and then select a size (in kilobytes) beyond which messages will be truncated.

Synchronizing preferences: Calendar tab

In the **Calendar** tab, you can set age limits on calendar entries to save space on the mobile device.

Preference	Action
Sync entries from today and the past	Select, and then type a number and select a time period (days or weeks) setting limits on entries in the past and future that can synchronize to the device.
Remove entries from the device but not my calendar more than	Select, and then type a number and select a time period (days or weeks) setting an age limit for expired calendar entries to be automatically removed from the device. The entries will not be removed from your calendar on the server.

Synchronizing preferences: Log tab

In the **Log** tab, you can set number and size limits on synchronization logs to save space on the mobile device.

Preference	Action
Number of sync logs to save on the device	Select the number of synchronization logs to save.
Maximum file size for each log (in kilobytes)	Select a size limit for log files, in kilobytes.

Working offline and online

You can choose to work offline or online in the IBM Workplace mobile client. When you work offline, scheduled synchronizations as specified in the **Synchronization preferences** are disabled. When you work online, those scheduled synchronizations are enabled.

Working offline is a convenient way to save money if you are charged for transferring data over a wireless connection. When the mobile device is connected to a computer, you can work online again and the data is synchronized according to the schedule.

You can still manually synchronize while working offline. You cannot instant message chat with other users while working offline. Also, messages created in the **Outbox** while you are offline are sent during the first synchronization after you are working online again.

To work offline, tap **Tools** → **Online**. To work online again, tap **Tools** → **Online**.

Related information

Synchronization preferences