

## Good for Enterprise - iPhone QuickStart

Welcome to Good for Enterprise, the behind-the-firewall, wireless corporate email and data access system from Good Technology. With Good, your iPhone handheld works in conjunction with your email server and Good for Enterprise Server software on your corporate network. When you start up Good Messaging, your iPhone handheld connects wirelessly with your corporate network using the high-speed wireless network service supported by your iPhone handheld, and Good Messaging Service synchronizes your iPhone handheld with your email, calendar, and contacts, just as those applications synchronize your desktop computer and laptop with your email server. In this way, your mail system and Good Messaging present the same information to you.

Once your account is activated by your IT administrator, you will receive a welcome message from Good that gets you started setting up Good for Enterprise. You won't need to return your iPhone handheld to the administrator for setup or connect it to a computer.

To set up your iPhone handheld with Good Messaging:

1. Your IT administrator will send you a message with your email address, a PIN (and expiration date, if applicable), and a URL address.
2. Make sure your iPhone handheld is fully charged and your wireless connection is active. See the documentation that came with your iPhone handheld for details.
3. Use the iPhone browser to navigate to the URL address provided in the email sent by your IT administrator. Select the download link.
4. An App Store page will open on your iPhone.
5. The Free button transforms into an Install button when you tap it. Now tap the Install button.
6. Enter your iTunes password when prompted. Tap OK.  
A loading icon appears on the Home screen.
7. With loading complete, tap the new Good icon.  
Tap Start on the information screen that is displayed.  
Tap as necessary to accept license information.
8. Enter your email address and PIN. If your PIN has expired, contact your IT administrator.  
Good Messaging installation begins.
9. With Good Messaging installation complete, tap Done.
10. If your administrator has set a policy requiring a password to access Good Messaging, you'll be prompted to enter and confirm a password. A message will display any restrictions set by the administrator on the password (minimum length, special characters, etc.).

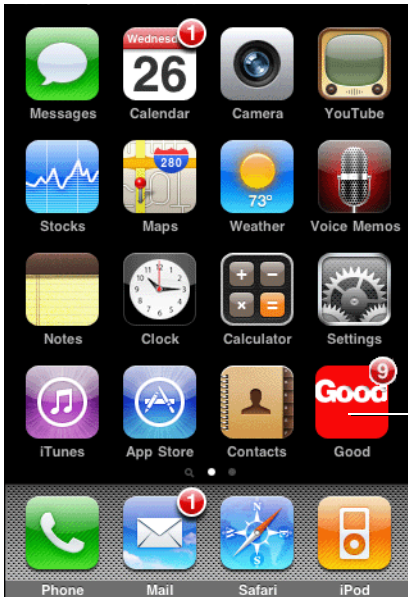
Good Messaging now automatically synchronizes your iPhone with information in your company account. When synchronization is complete, the "Welcome to Good Messaging" message you received will appear in your iPhone email Inbox, along with the 100 most recent emails in your Outlook Inbox. Your company contacts are added to Good on the iPhone. Changes to these contacts are synchronized between iPhone and your company account. After setup is complete, you can optionally have these contacts added to your native contacts, in a Good Mobile Messaging group. Changes to these contacts are synchronized between iPhone and your company account.

Synchronization occurs when Good Messaging is running. To maximize synchronization, leave Good Messaging running when your iPhone is idle; then, when you clear the lock screen, an up-to-date Inbox list will be available.

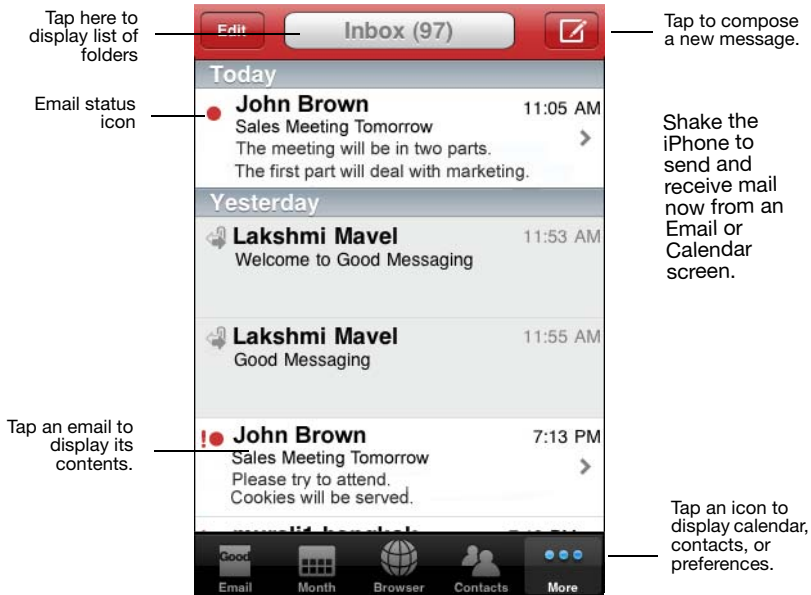
For easier access to Good Messaging, you can clear a space in the iPhone toolbar and drag the Good icon into that space. To do so, press and hold any application icon on the Home screen until all the icons begin to wiggle. Then drag an icon from the toolbar and drag the Good icon down into the newly created space. Click the Home button to exit from this editing mode.

## Email

Start up Good Messaging to display your Inbox.



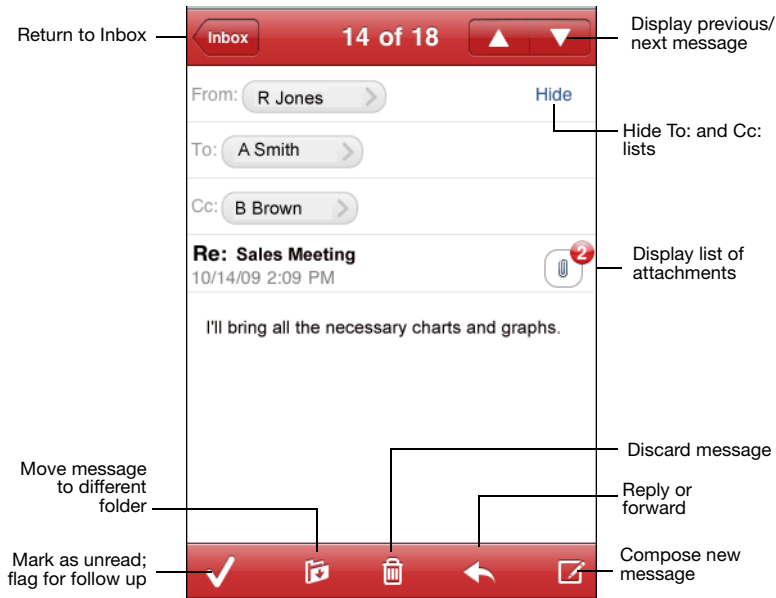
Tap to start Good Messaging.




*Email status*

	New, unread message		Opened message (no icon)
	New, unread message with attachment		Opened message with attachment
	New, unread important message		Opened important message
	New, unread important message with attachment		Opened important message with attachment
	Replied-to message		Forwarded message
	Replied-to message with attachment		Forwarded message with attachment
	Replied-to important message		Forwarded important message
	Replied-to important message with attachment		Forwarded important message with attachment
	Event request		Signed message
	Flagged		Flag complete

Tap a message in the email list to display the contents of the message.

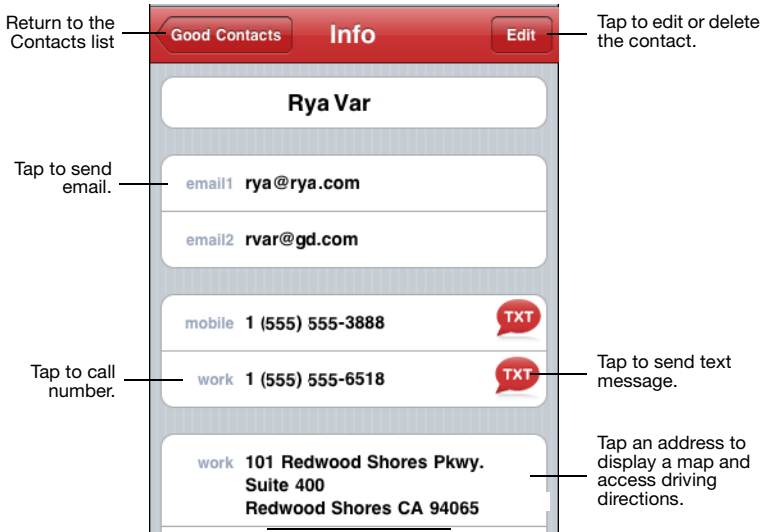
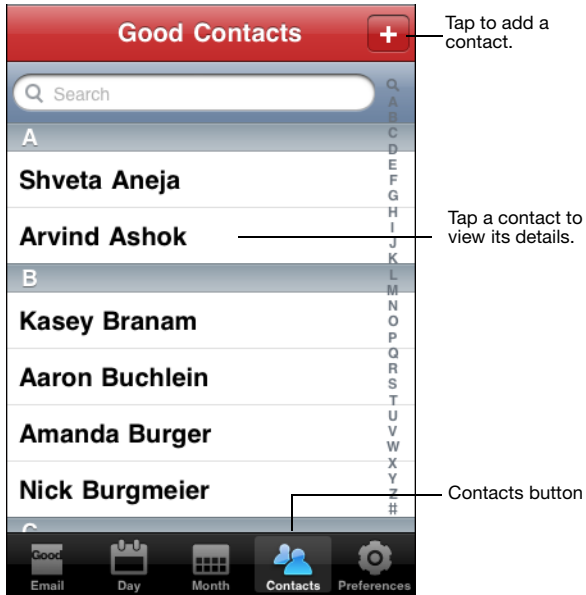


You can enter an email address directly, select a contact from the list, or click  to access the full contacts picker directly. The To: field is limited to 32 recipients. For more on contacts and the contacts picker, see the next section, “Contacts.” You can reply to or forward a message, and move or delete multiple messages. You can mark a message as unread or flag it for follow up.

## Contacts

When Good Messaging is installed on your iPhone and you run it for the first time, your Good Messaging contacts are synchronized with your mail system’s Address Book, if your IT administrator has enabled this feature for you. Thereafter, each time that you run Good Messaging, your mail system’s contacts and the contacts in Good Messaging on your iPhone are synchronized. For example, if you change a contact address in your company account, the contact is updated in Good Messaging on your iPhone too, and vice versa. The same is true if you add or delete a contact. Email, Calendar, and phone features such as Speed Dial will now use the synchronized contacts. Within Good Messaging, company-directory entries will also be available.

**To view contacts** from within Good Messaging, tap the Contacts button in the Tab bar. A list of all of your contacts appears.

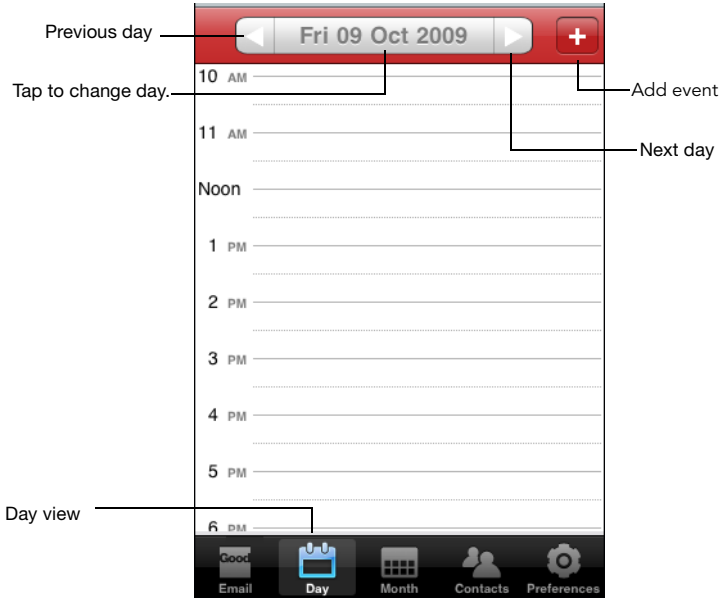


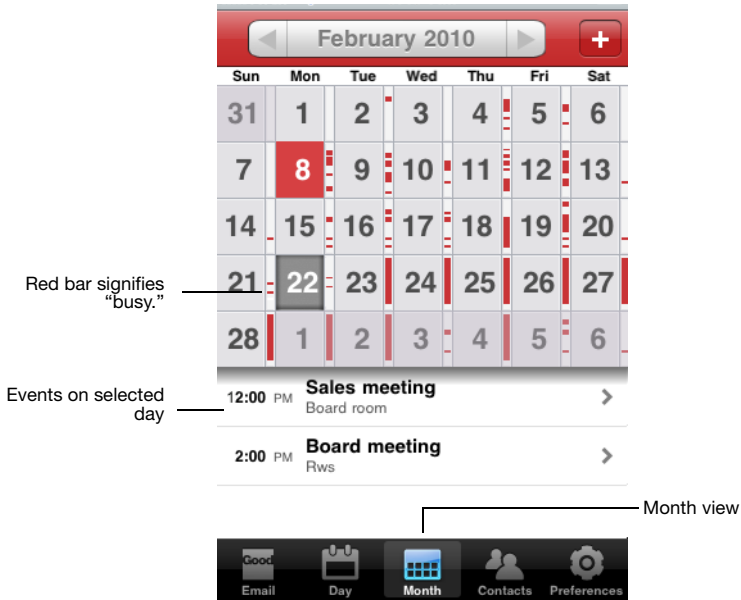
## Calendar

Good Messaging's Calendar feature keeps your iPhone synchronized with your company Calendar. You can use your phone to manage your company meetings and appointments. When your iPhone is set up, all of your calendar events from the past week and all future events are

added to it. With Calendar, you can view existing events by day or month, add new events or edit existing events. and create event requests, invite attendees to an event, and set event reminders.

You can start the Calendar application in Day or Month View. A list of the day's events is displayed in Day View. In Month View, days with events are shaded. The month's events are displayed in a scrollable list at the bottom of the screen (an "agenda" view). Tap an event to view details about it. Tap the date at the top of the Day or Month screen to change to a different day or month.





To add a new event, click  on the Day or Month calendar. Use the screen displayed to add an event to your calendar.



Specify a time and date for the meeting. If the meeting is to recur, tap Repeat, and Repeat again to display the Repeat Type screen. To invite participants, tap Add Required Participants or Add Optional Participants. When you add a participant, Calendar checks the invitee's availability and displays the result (for business hours, 8am - 6PM). To remove a name from the invitation list, tap the name and the backspace key. When you specify a location for the meeting, Calendar checks the location's availability. To set a reminder for yourself, tap Reminder and choose the time before the event at which the reminder should be displayed. When you have finished entering your event, tap Done. The event is added to your calendar and invitations are sent.

## Exiting and Returning to Good Messaging

For iPhones running iOS versions earlier than 4.0, clicking the Home button exits Good. Tap the Good icon to start the application again.

For iPhones 3GS and higher, running iOS 4, tapping the Home button suspends Good and adds its icon to a “recently used” apps bar. A “task completion” feature will allow Good to complete current synchronization, attachment download, and other tasks it is performing when you exit. When you return to Good by tapping the icon, Good Messaging will already be loaded for fast application switching.

To exit Good completely, double-click the Home button and then press and hold the Good icon in the recently-used app bar (all applications currently loaded are shown on the bar). The icons in the bar go into “shaky” mode. Tap the red “minus” badge on the Good icon to completely exit Good. When you return to Good, it will relaunch. Take care that you are tapping a “minus,” not an “x.” Tapping an “x” will uninstall the Good for Enterprise application completely!

## Preferences

Click the Preference icon if you want to set or change:

- Your password
- Email preferences for your email signature, enable out-of-office auto response to incoming email, and enable synchronization for personal folders
- Notification preferences to notify you of waiting Good Messaging email and calendar requests, and remind you of upcoming events, from outside or within Good Messaging
- Contact preferences to sync Good contacts with your iPhone



**Good Technology, Inc.**