April 14

Product Suite

one_mail, one_storage, one_archive, one_sync, one_mobile

Version 2.1
Client Services
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1 Preface

1.1 Intended Audience

This document provides a brief overview for administrators and end users of the one_business service. Not all features are available to all services.

1.2 one_business Products

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Pro110 – Small Business Email Hosting** | For users who require basic business class email.  
  
  Main Features:  
  -10GB mailboxes  
  -IMAP, POP, Web access  
  -Anti-virus and Anti-spam  
  -Silver level support  |
|                               | $1.75 per user/month (with 12-month commitment, minimum 5 seats)            |
| **Pro310 – Business Standard Email Hosting** | For users who require a complete enterprise-class messaging and collaboration solution with mobile sync.  
  
  Main Features:  
  -Mobile sync for email, calendar, and contacts  
  -Email archiving w/ 12-month retention  
  -Online file storage and file sharing with 5GB  
  -Platinum level support  |
|                               | $3.50 per user/month (with 12-month commitment, minimum 5 seats)            |
| **Pro510 – Secure Enterprise Email Hosting** | For users who require their sensitive information securely sent through encrypted email.  
  
  Main Features:  
  -Email encryption for web mail, email clients, and even mobile devices.  
  -Encryption security by Proofpoint  |
|                               | $4.50 per user/month (with 12-month commitment, minimum 5 seats)            |
1.3  **one_mail - Web Mail**

The **one_business** features require the use of the rich web mail service, such as the our **one_storage** service. In addition, Everyone.net requires that the latest version of one of the below supported browsers.

- Safari
- Mozilla Firefox
- Internet Explorer
- Chrome

1.3.1  **Control Center**

To enable Rich Web Mail across your entire user base, you can set this as a preference for all newly created users on your domain. By default, this should already be enabled. In the Control Center, navigate to Manage Services > Customizations > Default Web Mail Preferences. From here, select the Web Mail Interface option to have: “Yes, enable the new features.” Make sure to save the settings.

For all current users, please see instructions for Web Mail below.

1.3.2  **Rich Web Mail**

Rich Web Mail can be easily differentiated from Classic Web Mail by the appearance of a tool bar across the top and list of folders on the left navigation pane. Services using the **one_business** features need to use the Rich Web Mail. See screen shot below.

1.3.3  **Classic Web Mail**

Classic Web Mail is a limited interface for end-users. All users whose system or browsers do not meet the specifications for Rich Web Mail will automatically default to Classic and will be unable to utilize the newer products such as **one_storage**. Classic Web Mail can easily be recognized by the check boxes next to each message in the Inbox. See screen shot below of Classic Web Mail.
To change to the Rich Web Mail, go to Options > Preferences: Web Interface. Please note that you must press Save in order for this to take effect. The system will automatically reload and should appear as shown in the screen shot of Rich Web Mail above. If not, please see section 1.3.4 below.

### Web Interface:
Would you like to enable advanced features for modern computers?
- [x] Yes, enable the new features.
- [ ] No, use the Classic interface.

#### 1.3.4 Interim Rich Web Mail

If you were at the Classic interface, and then attempted to go to the Rich Web Mail, but it does not appear as described above, then it may be an older Rich Web Mail release. See screen shot below of old Rich Web Mail.

This is a legacy version of the Rich Web Mail interface. Please contact customer support with the client ID or domain where the end-user sees this interface so we may adjust the settings to the latest version of the Rich Web Mail interface.
2 one_archive

2.1 Overview

one_archive reduces the complexity of email storage and retrieval to achieve standard business practices as well as assist with regulatory compliance requirements. Your customers and their users can store and retrieve selected email data quickly and easily from an integrated communication control center saving valuable time and money.

All inbound and outbound emails are stored for access at anytime. Each email, whether sent or received from any user, is saved for immediate retrieval at anytime. Access is quick, easy and secure. An email administrator can recover deleted emails for a user, access email of an employee that is no longer with the company, or retrieve an email for use in a discovery process.

The one_archive service is managed through the Control Center.

- **Customization**
  
  Add more character to your email service by customizing the look and feel of the web mail software.

- **Shared Address Book**
  
  Enhance your user productivity by creating and maintaining up-to-date contact information.

- **Advanced Options**
  
  Use these advanced features to do more with your email like changing the web address of your web mail software and integrating the email service to your web site.

- **Email Rules**
  
  Manage incoming and outgoing email for all users.

- **one_archive**
  
  Recover archived messages.

- **Upgrade Options**

  one_business Plans Upgrade your service or add more mailboxes! More info
2.2 Options
Options are the default settings for one_archive.

**Archiving Options**

- Archive: ✅ Incoming Email  ✅ Outgoing Email

2.3 Archive
The archive is set to default on for both Incoming and Outgoing email. Un-checking a box will ensure that setting no longer archives messages.

**Archives**

- Archive: ✅ Incoming Email  ✅ Outgoing Email

Only messages that are sent directly to the mailbox are archived. Messages that are downloaded via the check external mail feature, or uploaded via IMAP are not saved into the archive. In addition, the archived messages are ones that would normally be received to the user’s INBOX or other folder (except Spam or Trash) for incoming email, and outgoing email requires that messages be sent from the web mail interface or using the SMTP server.

2.4 API
Administrators using the XRC API can set the one_archive options using XRC. Please reference the current document at the distributor control center home page or contact support.

2.5 one_archive Interface
The one_archive service is found in the Control Center under the Manage Services section.

2.5.1 Interface
Upon clicking on the Email Archive, a new window will open.
2.5.2 Username

The username section works in 2 ways.

1. The username section will not be a drop-down menu if your user base exceeds 50 users, i.e. you have more than 50 users.

   For domain administrators with more than 50 user accounts, please enter the username to search.
2. The username section will be a drop-down menu of all the usernames on your domain if your user base does not exceed 50 users, i.e. you do not have more than 50 users.

2.5.3 Inbound/Outbound

The search parameters need to be set for messages archived as either Inbound or Outbound. Both sets of messages are available, however only one can be searched at a time.

2.5.4 Time Interval

The search parameters can be set between 3 different settings.
• Between dates

• Before a date

• After a date

Please note that selecting between requires 2 dates, whereas the system dynamically updates to one date when searching before or after.

2.5.5 Search Term
Searching will examine the corresponding TO or FROM address depending on searching for sent or received, as well as the SUBJECT of the message.

2.5.6 Recover Mailbox
After a search is performed, the option to recover the entire mailbox right away is available.

NOTE: We do not recommend using this option if the mailbox has a very large archive. This will immediately start the mailbox recovery and all items in the one archive. The potential problem is you may put the mailbox over the current storage limit, hence no new email will receive properly to that email address until the storage is brought down.

2.6 Search Archive
The search archive format is straight forward. There is a list of all messages that are available.
NOTE: Messages found on the received archive are messages that were not filtered as spam. Messages filtered as spam are not available in the archive.

2.6.1 Search Layout

The search layout looks similar to a web mail interface.

<table>
<thead>
<tr>
<th>From</th>
<th>Subject</th>
<th>Received On</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:25 GMT-700 2019</td>
<td>3 KB</td>
</tr>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:25 GMT-700 2019</td>
<td>3 KB</td>
</tr>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:24 GMT-700 2019</td>
<td>3 KB</td>
</tr>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:22 GMT-700 2019</td>
<td>3 KB</td>
</tr>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:22 GMT-700 2019</td>
<td>3 KB</td>
</tr>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:21 GMT-700 2019</td>
<td>3 KB</td>
</tr>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:21 GMT-700 2019</td>
<td>3 KB</td>
</tr>
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<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:20 GMT-700 2019</td>
<td>3 KB</td>
</tr>
<tr>
<td>&quot;Network Solutions&quot;</td>
<td>Important Domain Name Renewal Notification</td>
<td>Wed Mar 20 22:57:19 GMT-700 2019</td>
<td>3 KB</td>
</tr>
</tbody>
</table>

The page layout provides the ability to scroll through different pages and view certain messages. A single message can be opened by double clicking on it to open in a new tab. In addition, a single message can be recovered or the entire message list (up to 100 messages) can be recovered.

2.6.2 Viewing a message

Viewing a message will open a new tab located at the bottom and be similar to a users web based interface. An individual message can be saved, printed, or recovered back to the recipient’s mailbox.
2.7 Message Recovery

Message recoveries can be done using the one_archive service. This feature allows you to restore important messages.

2.7.1 Recovery from Control Center

Once the message or messages that need to be recovered are located, view the message. Selections to perform a message recovery are located at the bottom of the email itself in a tool bar.

From the message search page at the bottom, domain administrators have the option to recover single messages by selecting them, or to recover the whole selection of messages with a single button.

Recover Selected

From the single message view, only that particular message can be recovered by the single “Recover” button.

Once the recovery has been done, the end users Web Mail will contain the recovery.
2.7.2 Messages Recovered to Webmail

Web Mail will reflect the date where at least one message has been recovered. A new folder will be created where recovered messages can be accessed:

![Folder structure showing messages recovered to Webmail](image)

Messages recovered on the same date will be recovered into the same (".Recovered yyyy-mm-dd" folder for that date.

By selecting the appropriate folder, you can view the messages. Messages are displayed with the original received dates in tact.

2.8 Deleted Mailboxes

If a mailbox has been deleted, messages in the archive attached to the user is also deleted.

With the ability to recreate a user and recover it, this will restore the user’s archive. If the period to recover has ended, then the archive will no longer be available, as all user data will no longer be available.
3 one_storage

3.1 Overview

one_storage creates a secure online account to upload and share any file type including documents, photos or videos directly from your email account. Share links to files with friends, family, vendors, partners or customers from any web browser. one_storage is the ideal solution to reduce email clutter.

Integrated online storage service.
one_storage is completely integrated with your email service. An intuitive user interface saves email attachments directly to a user defined nested folder system. Document organization is quick and easy and simplifies locating, attaching and sending files via email.

Anywhere access to your files.
Your one_storage documents are always available. All you need is an Internet connection and web browser to access critical information with ease. Increase performance and efficiency with this integrated, time saving solution.

Secure online storage and access.
All files uploaded to one_storage are scanned for viruses. Access is secure and further enhanced when SSL is enabled by the email administrator. Online storage has never been easier and now it can be done from a single solution.

3.2 Requirements

The one_storage service requires the Rich Web Mail service to be activated. This service can be enabled and disabled through the Manage Users section in the Control Center.

The most recent version of Adobe Flash Player needs to be installed to enable the multi-select file upload dialog, which enables users to choose a group of files on their computer to upload using fewer steps.

3.3 Features

3.3.1 Folders

In the one_storage interface, a user selects the tab on the left to access. The main interface appears as shown in the screen shot below.
The home screen also contains information about how much storage is being used.

Similar to one_mail, the left navigation pane consists of a folder structure. The default folders are Documents and Trash. New folders can be created by clicking on the folder icon or right clicking on the main documents folder. Files can be dragged and dropped into folders to organize files.

one_storage can be used to share one or more files totaling up to 1 GB.)
3.3.2 Tool Bar

The tool bar can be used to perform major functions such as uploading or downloading files, sending, moving, linking, renaming or deleting files.

1. Upload
   a. Press the “Add files to upload.”
   b. A pop-up window appears which will allow you to browse your computer for files.
   c. Select the file appropriately to open in the upload window.
   d. You may select the + button to find more files
   e. Press the Upload button to ensure that your file(s) are uploaded
   f. Pressing cancel will take you back to the main screen
   g. The upload session is encrypted if the user session is under SSL.
   h. Upload files are scanned for viruses and malware.
2. Download – Selecting a file then pressing this button will ensure that you can locally save the file to your computer. This save location is designated by your browser.

3. Share – Selecting a file and pressing this button will automatically link the file to a message and go directly to the Compose page in the one_mail service.

By using the “Shift” key and selecting multiple files then pressing the send button, one_storage will link all selected files. The download link is encrypted for secure transfer. Linked files are available for 30 days. Links can be accessed a maximum of 100 times.

4. Delete – deletes the file and puts it into the Trash folder.

By using the “Shift” key and selecting multiple files then pressing the delete button will delete all selected files and move them to Trash.
NOTE: Once deleted from Trash, the file is gone from one_storage, and any links to it will be severed.

5. Move – This feature allows users to move files. Select a file, and then press the move button to move to another folder. Alternatively, you can use the drag and drop feature to move a file from one place to another.

6. Rename – Pressing this button will allow you to change the file name.

3.3.3 Saving to one_storage

From a web mail message, an attachment can be downloaded directly to the user's computer or to one_storage via the link in the message header option as shown below.

<table>
<thead>
<tr>
<th>From:</th>
<th>qa_user1 <a href="mailto:qa_user1@everyone.net">qa_user1@everyone.net</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td><a href="mailto:qa_user1@everyone.net">qa_user1@everyone.net</a></td>
</tr>
<tr>
<td>Received-On:</td>
<td>Today 4:46 PM</td>
</tr>
<tr>
<td>Subject:</td>
<td>test</td>
</tr>
<tr>
<td>More...</td>
<td></td>
</tr>
</tbody>
</table>

![Shared Files.html (256 B)](Download | one_storage)

3.3.4 Compose Page and one_storage

When composing an email message, users can upload a file from one_storage or their computer via the ‘Share’ button.

From the Share button on the compose page, users can upload

1. From Computer – allows person to choose a file on their computer.
   a. The file is automatically uploaded to the one_storage, and then presented as an attachment

2. From one_storage – automatically attaches the file to the message.

(When choosing the attachment option, users are subject to the existing maximum attachment file size of 25MB. Files with a total size that exceeds the user’s outbound message limit cannot be attached. Files that exceed the user’s outbound file attachment count limit cannot be attached.)
3.3.5 Generating a Direct Link

Instead of performing a compose then sharing, a direct link generation is done through the one_storage interface for a specified file or selected files.

Once generated, a pop-up window appears with the exact link to the file.

Public Link expires in 30 days

http://one-storage.com/eurapps/dI/CCFDYJJ

This link can be given to anyone through any method to retrieve the exact file shared.

4 one_sync

The most up to date information regarding the one_sync is found here:

The below sections are parts of this guide summarized for this document.

4.1 Overview

Everyone.net’s one_sync is an application that runs on your local computer and lets you keep your information in the cloud synchronized with your Microsoft Outlook client. Because one_sync provides synchronization capabilities to your Outlook software, there is no need for an Exchange Server. With one_sync, you can:

- Keep your Outlook and web calendar events in sync no matter where they were created.
- Send meeting invitations from Outlook and set one_sync to automatically synchronize to your web calendar.
- See free/busy times for web and Outlook users.
The one_sync application also works with Everyone.net’s one_mobile product. If you use one_mobile, all of your events can be synchronized between your mobile device, Outlook, and the web.

4.1.1 Requirements

Everyone.net’s one_sync runs on Windows XP, Windows Vista, and Windows 7. It is not intended to be used with an Exchange Server. One_sync is compatible with Outlook 2003 and Outlook 2007, but Outlook 2010 is not supported.

One_sync requires its own Outlook profile that is automatically configured upon first use. This email profile must be the default email profile but you can choose to be prompted for the profile to use.

4.1.2 Features

**Keeps Outlook Calendar in Sync with Web Calendar**
Whether events are created from the Outlook calendar or from the web calendar, both calendars will always stay in sync.

**Send and Receive Meeting Invitations from Outlook**
You can send meeting invitations from Outlook and have them automatically synchronized to your web calendar.

**View Free/Busy Times for Easy Meeting**
When scheduling a meeting in Outlook, you have the ability to view free/busy times of invitees so that finding an available time slot is quick and easy!

**Calendar Sharing**
Use the shared calendar feature for publishing company events or to administer your boss' calendar. Shared calendars in Outlook can be viewed in either side-by-side or, in Outlook 2007, overlaid mode.
4.2 Configuration and Setup

_one sync_ runs on both 32 and 64-bit Windows, including XP, Vista, and 7. _one sync_ is compatible with Outlook 2003 and Outlook 2007. All of the latest Windows and Office service packs and patches must be applied before installation. Please remember to consult the full guide found here if this is not clear:

4.2.1 Download

Find the _one sync_ Application in web mail, follow the process below.

To install _one sync_, you'll need to open a zip file that contains the setup executable file. As a web mail user, you can find _one sync_ using these instructions:

1. Log into your web mail.
2. At the top of the Home page, choose **Options** as shown.
3. In the **Options** dialog, look for the list of **Additional Options** and click **one_sync**.

**Additional Options**

**Check Email With Outlook or Other Software**
Send and receive (POP) email with your favorite email software.

**Shared AddressBook**
Setup Outlook or Other Software to access the shared addressbook for your domain.

**one_sync**
Synchronize Web Calendar with Outlook.

**Signature**
Customize a signature to append to your outgoing messages.

**Preferences**
Customize your time zone and reply address, and how you want to manage your messages.

4. Click the download link and save the file to your computer.

Find the one_sync setup icon you just saved.

Alternatively, one_sync can be downloaded by admins through the Control Center. This can be found under: Manage Users > one_sync.
4.2.2 Calendar Admin Role Management

From the Control Center, an administrator or multiple admins can be set. The administrative role will be enabled in the one_sync program for this person to view and write to every user's calendar.

4.2.3 Extract and Run

1. After downloading, extract the file with a program of your choice.
2. Run the installation file.
3. After installation, run one_sync.
4. The prompt will ask for your username and password
   a. Username – your full email address; username@domain.com
b. Password – your password to your email address
c. Server – server name field requires sync.everyone.net
d. FreeBusy – The FreeBusy settings are inputted automatically upon installation

4.2.4 Tool Bar and one_sync Icon

To let you know that one_sync is running, a system tray icon is running that looks like this:

When users right click over this icon, it will bring up a short list to Sync Now, show the settings page, and will enable Sync on Folder Change as well as Show Progress.

The one_sync program icons will be added to Outlook’s tool bar. These can be used to manage one_sync. The settings on the one_sync allow you to auto-set some of the preferences including seeing others on your domain who have downloaded one_sync for calendar sharing and setting your preferred frequency to sync.

4.3 Sync

The one_sync application allows users to sync their Outlook 2003 or 2007 Calendar with their Web Mail Calendar. The sync functionality can be set to sync automatically or users can sync manually as needed.

The Sync Tab provides the user controls regarding calendar settings. Under Options, several fields can be set.

1. Action – should be set to Synchronize
2. Frequency – selectable, recommended setting is Hour. Individual users can manually sync at any time regardless of the selected automated frequency.
3. Filter – should be set to none
4. Conflicts Resolve – can be set for Outlook wins if your primary calendar is Outlook or Server wins if your primary calendar is in the Web Mail application.
   a. If you have content in web mail, on initial sync, these will be overwritten by all Outlook settings.
5. Attachments – set to synchronized
4.4 Calendar Sharing

The Sharing Tab displays calendar availability and access privileges for calendars belonging to you and other one_sync users.
4.4.1 How to Set Up Calendar Sharing

Calendar sharing is recommended when one account holder is responsible for creating meetings on another account holder's calendar. To use calendar sharing, it is necessary to have at least one other one_sync user added for Sharing.

1. Start off by selecting the Sharing tab of the one_sync service.
2. Enter the email address of another one_sync user just under the “Users” portion, or from the drop down section.
   a. If you have users in your local address book, they will appear in the drop down.
3. Make sure to press the “Add User” button to ensure it adds it to the portion below.
4. Once the address is added, the Read setting is added by default.
   a. Check the “Write” option so others can add directly to your Calendar if required.
5. Repeat as needed for additional entries.
6. Once all entries are added, select Apply so the settings are saved, then OK to complete these settings.
After you have entered in all the addresses, those users will now see your name in their Shared Folders section. In addition, if another user adds your email address into the Sharing section, you will see their name in the Shared Folders section after syncing.

To ensure that you are subscribed to a calendar, go back to the Sync tab, then you can select an individual, or multiple users in the Shared Folders, and right click to “Subscribe.” After subscribing, users will need to initially sync the calendar with the shared users on the Sync tab.

1. Select the user, or press shift and do a multi-select

2. On the Options (on the right side), select the appropriate actions:
   a. Action = Synchronize
   b. Frequency = [this is dependent on how often to sync, users will need to decide.]
   c. Filter = [none is fine to see everything
   d. Conflicts Resolve = Server wins
   e. Attachments = Synchronized
3. On Outlook, you need to perform a sync to see them under “My Calendars.”

   a. If you do not see the events of others in their calendar, please go to the Outlook Personal Folders > Shared Folders.
   b. There will be a folder for each user you are sharing a calendar with. Open each folder and view their calendar.

   c. Go back to the main Calendar page. Under “My Calendars,” you can select each person you want to view at the same time.

   d. It is possible to view multiple calendars at once.
4.5 Free/Busy

Use The Outlook application for Calendar to schedule meetings. Make the appointment or meeting request as needed by composing the appointment as you normally would. With one_sync, you can check free/busy availability of other email addresses within the domain to avoid schedule conflicts and make scheduling a meeting a breeze. Schedule meeting time slots by checking when the attendees you want are available once they have installed one_sync.
Note: When coordinating a meeting in Outlook, the top line is the available schedule of the meeting organizer under the “Attendees” section per Outlook’s legend of availability.

Ex: From the above, all the blue areas are busy times for stated attendee. The top block indicates all times that are not available and available. This makes it easier for the ideal time block for meetings with multiple users.
4.6 Updating one_sync program

You can update one_sync using the feature on the "About" tab. Once you click on retrieving the newest version, you must exit Outlook. The program will not update as long as Outlook is running.

5 one_mobile

5.1 Overview

one_mobile is our premium solution for Over-The-Air (OTA) push synchronization of email, calendars and contacts. With one_mobile, a user’s smart phone will be kept in sync with their critical personal data and available everywhere they go. Support is provided for popular devices such as Apple devices, Windows Mobile devices, and Android devices. one_mobile is based on the official ActiveSync protocol.

5.2 one_mobile Data

Your mobile device carrier’s standard data charges are applied for usage, as OTA push synchronization is categorized as transmitted data. Everyone.net recommends an unlimited data plan for use with one_mobile.

Please note that the ActiveSync is on the mobile device itself and is not an install on your computer. If your mobile device does not include ActiveSync, you may need to upgrade your mobile device Operating System (OS).
5.2.1 Requirements

one_mobile is enabled by the service package purchased. If end users are unable to sync contacts and calendars, please contact your IT administrator to ensure that the correct service has been made available to you. Support is provided for popular devices such as Apple devices, Windows Mobile devices, and Android devices.

5.3 ActiveSync

Everyone.net’s one_mobile service relies on ActiveSync on the mobile device to transfer information. Any device that does not have ActiveSync installed will not be compatible with one_mobile. In addition, the one_mobile utilizes the native email client found on the mobile device, or specified program as indicated.

5.3.1 List of Verified Supported Devices

1. Apple Devices (iOS)*
   a. iPhone 3.x, 4.x, 5
   b. iPad, all versions
2. Windows Mobile Devices version 6.x
3. Android
   a. Version support
   b. Tablets using
   c. Cell phones using

*Everyone.net does not support an iPod system.
BlackBerry support for one_mobile has been discontinued. Please use the standard IMAP/SMTP protocols not using the BES service.

5.4 one_sync Users

In collaboration with our other services, one_sync is available for calendar usage with Microsoft Outlook 2003 – 2007. This feature allows users to synchronize their calendars to our web mail service. In addition, specific users using the one_mobile service will also have the ability to synchronize their calendar via ActiveSync.

Important: one_sync and one_mobile should not be used in combination with other desktop synchronization software. Issues reported to support stated that your personal contacts may be over-written with the other synchronization software.

Apple iPhone users should disable sync of calendars, contacts, and email with iTunes. The calendar setting is the most important, and is designated by this top level function:

SELECT calendars with: none

*
Windows Mobile users should disable sync with desktop ActiveSync (which is different than the wireless ActiveSync protocol used by one_mobile).

5.5 Setting up one_mobile

5.5.1 Control Center

The one_mobile service is either enabled or not. Please see your service descriptions for this feature. The Pro110 service does not have one_mobile enabled. Any Private Label services need to have this feature in the package.

In addition, the admin of the service has the ability to remote wipe the mobile device’s one_mobile functionality. (An end-user can have the ability to do this per a setting enabled by the admin through the Control Center. Please see user instructions below.) This ensures security of their service, as the OTA will not only show one’s email, but their calendar and contacts as well.

Since there may be many users with the one_mobile functionality, you must enter in a username to find a specific end-user to do this for.

**NOTE:** This functionality will restore the phone to the factory defaults once it connects to the internet. Please use the remote wipe feature with caution. Everyone.net is not responsible for any factory resets or loss of data if this feature is used.
one_mobile

- Keeps your users’ email, calendars, and contacts synched with their mobile devices.
- Synchronization happens Over-The-Air. (Data fees may apply.)
- Updates are pushed instantly to and from your users’ mobile devices.

Remote Wipe
You can remotely wipe the contents of a supported mobile device. Doing so removes all data and configuration information from the device, then the device is securely erased to original, factory settings.

Important: The remote wipe command cannot be cancelled.

Self-Service Remote Wipe
Your users can remotely wipe their mobile devices via their web interface (under Options):

- Allow
- Do not allow

Save

Device Lookup
Enter a username to view associated mobile devices: lisa

View Devices

Devices syn’ced by user 'lisa':

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Device ID</th>
<th>Remote Wipe Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone</td>
<td>App1328094FNNWHB</td>
<td></td>
</tr>
<tr>
<td>Pocket_PC</td>
<td>BAD73E6E0215546CE800185977C03182</td>
<td></td>
</tr>
<tr>
<td>BlackBerry</td>
<td>M51Z5B66D4E202A5A533EF8B36DB095</td>
<td></td>
</tr>
<tr>
<td>Palm</td>
<td>PALM070af1b940f357b4c18bd553252e</td>
<td></td>
</tr>
<tr>
<td>Palm</td>
<td>PALM0c8bfe47eda14f1ed094f9bc7c28</td>
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<td>Palm</td>
<td>PALM6fc4097c2224f08f19dcdfe007</td>
<td></td>
</tr>
<tr>
<td>Palm</td>
<td>PALM7aa881c87a59b5b44c74b39d4420</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Wipe
5.6 Web Mail

As earlier indications, this feature is only available if one_mobile is available, and set as turned on by the admin. Within the web mail options, users have the option to remotely wipe their settings on a mobile device in the event of loss of their device. This ensures security of their service, as the OTA will not only show one’s email, but their calendar and contacts as well.

---

**one_mobile**

- Keeps your email, calendars, and contacts synched with mobile devices.
- Synchronization happens Over-The-Air. (Data fees may apply)
- Updates are pushed instantly to and from your mobile devices.

**Remote Wipe**

You can send a command to *permanently* erase your mobile device if it has been lost or stolen. (You should still report your missing device to your wireless company, or an administrator.). The Remote Wipe Command will be executed the next time your device connects to a network. Remote Wipe cannot be cancelled or undone.

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Device ID</th>
<th>Remote Wipe Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone</td>
<td>ApP328094FNMH8</td>
<td></td>
</tr>
<tr>
<td>Pocket_PC</td>
<td>BAD73E6E02150460E800185977C03182</td>
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<tr>
<td>BlackBerry</td>
<td>M1St25B65D4E202A5A5S53EF8B36DB095</td>
<td></td>
</tr>
<tr>
<td>Palm</td>
<td>PALM070af1b940f357b4c18bds53292e</td>
<td></td>
</tr>
<tr>
<td>Palm</td>
<td>PALM08c86f47ede1f1ed09f9bc7c28</td>
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<tr>
<td>Palm</td>
<td>PALM6f4097c2224f0f8f19dcdfe007</td>
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<tr>
<td>Palm</td>
<td>PALM7aa881c87a69b5b44c74b39d4420</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Wipe] [Cancel]
5.7 Account Settings

*one_mobile* settings are very similar to other Everyone.net account settings. To configure your ActiveSync support mobile device, please complete the simple setup instructions described below.

5.7.1 Standard input settings

1. **Username**: Enter the full email address; username@domain.com
2. **Password**: enter your existing standard email password for user
3. **Server Name**: one-mobile.net
4. **Secure Sockets Layer (SSL)**: ON – required setting should be ON for secure data transmission

5.7.2 Supported functions

- Mail
- Contacts
- Calendars

Everyone.net does not support the Reminders function for Exchange.

5.8 Supported Devices

Everyone.net’s *one_mobile* product supports a variety of devices as noted in section 2.1.1. Specific set-up guides may be found in the sections below and on our Tutorial Guide section: [http://www.everyone.net/support/online_guides.html](http://www.everyone.net/support/online_guides.html).

As previously denoted, this is an OTA service, so messages are pushed to your device in real time. Please remember that you are responsible for all data fees with your mobile device applied by your carrier.
5.8.1  **BlackBerry with AstraSync**

AstraSync is no longer compatible with the one_mobile service. We are looking into other BlackBerry’s with the native OS.

5.8.2  **Apple iOS Setup Instructions**

Please see the steps noted below to configure your iPhone for one_mobile. Both Apple iPhonese and iPad devices use the same set-up instructions. The below screenshots are on an iPhone. The iPad set-up uses the same process, but the screen sizes vary depending on the iPad rotation.

*NOTE: In iTunes, disable the sync feature for Calendar, Contacts, and Email otherwise you may overwrite your Outlook data with what is already set in your iPhone.*

1. Go to "Settings"
   a.  This is a global icon and is wherever you put it on your phone.
2. Go to: Mail, Contacts, Calendars

![Settings Menu]

   a.  
3. Go to Add Account
4. Go to Microsoft Exchange

5. The initial page asks for some settings
a.
The “Description” field is the name that appears in the Mail area after set-up. Once done, press next.

6. Account Information

a. On this page, some areas are pre-populated from the previous settings.
   i. Email: user@domain.com
   ii. Password: <password>

b. The settings you need to enter
   i. Server: one-mobile.net
      1. This is the exact server name to use.
   ii. Domain: leave blank
   iii. Username: user@domain.com
1. As with all Everyone.net settings, this is the full email address to authenticate with.

7. On the next page, you will need to confirm what one mobile settings to use.

![Image of mobile settings]

a. 
   i. Mail is supported
   ii. Contacts is supported
   iii. Calendars is supported
   iv. Reminders is NOT supported
b. Confirm the setting
   i. We recommend to “Keep on My iPhone.”
   ii. Choosing Delete will remove all other information previously entered in terms of Contacts and Calendars.

8. Save settings
   a. Once you make the choose to Keep/Delete, Save your settings, and your one mobile service is ready.
9. Verify the account.
   a. You can verify your account by going to the main Settings > Mail, Contacts, and
      Calendars. Then, choose the name of the profile via the “Description” previously entered.

10. Sync days
    a. From the previous page, you can set the “Mail Days to Sync.” This will allow you to go see
        older mail in the account.
11. Edit account information
   a. You can always edit portions of your account in the “Account” preferences.
      i. Typically the Description can be changed.
5.8.3  Windows Mobile Setup Instructions 6.1

1. Go to ActiveSync on the mobile device.

2. The ActiveSync wizard will begin the setup process. Select “set up your device to sync with it.”
3. Enter in the email address and uncheck the detect settings box. Press Next when completed.
4. Enter in the server address of one-mobile.net, and make sure that the SSL box is checked. Press Next when completed.

5. Enter in the username and password as our other products. The username must be the full email address, which will grey out the domain field. The domain field should be left blank. Press Next when completed.
6. Currently, only 3 of the 4 default settings may be synced. Please uncheck TASKS. Press Finish when done.
7. Now that all settings are in place, press the Sync button, and your Windows Mobile device will sync your Contacts, Calendar, and email. You can verify this by going to each of those in your main screen.

5.8.4 Windows Mobile Setup Instructions 6.5

Please see the eight (8) setup steps noted below to configure your Windows Mobile device for one_mobile.

1. Go to ActiveSync on the mobile device:

2. The ActiveSync wizard will begin the setup process.
3. Press the “Menu” button to bring up the configuration menu. Choose to “Configure Server.”
4. Enter in your email address. Uncheck the automatic set-up for Exchange, then press next.
5. Enter in the server name as: one-mobile.net. Make sure to keep SSL encryption enabled. Press next when finished.

6. For log-in information, use the standard username and password set-up as all our other services. Your username is your full email address. Leave domain field blank. Press next when done.
7. Uncheck the TASKS. Press Finish when done.
8. Now that all settings are in place, press the Sync button, and your Windows Mobile device will download your Contacts, Calendar, and email. You can verify this by going to each of those in your main screen.

5.8.5 **Android OS version support**

Per the Android OS support, we have verified tested and confirmed usage on these.

<table>
<thead>
<tr>
<th>Version</th>
<th>Code name</th>
<th>one_mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2.x</td>
<td>Jelly Bean</td>
<td>no contacts</td>
</tr>
<tr>
<td>4.1.x</td>
<td>Jelly Bean</td>
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</tr>
<tr>
<td>4.0.x</td>
<td>Ice Cream Sandwich</td>
<td>no contacts</td>
</tr>
<tr>
<td>3.2</td>
<td>Honeycomb</td>
<td>not supported</td>
</tr>
<tr>
<td>3.1</td>
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<td>not supported</td>
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<tr>
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<td>Gingerbread</td>
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</tr>
<tr>
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<td>OS</td>
<td>Supported Status</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
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</tr>
<tr>
<td>2.2</td>
<td>Froyo</td>
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<tr>
<td>2.0–2.1</td>
<td>Eclair</td>
<td>not supported</td>
</tr>
<tr>
<td>1.6</td>
<td>Donut</td>
<td>not supported</td>
</tr>
<tr>
<td>1.5</td>
<td>Cupcake</td>
<td>not supported</td>
</tr>
</tbody>
</table>

5.8.5.1 **Android 4.0 (Ice Cream Sandwich)**

1. Navigate to the Mail Application using the standard icon.
2. Choose the New set-up.
3. Choose Microsoft Exchange ActiveSync

![Choose a mail provider](image)
4. On the following set-up page, choose Manual setup

5. Enter in the details for the manual set-up. The important piece is the server name
6. Choose the appropriate sync settings.

   a. Everyone.net does not support tasks
   b. Anything prior to 3.x, Android support does not support contact syncing.

7. The last set-up page is a profile name for your mail. This can be anything you want it to be.

5.8.5.2 Android 4.2.2 (Jellybean)

1. Navigate to the app menu.
2. Navigate to your mail app.

3. Once on the mail app if this is the first email setup it will ask you for your email address and password.
4. Once you have entered your email address and password click the next button.

5. The response if you have entered your email address and password correctly will be to ask which type of email account you are trying to set up. If you have the one_mobile feature you will click on exchange to set up service as ActiveSync.
6. On this screen you will need to put your email address on the top line leaving the \ where it is. Your password should already be inserted from your previous inputs. The next thing you will need to do is to change the server to one-mobile.net, the ActiveSync server. Check the boxes for use SSL and accept all SSL certificates and click next.

7. The last step will be to choose which settings to use for sync. Push is the default which is recommended for ActiveSync. The rest of these options are for you to decide. These preferences have to do with battery life and data rates.
6 Proofpoint Encryption for Everyone.net Pro510

6.1 Introduction

Proofpoint Encryption (PE) is introduced into the Everyone.net Pro510 package. This feature became available in May 2013. If you do not have the Pro510 package, the encryption service is not available to you. You will not have the necessary features to encrypt your mail.

6.2 SSL Connection

For SMTP connection, to ensure a secure connection to our servers, please enable the SSL connection.

In addition, SSL connection ONLY functions when using SMTP.EVERYONE.NET.

Ensure that these 3 items are checked.
- SMTP server: smtp.everyone.net
- SSL option checked
  - Usually indicator is a checkbox
- Port number assigned: 465
  - Most programs will auto-set the port number if a checkbox is enabled.

*NOTE: some programs need to be forced to go through this port, i.e. the Mac Mail program will check available ports to send through, and not try a specific setting.

6.3 Everyone.net Encrypted Sending

6.3.1 Web Mail

The Everyone.net web mail service has a slight modification with the Pro510 package. You will have a new sending option indicated by this button:

Send Secure

When composing your email, make sure you always use the Send Secure button when you want an encrypted email sent.
6.3.2 Email Program

When using an email program, a very specific string tag needs to be added to the subject line.

**Subject:** [encrypt]This is my subject

The exact string is: [encrypt]

*NOTE:* The brackets are necessary.

Also, you can use the subject setting here in web mail instead of using the Send Secure button.

6.3.3 Not Encrypted

- If you do not use the secure send option button
- If you do not use the string [encrypt] in the subject
- You are sending an email to someone on the same domain as yourself.
  - The message never leaves the server, so the message is still secure.

6.4 What the recipient sees
When the end user receives the message, it will contain a SecureMessageATT.html attachment. When they open the html file they will see a screen like this:

Clicking on the “click to read message” button will result in one of two screens. If the end user already has an account they will see this screen.

If they do not have an account – they will see this screen that allows them to create an account. There is a pre-determined set of questions here in case a password reset is required in the future.
*NOTE: Please note that the password requirements listed for this service.

After either logging in or creating the account, they will be able to read the secure message.
Recipients are allowed to reply to this message which goes back to the sender.

6.5 **Message Size Limits for Proofpoint Encryption**

There are some inbuilt non-configurable limits for the maximum message size that Proofpoint Encryption will allow. These are:

1. 20MB for outbound messages
2. 15MB for composed messages