

IBM Lotus Notes Traveler

for Nokia smartphones

NOKIA
Connecting People

Q & A

Your guide to what it is, what features there are and how to get the most out of it.

What is IBM® Lotus® Notes® Traveler?

Lotus Notes Traveler for Nokia smartphones is a mobile email solution that enables wireless synchronisation between the IBM Lotus Domino server and Nokia smartphones for IBM Lotus Notes email, calendar, contact data, tasks and journal.

Lotus Notes Traveler allows direct connection from the mobile client to the corporate Domino server. Better still, there are no additional hardware or software licences required.

What do I need to install in the corporate Domino server in order to start using IBM Lotus Notes email?

Domino server versions 8.5 or later, already includes all the services you need to mobilise your email, contacts, tasks and journal, and instantly delivers them to your smartphone.

What is 'push email'?

This is the technology that allows the synchronisation of content from your mail server to your smartphone in real-time. It works automatically without the need to request or 'pull' email to your smartphone.

What do I need to include in the subscriber offering?

In addition to the Nokia smartphone and the specific voice plan, a specific data plan will also be required to start using Lotus Notes Traveler. Just check pricing options for a compatible plan with your local service provider.

What are the most important benefits of Lotus Notes Traveler?

Lotus Notes Traveler brings you many of the benefits of desktop email, while you're on the move. It can synchronise emails, PIM information (calendar, contacts and tasks), visualise attachments, accept/decline calendar invitations, manage your email folders and more.

Is the transmitted wireless information secure?

Yes. The Lotus Notes Traveler solution complies with the security standards in the industry and is able to manage encrypted, secure and reliable connections from your smartphone to your corporate Domino server.

What are the requirements for using Lotus Notes Traveler?

The corporate user needs to have a Domino server version 8.5 or later. By using this server as a front, Domino services from server version 7.0.2 and newer can be mobilised. In addition, the mail server needs to be reachable from a public internet address (URL) outside the corporate environment.

What is required to activate Lotus Notes Traveler service in Domino server?

The Domino server administrator needs to ensure that your mobile access by Lotus Notes Traveler is enabled to the corporate Domino server. If you have any questions in relation to the activation of Lotus Notes Traveler, please contact your IT administrator. You will also get information from this link: <http://publib.boulder.ibm.com/infocenter/domhelp/v8r0/index.jsp>

What does the end user need to know in order to activate the service in their Nokia smartphone?

The information required by the end user to correctly set up the service is: username (user ID), password (Password), server name (Server), and access point (Access Point) to be used.

Can end users configure the Lotus Notes Traveler client according to their preferences and requirements?

Yes, Lotus Notes Traveler for Nokia smartphones supports customisation. The end user can personalise the client settings for email, calendar and tasks.

What Nokia smartphones are compatible with Lotus Notes Traveler?

Nokia Eseries, Nokia Nseries or other Nokia Symbian (S60 3.x or 5.x) smartphones are all compatible. The full list is available here: www.nokia.com/lotustraveler

If the Lotus Notes Traveler client is not installed on my smartphone, where can I obtain the client from?

The Lotus Notes Traveler client is part of the Domino server delivery. The most common way to get the client is to download it from the company Domino server that has Lotus Notes Traveler running as a service. The client also comes pre-loaded in some Nokia smartphones, such as the Nokia E72. Contact your IT manager for more detailed information.

Does Lotus Notes Traveler support any security enforcement policies or any information leakage prevention to protect against possible data thefts?

Lotus Notes Traveler supports various levels of security to protect information on the smartphone from theft or loss. Among these functions, Lotus Notes Traveler supports remote wipe and password management. Nokia Eseries smartphones also have additional features to maintain the security of all data and information on the smartphones and memory card.

Can calls be made or received while synchronising the mail content?

Yes, calls can be made or received when the Lotus Notes Traveler solution is running. Whenever the end user is in a 3G or 3.5G coverage area, the Lotus Notes Traveler solution will be running in the background. When the coverage includes only 2.5G deployment, the ability to receive or send emails will be suspended and resumes once the call has ended.

What do I need to do to activate the remote security features in Lotus Notes Traveler 8.5.1 or 8.5.2, and why?

You need to install the Lotus Traveler Security Enablement Library. The Library enables activation of the remote security features when the Lotus Notes Traveler 8.5.1 or 8.5.2 client is installed into a Nokia Symbian device that supports these features. The Security Enablement Library can be downloaded from www.nokia.com/lotustraveler. Please visit this page for more information.

Are there two different versions of the Lotus Notes Traveler 8.5.1 and 8.5.2 client?

Yes, there are two versions of the client, one optimised for Nokia Symbian (S60 3.x) devices and one optimised for Nokia Symbian (S60 5.x) devices. Both offer the same security features.

Is Lotus Notes Traveler offering touch screen support for Nokia smartphones?

Yes, there is support for a number of Nokia Symbian (S60 5.x) devices. Please see the list on www.nokia.com/lotustraveler

How can I get further support for Lotus Notes Traveler?

For further help and support, please visit: www.nokia.com/lotustraveler or <http://www.ibm.com/developerworks/lotus>