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Inteliwireless Inc.

Mobile Rescue User Guide

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*Using Mobile Rescue on
Your Cell Phone Handset
and on the Internet*



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Mobile Rescue Quick Start Guide

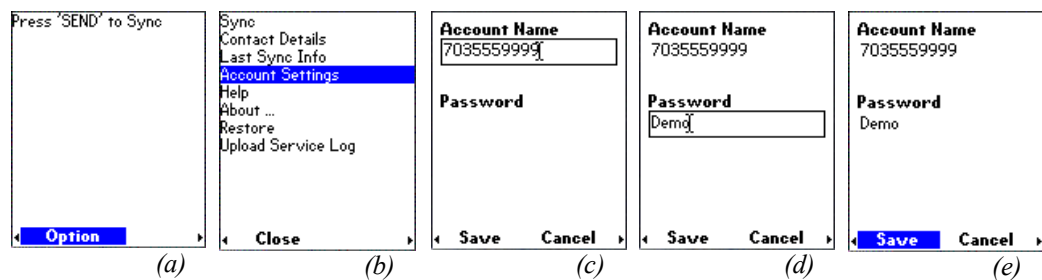
Get Started Now!

Follow these directions to start using Mobile Rescue right away. For more details, read the rest of the manual.

Start Mobile Rescue on Your Cell Phone

To start Mobile Rescue, go to the BREW Applications screen on your cell phone and select the Mobile Rescue icon . Then press the OK key.

Set Up Your Account



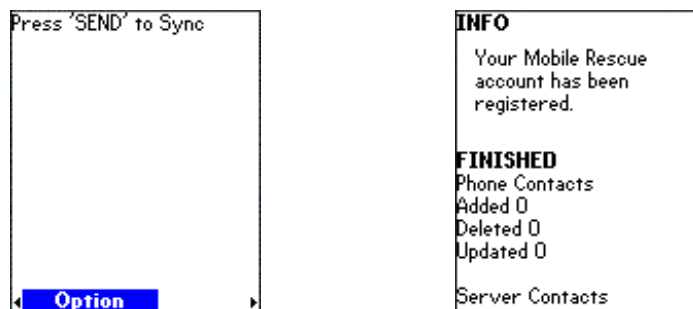
If a salesperson installed Mobile Rescue on your phone and set up your account for you, skip this section. Otherwise, you'll need to set up your account on your phone before you can Sync to Mobile Rescue.

Press the Left Function key to open the Mobile Rescue **Options** menu (a)

1. Use the Up and Down keys to select the **Account Settings** menu option. (b)
2. Press the OK button to open the Account Settings page.
3. Enter a Login ID between 4 and 12 characters long that you will remember. (c). Your cell phone number is a good choice. You can also use these characters: . , ' @ : ! ? / -
If you want your login id or password to start with lowercase letter, simply press the Clear or Back key to backspace over the first letter and then re-enter it.
4. Supply a secret password between 4 and 12 characters long that you will remember. (d)
You can use letters and digits and the punctuation listed above. Remember this password *exactly* as you have typed it, capitals and all! You will need it to log into the Mobile Rescue web site.
5. Press the Left Function key to Save your settings or the Right Function key to Cancel your changes. (e)

Sync With Mobile Rescue

Press the TALK or SEND key. You'll see the screen change while the phone connects to the server and exchanges information with it. When it is done, you should see a short summary of the number of contacts added, updated, and deleted both on the phone and on the server.
If yours is a new Mobile Rescue account, you should see:



This indicates that the phone successfully established your account on the server and saved any contacts on the phone to the server.

Please refer to **Appendix C: Error Messages** for instructions if any error messages appear.

Check Out Mobile Rescue on the Web

To find your Mobile Rescue Address Book on the Web, enter the following address in your Web Browser:

<http://mobile-rescue.com>

Using Mobile Rescue on Your Cell Phone Handset


The Mobile Rescue Solution

Mobile Rescue saves your cell phone's contact list (names, phone numbers, and addresses) over the air to a server on the World Wide Web so that if you lose or break your cell phone, your cell phone's contacts can be conveniently restored to you on your new phone.

But that is just part of what Mobile Rescue can do for you. Using Mobile Rescue's Rich Contact technology, you can store much more detail about each of your contacts than your phone could handle by itself. Even if your phone can store just a short name and a number or two for each contact, Mobile Rescue lets you save much more than that, and lets you view it all from your phone.

This guide tells you how to use Mobile Rescue on your handset.

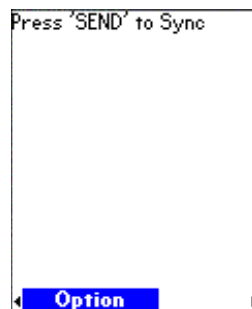
Starting Mobile Rescue

To start Mobile Rescue, go to the BREW Applications screen on your cell phone and select the Mobile Rescue icon . Then press the OK key. You will briefly see the splash screen:

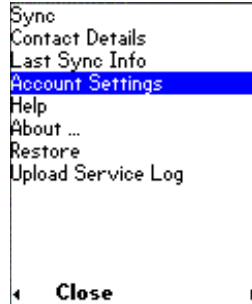


Setting Up Mobile Rescue on Your Cell Phone

You will need to configure Mobile Rescue on your phone. If a sales representative assisted you with installation of Mobile Rescue, you may be able to skip this step. Otherwise, you will need to establish an account with the server before you can begin syncing your contacts. This is easy to do. When you start Mobile Rescue you'll see a page that looks like this:



1. Press the Left Function key to open the Mobile Rescue **Options** menu



2. Use the Up and Down keys to select the **Account Settings** menu option.
3. Press the OK button to open the Account Settings page.
4. If your Account Settings are already set up, you can skip this step and go to the next section. Otherwise...
Enter a Login ID that you will find easy to remember. Your cell phone number is a good choice, but any string of letters or digits between 4 characters and 40 characters long will do. In addition, you can use the following punctuation marks if you like: . , ' @ : ! ? / -



You will notice that when you enter your Login ID or Password the phone automatically capitalizes the first letter. If you want the first letter to be lowercase, simply press the Clear or Back key to backspace over the first letter and then re-enter the first letter.

5. Supply a secret password that you will remember. It should be at least 4 characters long and no longer than 12 characters. You can use letters and digits and the punctuation listed above. It is important to remember this password *exactly* as you have typed it, capitals and all! You will need to remember it when you log into your contact list at the Mobile Rescue web site.

Account Name
7035559999

Password
Demo

Save Cancel

6. Press the Left Function key to Save your settings or the Right Function key to Cancel your changes.

Account Name
7035559999

Password
Demo

Save Cancel

Now that you've chosen a Login ID and Password, you are ready to register with the server and save your contacts. Bear in mind that if some other user has already selected the Login ID you specified, Mobile Rescue will let you know and you will need try a different Login ID.

Your First Sync

Before you can sync your phone to Mobile Rescue on the Web, you must first supply a Login ID and password as described above in **Setting Up Mobile Rescue on Your Cell Phone**. With your Account Settings in place, you are ready to establish a new account on the Mobile Rescue server or to access an existing Mobile Rescue account.

New account or old, your next step is to start Mobile Rescue and press the TALK key. You'll see the screen change while the phone connects to the server and exchanges information with it. When it is done, you should see a short summary of the number of contacts added, updated, and deleted both on the phone and on the server.

If yours is a new Mobile Rescue account, you should also see:

INFO: Your Mobile Rescue account has been registered.

INFO: Handset model updated for *your login id*

This indicates that the phone successfully established your account on the server and saved any contacts on the phone to the server.

Please refer to **Appendix C: Error Messages** for instructions if any error messages appear.

Syncing With the Server

After you make changes to your contacts on the phone you will want to save them on the server, and you'll probably want most changes you make on the server to be reflected on the phone. Syncing your phone with the server does both of these things.

To Sync, start Mobile Rescue and press the TALK key on your phone. You'll see the screen change while the phone connects to the server and exchanges information with it. When it is done, you should see a short summary of the number of contacts added, updated, and deleted both on the phone and on the server.

Please refer to **Appendix C: Error Messages** for instructions if any error messages appear instead.

Restoring Contacts

If you make changes or deletions to the address book on your phone, you can undo them with the Restore menu option in the Mobile Rescue Options menu. Only changes made on the phone since the last sync can be undone.

Viewing Rich Contact Details

Most phones give you just a few fields to describe each contact. For example, you may know all of this information about an individual:

Name	Bannister, Bob M. Jr.
Nickname	Skippy
Address(Home)	123 Elm Street Gotham City, NY 11987
Address(Work)	Wonder Comics 1459 Madison Ave, 26th Fl. New York, NY 11943
Home Phone	516-234-9873
Work Phone	212-896-4365 x512 818-334-9873 703-234-9874
Cell Phone	212-884-2311
Fax	212-349-8972
Home Email	BBanister@nyc.rr.com
Work Email	BBanister@wondercomix.com
Title	VP Web Mktg
Organization	Wonder Comics
Assistant	S. Smith 212-334-5674
Manager	J. Redmond
Notes	Likes rock climbing.
Sex	M
Birthday	26 January 1951
Spouse	Jane
Category	Business

... but all your phone can tell you about him is:

Name	BobBannister
Home Phone	516-234-9873
Work Phone	212-896-4365
Cell Phone	212-884-2311
Fax	212-349-8972
Home Email	BBanister@nyc.rr.com

The Contact Details menu item in the Mobile Rescue Options menu lets you view the full Rich Contact stored on the Mobile Rescue server in all of its glory. When you select Contact Details, you are presented with a list of contact names. Selecting one of these names makes the phone connect to the Mobile Rescue server, retrieve the Rich Contact you have stored there, and display it on the screen.

When Did You Last Sync?

You can view a summary of your last phone sync using the Last Sync menu item in the Mobile Rescue Options menu. It will look something like this:



A screenshot of a mobile phone screen displaying sync statistics. The text is as follows:

```
Last Synced on
11/29/2004
13:48:35

Phone Contacts
Added 0
Deleted 0
Updated 0

Server Contacts
Added 15
Deleted 0
Updated 0
```

Exiting Mobile Rescue

Use the “End Call” button on your phone to exit Mobile Rescue.

Help

The Help menu item in the Mobile Rescue Options menu displays a brief description of each item in the menu.

About...

The About... menu item in the Mobile Rescue Options menu displays copyright and version information about the Mobile Rescue application on the phone.

Managing Your Phone's Address Book Online

The Mobile Rescue Solution

Mobile Rescue wirelessly syncs your cell phone's address book to a website so that if you lose or break your cell phone, your cell phone's address book (names, phone numbers, and addresses) can be conveniently restored to you on your new phone.

But that is just part of what Mobile Rescue can do for you. Mobile Rescue manages more detail about each of your address book contacts than your phone itself can hold (including photographs). With Mobile Rescue, you can view this Rich Contact information right on your phone. And Mobile Rescue offers you the convenience of managing your address book online on any computer with Internet access. You never have to enter a contact on your phone's tiny keypad again!

This guide tells you how to manage your Mobile Rescue Address Book on the Web.

Finding Mobile Rescue on the Web

To find your Mobile Rescue Address Book on the Web, enter the following address in your Web Browser:

<http://mobile-rescue.com>

Logging In

Before you can login to Mobile Rescue on the Web, you must first install the Mobile Rescue application onto your cell phone and then select the Sync option. In the process of doing so, you choose a unique Login ID and a secret password.

To Login on the Web, type in your Login ID and case-sensitive Password, and press the Login button. You'll then gain access to your Mobile Rescue Contacts list.

If you don't interact with the web site for a while after logging in, Mobile Rescue will end your session automatically and you will need to log in again.

Forgot Your Login ID?

To find your Login ID, go to Mobile Rescue on your cell phone and select "Account Info" from the "Options" menu.



Forgot Your Password?

If you forget your password, Mobile Rescue can send you a new one. See the **Password Recovery Section** below for details.

Your Web Address Book



The Mobile Rescue Contact List is your online address book. With it you can create, view, edit and delete the contacts you want on your phone. You can also use it to maintain contacts that you don't want to keep (or don't have room for) on your phone.

1. **Your Phone** shows you the model of cell phone that you use. If you click on it, you will see a summary of the capabilities of your phone's address book, including the number of contacts it can hold and a list of fields that the phone supports.
2. The **Add a Contact** button will take you to the Edit Contact page where you can save phone numbers, addresses and much more information about a person or organization.
3. **Last Sync** shows you the date and time you last synced your phone to Mobile Rescue. Click on the date to see a summary of the last sync operation.
4. The **On Phone** icon indicates whether or not Mobile Rescue will keep this contact on the phone after the next sync. Clicking on it will toggle the contact between "on phone" () and "off phone" ().
5. **With selected contacts.** This offers you a set of operations to perform on all of the selected (checked) contacts. You can set a number of contacts "on phone" or "off phone" from here, or you can delete them en masse.
6. When you have a long list of contacts, you can jump to names starting with a particular letter (in this case, our only contact starts with a "B") or you can click on **All** to see all contacts, regardless of spelling. The paging controls let you page through your list.
7. The **REVIEW DELETED CONTACTS** button displays any contacts that you deleted since you last synced your phone with the Mobile Rescue and gives you the chance to recover them. Contacts that you deleted prior to your last sync are unrecoverable.
8. **Import/Export** takes you to a page where you can Import a set of contacts into your Mobile Rescue Address Book or Export your Mobile Rescue Address Book to a file on your computer. It works with various address book formats.
9. In the **Preferences** tab you can set display preferences for your contact list.

10. The **Account** tab maintains your Mobile Rescue account information, including your password, email and cell phone information.

Each line of the Contact list shows a few details about the contact. First is the display name for the contact, which will either be the contact's name (the short name used on the phone) or a label constructed from the contact's fields. You can decide which will be displayed in the **Preferences** tab. Clicking on the name will open the contact editor for that contact.

When you first open the Contacts page, one of the phone numbers (if any) you have saved for each contact appears to the right of the contact name. By clicking on the phone number you can display all stored phone numbers (home, work, cell, fax, pager) for that contact. Clicking on the phone number again makes the display revert back to showing just one number.

In the next column (after phone numbers) you will see the contact's **Email** address (as a mailto: web link) if any has been supplied. You can click on the address to open up an email composer window for that address, if your browser is properly configured to deal with mailto: web links.

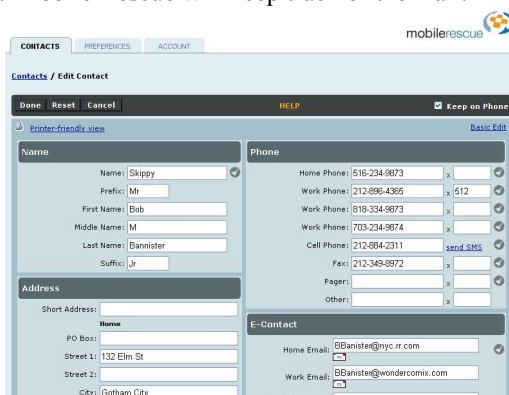
Why the Red X?

All cell phone models have limitations on the information that can be sent to them in a contact. For example, some phones do not allow two contacts to have the same name. If Mobile Rescue were to send a contact that violates one of these constraints to the phone, there might be dire consequences. Therefore, Mobile Rescue flags such contacts with a red **X** and will not transmit an illegal contact to the phone until it has been remedied. When you edit a contact that can't be sent to the phone, you will see a message describing the problem so that you can fix it. You can click on the **X** to find out what the problem. See **Adding and Editing Contacts** below for details.

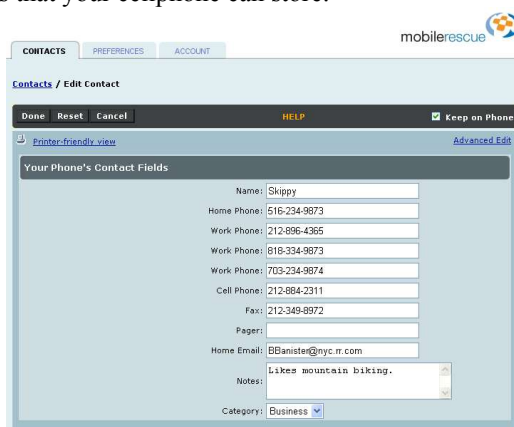
Adding and Editing Contacts

A Contact in your Mobile Rescue Address Book is a lot like an entry in a real ink-on-paper address book. It lists the name of a person or business along with contact information like addresses and phone numbers.

But it's more than that: it lets you store personal and professional information about a person, it gives you place to jot down notes, and it can send you birthday or anniversary reminders. And unlike many other computer address books, it allows you to store multiples of many fields. Does your customer have several business addresses? Does your friend have multiple email addresses? Mobile Rescue will keep track of them all.



When you first open the Contact Editor, however, you'll see a view of the contact that includes only those fields that your cellphone can store:



To switch between the Basic Editor and the Advanced Editor, click on the link on the right side of the window.

Making Changes

All of the fields may be edited in the usual way. To save your changes, click the **Done** button and you will return to the Contacts page. Clicking **Cancel** will discard your changes and send you back to the Contacts page. The **Contacts** link above the button bar has the same effect as **Cancel**.

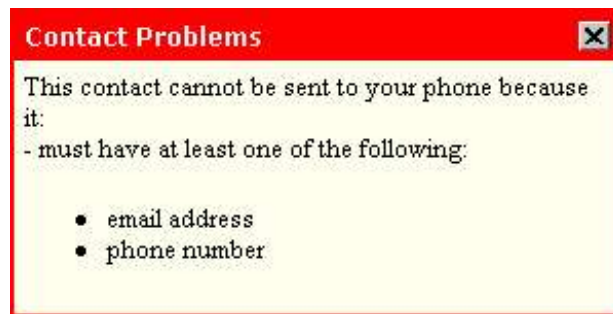
Advanced Contact Editor Features

What's That Check Mark Icon?

You'll probably notice that some of the fields in the Advanced Contact editor window have a check mark icon (☑) next to them. Since every cell phone model available has different limitations on what it will allow you to store in your cell phone address book, not all of the fields you see in the Contact window will be transferrable to your cell phone's address book. Mobile Rescue knows what kind of cell phone you have and knows its limitations, so it uses this knowledge to flag those fields that will be sent to your phone the next time you sync with Mobile Rescue.

*Even if your phone can handle only a few contact fields, you can see **all** of the details of a contact from your cell phone, by using the Contact Details menu option in the Mobile Rescue Options menu.*

If Mobile Rescue has spotted anything about the contact that might prevent it from being synced to your phone, a warning like the following will appear when you edit the contact:



... and a similar warning note will appear near the bottom of the contact editor page.

You must correct the reported problems, save the contact, and make sure there's no red **X** next to its display name before you can sync it to your phone.

Adding New Fields

You can insert additional fields to a contact with the **Add a Field** button. First select a field name in the pull-down menu box next to the button, and then click **Add a Field**. A blank field will be added after the other fields of the same type. Additional fields (and other changes) will not be saved in your address book until you click the **Done** button. Added fields that are left blank when the contact is saved won't be there the next time you edit the contact.

View-Only Fields

If a contact was imported into Mobile Rescue from another program, it may contain fields that you cannot edit in Mobile Rescue. But you can still view these fields by clicking the **View Other Fields** button at the bottom of the **Edit Contact** window.

Deleting Contacts

When you choose the **Delete** option from the **Selected contacts** pulldown menu to delete multiple contacts, a **Confirm Deletion** window will appear. If you click the **Delete Selected Contacts** button, all of the contacts with check marks next to them will be deleted from your address book and you will be returned to the Contacts page.

Clicking **Cancel Deletion** will simply return you to the Contacts List without deleting anything.

Contacts are not permanently deleted until you next sync your phone with the server. You can restore any contacts deleted since the last sync using the **REVIEW DELETED CONTACTS** button above the contacts in your Contacts List.

Reviewing and Recovering Deleted Contacts

The Review Deleted Contacts window appears when you have clicked the **REVIEW DELETED CONTACTS** button above the contacts in your Contacts List. It displays any contacts that you deleted since the last time you synced your phone with the server. Contacts that you deleted prior to your last sync are unrecoverable.

If you click the **Recover Selected Contacts** button, any of the contacts with check marks next to them will be restored to your address book and you will be returned to the Contacts List.

Clicking **Just Return to Contacts** will simply return you to the Contacts List without restoring any contacts.

Importing and Exporting Contacts

When you click on the Import/Export link on the Contacts page, you'll be taken to the Import / Export Contacts page. There you will find instructions for importing contacts from other address book applications into Mobile Rescue as well as instructions for exporting your Mobile Rescue address book to other applications. Use the online Help icons on this page to learn about specific applications.

Account Tab

On Mobile Rescue's Account web page, you can change your Mobile Rescue password and tell Mobile Rescue where to send you birthday reminders. The Account page is also where you tell Mobile Rescue how to contact you if you forget your password and need Mobile Rescue to send you a new one.

Password

To change your password, click the Change Password link and type a new password in the Password field. The text you type will be hidden for security reasons, so you need to type the new password again in the (Repeat) Password field. Passwords must be made up of letters and/or numbers, with at least 4 and no more than 12 characters. The following punctuation marks are also allowed in passwords:

.,' @ : ! ? / -

Cell Phone Number

Mobile Rescue needs to know your cell phone number and your cellular carrier (cell phone company) in order to send you the birthday reminders you request. Mobile Rescue also uses this information to send a new password to you on your cell phone if you ever forget your password, so it is important to supply this number and make sure it is right. The number should include your area code. You can include punctuation in it such as dashes and parentheses if you like, but they are not necessary.

Cellular Carrier

Pick your cell phone company from this pull-down list.

Handset Model

Pick your cell phone brand and model from this pull-down list. Mobile Rescue uses this information to show you which contact fields (such as home address or fax number) your phone is able to store. When you change to a new phone, select the checkbox marked "This is a new phone for this account". This will tell Mobile Rescue to forget your old phone's identity and permit you to sync from the new phone.

Email Address

Mobile Rescue also uses this information to send a new password to you in your email in-box if you ever forget your password, so it is important to supply your email address and make sure it is up-to-date and correct.

Save

This button saves any changes you have made to your Account.

Reset

This button restores the fields of this window to the state they were in when you last saved your account information.

Cancel

This button throws away any changes you have made to your Account since you last saved it and returns you to your Contacts list.

Got a New Phone?

When you replace your Mobile Rescue phone, download Mobile Rescue to your new phone, enter your Account Name and Password, and sync up with Mobile Rescue to lock in your new phone's identity.

Password Recovery

If you forget your password, Mobile Rescue can send you a new one. Click on the [Forgot Your Password?](#) link in the login page to reach the Password Recovery page.

On the Password Recovery page, enter your Login ID and then supply EITHER your email address or the text message address of your cell phone (e.g., 7039991234@mobile.att.net). If you supply an SMS address, type the cell phone number without dashes, parentheses, or other punctuation. Then click the "Get New Password" button.

When Mobile Rescue has verified the information you entered, it will assign your account a new, temporary password. This password will be sent to either your cell phone (as a text message) or your email address (whichever you supplied).

When you have received your new temporary password:

1. Enter it in the Mobile Rescue Account Settings on your cell phone.
2. Sync your phone immediately. This will enable you to login to Mobile Rescue on the Web.

IMPORTANT: *If you try to login on the web BEFORE you have Sync'ed from your phone your temporary password will be erased and you will need to request a new temporary password.*

Once you have Synced from the phone you can:

1. Login to Mobile Rescue on the Web .

Mobile Rescue assigns your account a new password instead of sending you your forgotten password for two reasons.

First, you may use the same password in other places so it would not be secure to send it by email.

Second, Mobile Rescue never stores your password in a readable form, so it can't send it back to you.

As soon as you set your Mobile Rescue password, it is encrypted to indecipherable text which is saved with your account information. When you login to Mobile Rescue, the password you type in is encrypted on the spot and compared to the saved text. This way, no one at Mobile Rescue can ever see your password.

2. Change your temporary password in the Account page to a password of your choice.
3. Change the password on your phone to your new Web password.

Appendix A: Upload Service Log

Occasionally, problems that cannot resolve themselves may occur with Mobile Rescue. When this happens and you consult Mobile Rescue Customer Support, the support representative may ask you to select the Upload Service Log menu item from the Mobile Rescue Options menu.

This option causes a small file of technical information about the last transaction between your phone and the Mobile Rescue server to be sent to the server. Technical support can use this file to diagnose and resolve the problem your phone is experiencing.

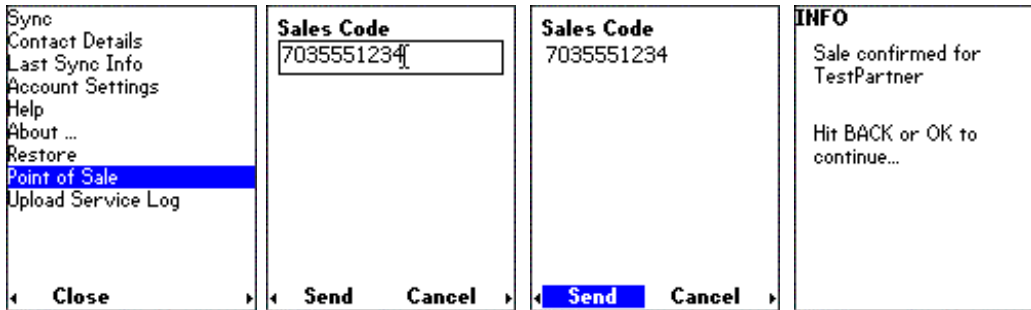
Appendix B: Error Messages

<i>Message</i>	<i>Explanation</i>	<i>Correction</i>
ERROR: The login ID supplied is invalid.	Invalid text for Login ID was entered on Account Settings page.	Change your Login ID. See: Setting Up Mobile Rescue on Your Cell Phone
ERROR: The password supplied is invalid.	Invalid text for Password was entered on Account Settings page.	Change Your Password. See: Setting Up Mobile Rescue on Your Cell Phone
ERROR: Password is wrong or another user owns account name <i>yourname</i>	Login ID <i>yourname</i> was already taken by another user, or you supplied the wrong password for your existing account.	If this is a new account, try a different Login ID. Otherwise, if this account was already yours, try to remember the correct password or go to the Mobile Rescue web site to request a new password.
ERROR: Password is wrong for account <i>yourname</i>	You probably supplied the wrong password for your existing account.	Try to remember the correct password or go to the Mobile Rescue web site to request a new password.
ERROR: Login failed for account <i>yourname</i>	Login ID <i>yourname</i> was already taken by another user, or you supplied the wrong password for your existing account.	If this is a new account, try a different Login ID. Otherwise, if this account was already yours, try to remember the correct password or go to the Mobile Rescue web site to request a new password.
ERROR: Invalid partner code entered	Mobile Rescue does not recognize the sales code entered.	Check your Mobile Rescue sales code and please try again.
ERROR: Sale registration failed for <i>yourcompany</i>	Indicates a problem on the server.	Please report this to Mobile Rescue.

Appendix C: Using Point of Sale

The Point of Sale menu item in the Mobile Rescue Options menu is for use by sales people who have just helped a customer obtain Mobile Rescue on his phone. It allows the salesperson to take credit for the sale.

This menu item should be used **before** the first sync attempt is made, since it will disappear from the menu after the first sync attempt.



To register your sale, simply choose the Point of Sale menu item, enter your Mobile Rescue sales code, and press the Left Function key. After contacting the server, the following message should appear:

INFO: Sale confirmed for *yourcompany*

... and the Point of Sale menu item will disappear from the menu. If you see an error message instead, please refer to **Appendix C: Error Messages** for instructions.