
Duality Always-On Mail®

Duality Always-On Mail brings all the key email components that users are familiar with when using Microsoft Outlook™ at their desktop and pushes them, over the air and in real time, to their Pocket PC or Windows® powered Smartphone* based device. This document gives a brief overview of these capabilities.

Real time, "Push" based Email

Duality Always-On Mail enables you to manage your email via your PDA, in real-time, wherever you may be.

- View messages in real-time, receive data on PDA and desktop simultaneously
- Display read/unread status, sender, subject and received date
- Sort mail list by sender, subject or received date
- Delete, reply to sender, reply to all, or forward a message
- All actions mirrored to desktop view in real-time, over the air
- Display and edit original message on replying or forwarding
- Apply basic text edit clipboard operations (cut, copy and paste)
- Receive attachments in native format, e.g. Pocket Word, Excel, PowerPoint and PDF
- View, save, edit and send attachments as if at a desktop
- Configurable message truncation download size from 0kb (subject line only) upwards
- Truncated text and attachments rapidly downloaded, when requested, in the background
- Identify and add addressees from contacts list
- Resolve incomplete email addresses using Outlook Contacts
- Save messages to drafts folder

Simplified Communications


Duality Always-On Mail is as simple as switching the device on. The software handles all communication issues automatically.

- Alerts as new mail is received; no need to poll for new messages
- Work on or offline; no need to remain in constant mobile coverage
- Network connections established and maintained automatically
- Operate via GPRS or GSM; with option to switch in seconds
- Full real-time, bi-directional synchronisation over the air
- Option to remotely suspend the service temporarily
- Data compression, typically 2:1 size reduction, reducing the cost of GPRS traffic
- Smart message handling; no repeat transfer of data whilst undocked

*available Q2, 2003

Duality Always-On Mail enables you to securely manage your corporate email via your Pocket PC or Smartphone, in real-time, wherever you may be.





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End-to-End Security

Security is paramount in any organisation. Duality securely encrypts messages from behind the corporate firewall, all the way to the device's inbox.

- 128 bit, end-to-end, AES encryption
- New encryption keys generated and exchanged each time the PDA is docked – no "over the air" key exchange
- Entire message, not just body text, is encrypted
- Duality can only be installed by the relevant authorised email account user
- Corporate security not compromised by additional open firewall ports

Fast, Simple Installation

Simple, fast installation process enabling rapid return on investment.

- Avoidance of any change to the corporate firewall
- No requirement for information security team involvement
- No changes to the Microsoft Exchange Schema
- High user familiarity with applications and hardware
- Minimal support and training overheads

To receive further information on Duality Always-On Mail please visit www.commtag.com/partners/microsoft, or contact your local authorised reseller.

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