

Mobile Phone Compatibility

Please Note: While this list is updated regularly, there are too many mobile platforms to allow us to maintain an all-inclusive list. If your mobile device does not run one of the listed software releases noted below, it **may be compatible**, however, we are unable to guarantee this compatibility.

ACTIVESYNC / PUSH SYNCHRONIZATION:

ActiveSync is a technology created by Microsoft. It's used internally, in their phones and email products, and also licensed to third party handset manufacturers and software manufacturers. Also known as "push mail" or "push synchronization", it creates a connection between a compatible mobile device and our Communications Portal. Once this connection is made, our Portal will reach out to your phone whenever there is new email, calendar items or contacts available. In addition, your phone will reach out to the Portal whenever a change is made on your phone that needs to be updated on your webmail account, such as you adding a new contact, or sending a new email.

Some vendors also call this technology EAS or Exchange ActiveSync.

COMPATIBLE SMARTPHONES:

While it's beyond our ability to list the specific models of phones that work (as there are new phones introduced just about every week of the year), we have compiled information based upon the *software* that your phone runs.

MICROSOFT-BASED PHONES:



If your phone runs a mobile operating system from Microsoft, such as Windows Mobile 5, 6, 6.5, or the upcoming Windows phone 7, or is one of the Microsoft Kin phones, your phone is ActiveSync compatible.

You will be able to synchronize your phone and webmail's contacts, calendars and email folders.

HP / PALM WEBOS BASED PHONES:



Phones running the Palm WebOS operating system, recently acquired by Hewlett-Packard such as the Palm Pixi, Palm Pre and Palm Pre Plus are ActiveSync compatible.

You will be able to synchronize your phone and webmail's contacts, calendars and email folders.

APPLE MOBILE DEVICES:



Support for mobile devices by Apple include any iPhone or iPod Touch running iPhone v2.0 or later, plus any device running the newer iOS 4 operating system including the latest generation iPhone, iPod Touch and iPad devices.

Every mobile device by Apple is upgradeable at least to v3.0 of the iPhone software, however there may be a fee incurred for users of older generation iPod Touch devices.

You will be able to synchronize your phone and webmail's contacts, calendars and email folders.

GOOGLE ANDROID DEVICES



Android based mobile devices, sometimes known as "Google phones" represent a wide base of compatibility. Please read this section carefully before selecting a phone running Android.

Devices running the 1.5 release of Android (the "cupcake" release) do not have ActiveSync built in and will be unable to synchronize with the Portal out of the box. This includes the T-Mobile G1, notably, plus many import tablets and eReaders. Devices running earlier versions are not supported. If your phone runs 1.5 "cupcake", please read on for a possible solution.

Devices running version 1.6 through 2.2 have built in support for Exchange ActiveSync, however the version of the software shipped by the mobile phone manufacturer HTC **is not compatible** with our system due to a bug in their implementation. A workaround is expected to be deployed in early 4Q 2010.

Third Party Support: If you are running a version 1.5 Android phone, or a handset manufactured by HTC, there is a third-party ActiveSync client. This product is made in two versions, one for version 1.5 devices, and another for any later release of Android, and is made by a firm called NitroDesk and is called TouchDown. TouchDown is not developed by Interim, nor Google, and as such you will be completely reliant on them for support.

TouchDown product costs approximately \$20, and should be available in your phone's Android Marketplace. A free, thirty day trial is available, and it is highly recommended you verify compatibility with this free trial before purchasing.

For further instruction, please see NitroDesk's web site at: <http://www.nitrodesk.com/>. Please note that the TSC will be unable to assist you in using this software, although we have reports from the field that it functions well.

BLACKBERRY DEVICES



Please note that we are unable to support Blackberry devices at this time due to licensing costs associated with the platform.

We are currently working on adding Blackberry compatibility, with no current expected ETA for a rollout.

OTHER PHONES

If your mobile phone's software is not listed above, but it has an industry standard "IMAP" email client, you will be able to use that email client to retrieve your mail and associated mail folders. You will be unable to synchronize your calendars. The following information will be helpful in configuring that email client:

Email Address: your full email address, including the @interimhealthcare.com

User Name: your full email address, including the @interimhealthcare.com

Password: your Communications Portal password, case sensitive

Server Type: IMAP or IMAP4

Server Name: imail.interimhealthcare.com

Server Port: 993

TLS/SSL: Yes

Your phone will also require an "SMTP" server which allows you to send and reply to messages, these settings are as follows:

Server Name: imail.interimhealthcare.com

Port: 465

TLS/SSL: Yes

User Name: your full email address, including the @interimhealthcare.com

Password: your Communications Portal password, case sensitive

Please note: While the TSC will make a best-effort attempt to help you configure your phone's IMAP/SMTP capability, there are too many phones on the market to guarantee our familiarity with your specific phone. Your carrier's technical support can likely provide additional assistance.