

## Enterprise Vault Mobile Search

Symantec Enterprise Vault™ Mobile Search lets you search for and view Exchange archived emails and their attachments from the Internet browser on your mobile device.

The main difference between Mobile Search and a typical configuration of Enterprise Vault on your office network is that Mobile Search only provides viewing. So, for example, you cannot reply to or forward an archived email directly, or save an attachment as a file.

Mobile Search finds only archived emails. To find unarchived emails, use your email application.

## Before you use Mobile Search

To connect to Mobile Search and log on, you need to know the following:

- The Mobile Search URL
- Your user name
- Your password
- The domain to connect to

If you do not have this information, ask your administrator.

## Logging on and off

### To log on to Mobile Search

- 1 Open your browser.
- 2 Navigate to the Mobile Search URL.
- 3 Do one of the following:
  - If you see a browser page that contains the fields **User Name**, **Password**, and **Domain**, enter these details and press **Log On**.
  - If your browser prompts you to enter your **User Name** and **Password**, enter your user name in the form *domain\user name*, and enter your password. If required, select the option in the prompt to remember your logon details. Then press **OK**.

### To log off

- ◆ Close the browser.

A Mobile Search session expires after it has been inactive for a period that the administrator has configured. When you try to continue using Mobile Search, it prompts you to log on again.

## Searching for emails

After you log on, you see the search page. You can press **Search** immediately to see a list of all the archived emails in the vault that is shown in the **Vault** field. Alternatively, you can refine the search using the following fields:

<b>Look For</b>	Enter characters to search for in the subject line and contents of archived emails, and in the file name and contents of attachments.
<b>Sender</b>	Enter characters to search for in the From field of archived emails.

<b>Recipients</b>	Enter characters to search for in the To field and Cc field of archived emails.
<b>Subject</b>	Enter characters to search for in the subject line of archived emails.
<b>Sent</b>	Select when the archived emails were sent.
<b>Vault</b>	<p>Select the vault to search. You can search only one vault at a time. If you have access to more than one vault, you can open the drop-down menu and select a different vault.</p> <p>If you have access to more than five vaults, an arrow appears to the right of the <b>Vault</b> field. Press the arrow to view pages listing the vaults you have access to. Vaults are listed in alphanumeric order. To select a vault, highlight its name and then press <b>Select</b>.</p>

When you enter search terms, note the following:

- If you enter two or more words that are separated by spaces, the search returns items that contain any of those words.  
For example, 'department meeting' finds the word 'department' and the word 'meeting'.
- To search for a phrase, enclose the words in double quotation marks, or link the words with an underscore character or a plus sign.  
For example, "department meeting", department\_meeting, or department+meeting all find the phrase 'department meeting'.  
You cannot search for a phrase by linking the words with AND, or by enclosing the words in brackets.
- To exclude a word from your search, prefix it with a hyphen.  
For example, 'meeting -department' finds the items that contain the word 'meeting' but not the word 'department'.
- To search using wildcards, use an asterisk (\*) to find zero or more characters, and a question mark (?) to find any single character. You must enter at least three other characters before using a wildcard.  
For example, 'min\*' finds the words 'minutes', 'minimum', and so on.

If your search matches more than the maximum number of results that Mobile Search is configured to retrieve, you can choose whether to refine your search or display the available results.

## Using navigation links

If there is more than one page of search results:

- Press the > (Next) and < (Previous) links to move from page to page.
- Press the << (First) or >> (Last) link to go straight to the first or last page.

You can also use navigation links when the following apply:

- An email or an attachment extends over more than one page.
- An email has more than four attachments.
- A list of vaults extends over more than one page.

## Viewing emails

To open an email in the results list, press the link to it.

Each email in the list has an icon. An envelope with a paperclip indicates an email with one or more attachments. An envelope on its own indicates an email with no attachments.

You can sort the list by date, sender, or subject.

### To sort the results list

- 1 Open the **Sort By** drop-down menu.
- 2 Select a sort order.
- 3 Press the right arrow next to the **Sort By** field.

## Viewing attachments

When you view an email with one or more attachments, the attachments are listed at the bottom of the page. To view an attachment, press the link to it.

Mobile Search always displays attachments in HTML format, so you see their contents as text. It does not display images.

---

Copyright © 2011 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, and Enterprise Vault are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.