

Service description Hosted Editions



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COMMUNICATIONS

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Glossary

Account:

Combination of username/password with which a user can log on to the Qaleido platform. At least one mailbox is linked to an account. One or more email addresses can be linked to a mailbox.

Datacenter:

One of the Dutch datacenters of Solcon Internetdiensten B.V. where the servers for the Qaleido platform are located.

Hosted account:

A specific product package of Qaleido, available as a cloud-based service.

Mailbox:

Demarcated amount of storage used for delivering the email for the linked account and any of its associated aliases (if applicable). Minimum size is 1 GB. In some versions of the Qaleido service, the user or administrator can personally determine the size of the mailbox.

Mobile environment:

A smart phone that can synchronise with Qaleido, provided it has the correct application loaded. All user data (email, calendar, contacts) is synchronised with the Qaleido platform on the basis of two-way traffic. On Symbian devices also notes will be synchronized.

Qaleido services:

The total set of services (all implementations) offered under the brand name of Qaleido.

Qaleido International B.V.:

The legal entity, based in the Netherlands, offering the Qaleido service, and with which a customer enters into a user agreement.

Qaleido platform:

The entire complex of servers, software and connectivity making up the platform on which the Qaleido service is offered.

Solcon Internetdiensten BV:

An Internet Service provider associated with Qaleido International B.V., which provides the datacenters on which the Qaleido platform is located.

Synchronization:

The simultaneous provision of the Qaleido user data on the platform and the smartphone linked to the account.

SyncML:

Protocol that allows synchronization between Qaleido and a suitable smartphone.

WebDAV:

A protocol on the Internet that is an extension of the HTTP protocol. The acronym stands for Web-based Distributed Authoring and Versioning.

Incident:

Any event that deviates from the expected default behaviour of the service between user(s) and Qaleido.

Hardware:

Physical computer equipment used to facilitate the service offered.

Users:

Individuals using the functionalities of the service offered based on an agreement.

Power user:

Individuals using the functionalities of the service offered based on an agreement, entitled to have access to both my.qaleido and the Qaleido administration module.

Qaleido Infrastructure:

The whole of hardware, system software, internal network components and management tools necessary to keep provided service operational.

1 PREFACE

This document is the service description of the service called 'Qaleido'.

This service description is part of the agreement between Qaleido International B.V. and its customer for the purchase of the 'Qaleido' service.

In total, the agreement consists of the 'General Conditions Qaleido Business' (if the purchase is by a business client) or the 'General Conditions for Consumers' (if purchased by a consumer), along with the 'Privacy Statement Qaleido' and this service description. This is the whole set of conditions under which this service is provided.

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2 GENERAL

A number of services are provided under the 'Qaleido' heading. Globally speaking, Qaleido incorporates a web-based client-server environment, which is used to provide the following services:

- E-mail
- Calendars
- Contacts, tasks and notes
- Messaging (QChat)
- Web disk (QDisk)
- Webshop management (QStore)
- Hyperlink management (QLink)
- Connectivity

A user can log in by entering into a browser address field, the URL <https://webmail.qaleido.com> to connect to the Qaleido server. This domain is owned by Qaleido International B.V. and does have a Secure ID to enable secure HTTPS/SSL-TLS communication between browser and server. Then, with a user name / password combination, the user can log in, at which point the complete functionality becomes available to the customer. The operating systems for mobile phones iOS, Android, Symbian and Windows Phone (in development) are supported by Qaleido . To use the mobile service requires a data subscription.

One important feature of Qaleido is the possibility of synchronising with an appropriately equipped smartphone or PDA or Tablet. The functionality offered by Qaleido as a web-based service is thus available on the move, by means of WIFI or GPRS based on two-way synchronisation. Which makes it possible, under any situation, to check the current data.

The underlying platform of Qaleido is centrally hosted and managed by Service Provider Solcon Internetdiensten B.V.. Data is stored in one of the datacenters belonging to Solcon in the Netherlands. Therefore for the data stored Dutch legislation is applicable. All incoming emails are scanned for viruses and SPAM. An advanced adjustable spam filter detects spam include by means of a "black list". This list contains domain names that generate SPAM and Qaleido ensures that this list is kept up-to-date. Both the virus scanner and the spam filter are updated regularly. The above cases are not applicable if a version of Qaleido are hosted on a private environment of a customer itself.

In principle, the Qaleido service is offered on the qaleido.com, qaleido.nl, qaleido.be, qaleido.de, qaleido.eu or qaleido.fr domain. It is possible to approach the web client via another domain specified by the customer. Qaleido supports one or more domain names. The management of a domain name consists of keeping up-to-date of the references of (sub) domain names to the mail server of Qaleido.

3 VERSION FORMATS

Qaleido can be offered as:

Hosted Edition

This allows the customer to use Qaleido mail services as well as the calendar, contacts, tasks, notes and webdisk environment. This is done via a web-based client. The choice of whether email is used on qaleido.com, qaleido.nl, qaleido.be, qaleido.de, qaleido.eu or qaleido.fr domains or (at an additional cost) the customer's own domain, is up to the customer.

These services are offered under the service descriptions:

- Qaleido Hosted Accounts™ Edition
- Qaleido Hosted Family™ Edition
- Qaleido Hosted Business™ Edition

(Virtual) Server Edition

This allows the rapid set-up of a complete environment for all functions offered by Qaleido, for between five accounts and up to thousands accounts (also depends on the selected hardware). As an option, this can either be on a server in the customer's own IT infrastructure or on an environment managed by a service provider. Qaleido then operates as email, calendar and file server.

These services are offered under the service descriptions:

- Qaleido Server™ Edition
- Qaleido Virtual Server™ Edition

The following sections provide detailed descriptions of these version formats.

3.1 Qaleido Hosted Accounts™ Edition

Via the Hosted Accounts™ Edition a single user can make use of the Qaleido Communications service. In this version the sharing facilities for the mailboxes, the mail folders, files and chat are disabled.

For non-commercial use the Qaleido Hosted Accounts™ Edition is free of charge. In that case the number of optional extensions is limited.

Qaleido Hosted Accounts™ Edition has the following standard features and expansion options:

Service feature	Description	Included as standard	Option
Account	Mail on Qaleido domain. (com, nl, be, de, eu, fr)	1	No
Mailbox	Number of accounts	1	No
Alias	Alias on the chosen Qaleido.(com, nl, be, de, eu, fr) domain	5	No
e-mail storage	Amount of disk space for mail	1 GB	Upgrade per GB
Qdisk	Webdisk storage for storage and file sharing of files	1 GB	Upgrade per GB
Qchat	Chat within a group	No	No
SyncML	Synchronization with smartphones (IMAP)	Yes	No
Administration Module	Contains main settings for a group of users	No	No
Domain	Managing mail on domain name in Qaleido	No	Yes
Domains	New domain reservation	No	.nl / .eu / .com / .net / .org / .info / .biz / .be / .de / mobi / .tel

Table 1: Survey Qaleido Hosted Accounts™ Edition

Use of the optional services additional costs will be charged. The current rates are published on our website.

The feature list Qaleido Communications provides a complete overview of all functionalities.

3.2 *Qaleido Hosted Family™ Edition*

This form of Qaleido Communications is characterized by the opportunities for interaction between four to up to eight users. The group members can make use of shared access to Qdisk, QChat, email folders, calendars, and mailboxes can also be shared.

Qaleido Hosted Family™ Edition has a tariff structure based on annual amounts.

Qaleido Hosted Family™ Edition has the following standard features and expansion options:

Service type	Description	Included as standard	Option
Account	Mail on Qaleido domain. (com, nl, be, de, eu, fr)	4	Yes (max. 8)
Mailbox	Number of accounts	4	Yes (max. 8)
Alias	Alias on the chosen Qaleido.(com, nl, be, de, eu, fr) domain	20	Yes (max. 40)
e-mail storage	Amount of disk space for mail	4 GB	Upgrade per 4 GB
Qdisk	Webdisk storage for online storage and file sharing of large files	4 GB	Upgrade per 4 GB
Qchat	Chat within a group	Yes	standard
SyncML	Synchronization with smartphones (IMAP)	No	Yes
Administration Module	Contains main settings for a group of users	Standard	-
Domain	Managing mail on domain name in Qaleido	No	Yes
Domain	New domain reservation	No	..nl / .eu / .com / .net / .org / .info / .biz / .be / .de / mobi / .tel

Table 2: Survey Qaleido Hosted Family™ Edition

Use of the optional services additional costs will be charged. The current rates are published on our website.

The feature list Qaleido Communications provides a complete overview of all functionalities.

3.3 Qaleido Hosted Business™ Edition

This form of Qaleido Communications is characterized by the extensive opportunities for interaction between the users of the same group. The maximum number of users within the group is virtually unlimited.

Qaleido Hosted Business™ Edition has a tariff structure based on monthly payments.

The table below gives an overview of the standard offer, and the optional extensions.

Service feature	Description	Included as standard	Option
Account	Mail on Qaleido domain. (com, nl, be, de, eu, fr)	5	Yes (unlimited)
Mailbox	Number of accounts	4	Yes (unlimited)
Alias	Alias on the chosen qaleido.(com, nl, be, de, eu, fr) domain	20	Yes (unlimited)
e-mail storage	Amount of disk space for mail	5 GB	Upgrade per 5 GB
Qdisk	Webdisk storage for online storage and file sharing of large files	5 GB	Upgrade per 5 GB
Qchat	Chat within a group	Yes	Standard
SyncML	Synchronization with smartphones (IMAP)	Yes	Standard
Administration Module	Contains main settings for a group of users	Standard	-
Domain	Managing mail on domain name in Qaleido	Yes	Yes
Domain	New domain reservation	No	.nl / .eu / .com / .net / .org / .info / .biz / .be / .de / mobi / .tel

Table 3: Survey Qaleido Hosted Business™ Edition

Use of the optional services costs will be charged. The current rates are published on our website.

The feature list Qaleido Communications provides a complete overview of all functionalities.

3.4 Qaleido Server™ Edition

With the Qaleido Server™ Edition a complete mail server of Qaleido Communications can be established. This so-called 'Server' version enables the creation of an environment under your own management and on your own hardware. All necessary elements are bundled in a complete package and are delivered as Distro version. This distro server edition is specially designed for Service Providers and Hosting Providers and contains all the functionality of the Hosted Editions described previously.

If you are interested in a Qaleido Server™ Edition, please contact the Sales Department at sales@qaleido.com. In further consultation our staff is eager to create a customized proposal.

3.5 Qaleido Virtual Server™ Edition

With the Qaleido Virtual Server™ Edition Virtual Server™ Edition a complete mail server of Qaleido Communications can be established. This variant of Qaleido is installed on a virtual server with a specified memory size. The total storage capacity is to be determined in consultation. The administrator is free to set the number of mailboxes in this platform. Qaleido manages the platform on which the virtual server is implemented. The customer himself administers the server.

If you are interested in the Qaleido Virtual Server™ Edition, please contact the Sales Department at sales@qaleido.com. In further consultation our staff is eager to create a customized proposal.

4 BROWSERCOMPATIBILITY

Qaleido can be used with the following browsers:

- Internet Explorer 8+
- Firefox 9+
- Chrome
- Safari
- Opera

Note: For all browsers, the application is only applicable in combination with an up-to-date operating system (Windows XP, Vista, Windows 7, Mac OSX and Ubuntu).

5 SERVICE AND SUPPORT

As shown in *Figure 1: Overview version formats Qaleido services*, a "service level" applies to the services of Qaleido. Each service level is characterised by a specific method and level of support.

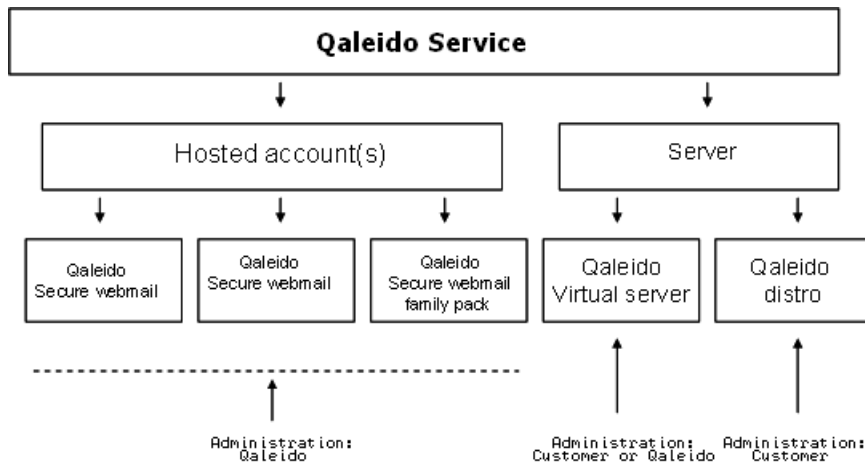


Figure 1: Overview version formats Qaleido services

The general position is that the support for the cloud-based services consists of the knowledge base, as well as support from the Qaleido help desk based on the use of tickets. Of course, the various versions of Qaleido contain an extensive help function.

On www.qaleido.com you can find the following:

- Various manuals and video scenarios with user instructions;
- FAQ list with a wide range of questions and corresponding answers (in development);
- Version info (current, future) and info about future updates (in development);
- Wiki (in development);
- Access to the self-care environment My.Qaleido through <https://my.qaleido.com>;
- Up-to-date survey of fault reports for Qaleido services (in development);
- The option to submit a ticket to report a failure or ask a question.

When the services, the client can also make use telephone support, which is available up to 24 hours a day, 7 days a week. The use of telephone support is free of charge during office opening hours for the first 60 days after commencement of the paid Qaleido service. Costs are charged via Support blocks for its use after that period. Support blocks can be bought on an time base, either in advance or afterwards. The actual time used is deducted from the balance after each support session. Reporting of faults is always free of charge, as well as resolving them (so far as the source of the problem is within Qaleido's domain).

The following table contains a summary of support and how this is arranged.

Support source	Version format			
	<i>Standard</i>	<i>Profession</i>	<i>Business</i>	<i>Enterprise</i>
Qaleido knowledge base	included	included	included	included
My Qaleido portal	included	included	included	included
Tickets	Included, response not guaranteed	Included, response guaranteed within 8 hours.	Included, response guaranteed within 8 hours.	Included, response guaranteed within 4 hours.
Remote	Support blocks	Support blocks	included	included
Telephone support (office hours)		Support blocks	included	included
Telephone support (24 hours a day, 7 days a week)				included

Table 4: Survey of service levels

6 AUTHORIZATION HOSTED QALEIDO EDITIONS

During checkout the signup process generates a username and password for the power user. Depending on the version ordered, additional users can be created and managed by the power user. Qaleido offers a Self-Care environment and an administration in the Qaleido software.

The power user can log on to the Self-care environment via the URL my.qaleido.com

Through the Self-care environment and the Qaleido administration module, the power user can access a wide range of settings:

- create, delete and manage normal and power users;
- change user passwords;
- create and manage user groups and rights groups;
- create chat accounts for users and manage chat account settings;
- create and manage global address lists;
- add locations and/or facilities;
- modify design themes and/or add logo;
- manage QDisk user quota.

The administration module is not available in the free Hosted Accounts Edition.

7 PARTNERWEB

For Qaleido partners (resellers) Partnerweb is available. The partner can log on to this Self-care environment with a combination of the partner number and password. Through Partnerweb the authorized Qaleido partner can check customer data and accrued commission, order new or additional services, track order status and create customer support tickets for our helpdesk. The URL for this service is <https://partnerweb.qaleido.com>.

8 BACK-UP PROCEDURE

By means of a daily back-up user data stored for 30 days. The retrieval of files from the backup is not included in the service. By paying "support blocks" based on subsequent calculation it is possible to recover lost files from the backup copy. Through the Self-care environment, requests can be sent to our Helpdesk by means of an support ticket.

9 DELIVERY

Immediately after the close of the contract for the delivery of the service customer will receive a welcome email message and can log on to the Self-care environment to monitor the progress of the delivery of the service. After the service is technically ready, the user receives an email message and he can log on to the service.

10 OPERATIONAL MANAGEMENT

The primary services include the provision of a defined part of the Qaleido Communications infrastructure. Qaleido is responsible for the availability, management and maintenance. The necessary hardware and software and network components are part of the responsibility of Qaleido International B.V. and are located in one of the datacenters of Solcon Internetdiensten B.V.. The datacenters Solcon are directly connected to one or multiple Internet backbones.

- The Solcon Datacenters meet the highest standards regarding access security, climate control, fire safety etc. and are located in the Netherlands.
- Network components: For hosting the Qaleido software only high grade network components are being applied and these components are permanently monitored.
- Access and data protection: the servers are behind a managed firewall, which prevent unauthorized access to data and software. Your data is protected against loss through mirroring and daily backups.

Users are solely responsible for any proprietary hardware such as PCs, laptops, smartphones and tablets that is necessary to use the service. Also, the user is responsible for all software installed on these clients and keeping this software up-to-date.

11 INCIDENT AND PROBLEM MANAGEMENT

Qaleido ensures the continuity of service by recording, analysis and resolving of incidents and problems in the shortest possible time. Qaleido ensures that changes to the system software are implemented to improve the delivery of the service or functionality or to resolve problems. Qaleido also monitors the capacity of the infrastructure by analysing the capacity consumption and timely anticipating to expected future use.

12 POLICY IN RELATION TO SPAM

All incoming emails are scanned for viruses and SPAM.

There is a ban against sending spam messages or placing spam news items via the Qaleido platform or the Qaleido service.

Sending advertising email is only permitted if such email complies with the statutory rules, such as those that can be found on the OPTA website (www.opta.nl) and elsewhere.

Qaleido International B.V. is entitled to take steps against spam and its transmission. Unless the issue is extreme or urgent, Qaleido will firstly offer the customer an opportunity to take appropriate measures, before proceeding to do so itself.

In relation to the data stored on one of Qaleido's servers by or on behalf of the customer, Qaleido International B.V. guarantees the integrity and property rights of the customer. Such data will never be used in any way except for strictly management purposes.

It is not permitted to use Qaleido's services, directly or indirectly – in any way whatsoever – for providing and/or facilitating unauthorised use and/or illegal transactions and/or criminal offences.

The following transactions are in all cases regarded as unauthorised use:

- committing an infringement of third-party intellectual property rights; theft
- unlawfully and/or criminally disseminating secret or confidential information
- unlawfully or criminally disseminating texts and/or image and audio material, including racist messages, child pornography, criminal data traffic and offensive messages
- destroying, damaging or rendering inoperable any systems or computerised works and software belonging to third parties
- disseminating viruses or otherwise intentionally disrupting communication or data storage
- gaining access to (parts of) the Internet or networks where it is clear that such access should not be available to the contractor or the user of the service.

Test or demo versions of Qaleido can be offered to interested parties. The full scope and impact of the contract conditions and service description also apply to these versions. Qaleido is free to restrict the functionality of test or demo versions and to terminate these after a specified and agreed period.

13 FIELDS OF APPLICATION OF QALEIDO HOSTED EDITIONS

13.1 E-mail

One of the key applications of Qaleido concerns E-mail. The facilities offered by Qaleido for this can be accessed via a web-based client. Therefore the service can be accessed on a PC or laptop equipped with an up-to-date operating system, an up-to-date browser and internet access. Smartphones and tablets however, require a separate e-mail application (which is available on each device by default). Using push mail, your e-mails are being synchronized with the Qaleido online-server.

The Qaleido web client offers the facility of managing a large number of mailboxes. Depending on the implementation, this can be mail on one of the Qaleido domains or on the customer's own domain. The minimum size of a mailbox can be set to 1 GB. the maximum size depends on the underlying storage network and the services purchased.

All mailboxes have the ability to create five aliases. Thus, a mailbox can also be reached via multiple e-mail addresses (aliases), and also e-mails can be send via one of the five aliases. The Qaleido client can access multiple mailboxes. Technically speaking, there is no limit to the number of IMAP mailboxes that can be managed in Qaleido. Also IMAP mail services of other providers can be managed in Qaleido.

'Rules' may be imposed on incoming email messages. Qaleido features an 'absence message' facility and offers the possibility of applying encryption and digital signatures to email traffic between different Qaleido users. It is also possible to share e-mail accounts and e-mail folders with other users within the domain. It is even possible to set read/write permissions for this feature. For each mailbox multiple signatures can be are stored and managed.

It is also possible to adapt a number of aspects of the client's 'look & feel' (colour, layout, language settings).

Additionally, the Business and the Family Editions provide the use of a global address list (GAL) and other joint mailing lists. The email addresses of participants of the corporate address lists are stored in a database. By using auto-complete functionality (keying in just a couple of characters), email addresses can be rapidly added to messages. To e-mail messages signatures and different priority levels can be assigned.

Data from a Microsoft Outlook environment can easily be imported into Qaleido. In Windows™ environments you can set Qaleido as your default email client.

13.2 Qdisk

Qaleido has an built-in webdisk, easily accessible for the client. It is possible to download email attachments directly to the Qdisk. Additionally, the Business and the Family Editions provide the shared use of the Corporate Qdisk. You do not need to install special software to use the local Qdisk.

As well as storage, the Qdisk offers the option of sharing files between Qaleido users and others, either with or without password access control. Files can also have a Time To Live (TTL) field linked to them. This allows sharing of the file for a specific period, after which the sharing option will expire. After this time the possibility of sharing will be expired. This provides a secure method of distributing (large) files.

The minimum size of the Qdisk is 1 GB and the maximum depends on the underlying storage network and the services purchased. The Qdisk can be accessed from any environment where there is a browser and internet connectivity. The Qdisk can also be accessed from a smartphone using a suitable application. Qaleido's Qdisk links up with other applications, using the WebDAV protocol.

13.3 QStore

The Qstore is used for central management of hyperlinks to one or more webshops. This allows authorized users to quickly upgrade their services and order new services at preset webshops. Power Users can manage and visualise webshops, web pages and notifications to users.

13.4 QLink

The QLink functionality enables client and browser-independent storage, management, and sharing with other Qaleido users of all hyperlinks in Qaleido. You can add a hyperlink received via e-mail to Qlinks with a single click. Addition to the personal QLink, QLink is also available at corporate level (version dependent).

13.5 Qchat

For rapid mutual communication QChat is available. It is possible to Qchat with other Qaleido users. The administrator can activate and deactivate a chat module for a user or user group.

13.6 Organiser

The "organizer" contains the calendar, contacts, tasks and notes.

13.7 Calendar

The "calendar" provides the ability to manage multiple individual calendars. Meetings can be arranged on the basis of an "auto-pick" functionality. This looks for the next available opportunity that the invited participants are available. It may also take into account the necessary facilities (e.g. consultation room and/or beamer). Emails can be converted into calendar events through "drag and drop". Calendar sharing can be switched on or off per individual user. An event invitation is sent to the participant(s) by email. Invitations can be accepted or declined with a simple mouse click. Accepted events can be linked to a specific calendar. It is also possible to give another Qaleido user access to the calendar in order to manage the calendar.

13.8 Contacts

Qaleido features the ability to maintain contacts data. Data to be stored include: name, address, city, telephone number (s), e-mail address(es), date of birth, photo and company name. The address book can also be updated based on received or sent emails. The database can be sorted in several ways. Addresses from Outlook can be imported via a self-developed import tool.

13.9 Tasks and notes

'Tasks' enable Qaleido-users to maintain a personal to-do list, arrange it according to the users wishes and keep track of progress. Priorities can be assigned to tasks and reminders can be set to tasks also. Through "drag and drop" emails can be converted into tasks. Using the filter function, tasks and notes can be easily found and sorted.

13.10 Connectivity

Qaleido's connectivity option allows customers to set up the synchronisation between the client and a mobile phone. The smartphone has to be running a suitable application. Qaleido supports practically every contemporary smartphone. For iPhone and Android smartphones Qaleido did even develop its own App. Symbian devices do have their own synchronization features that are being supported too. As soon as use is being made of the Qaleido app, the calendar information, contacts and tasks for all clients will be synchronized. On Symbian devices also notes will be synchronized.

A complete list of all Qaleido functionalities can be found in the Feature List on our website.