



# divide™

by enterproud



## User Guide

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The Divide™ platform enables and accelerates BYOD mobility by providing a dual-persona user experience that allows IT to secure and cloud-manage the work persona without compromising an employee's privacy.

### Q: How do I get Divide?

A: You can get Divide by one going to the URL <http://www.enterproud.com/install.apk> from your device browser. It automatically begins to download.

### Q: How secure is the Divide platform?

A: Divide provides enterprise grade security. Your work profile is independent and separate from your personal profile, and fully encrypted.

### Q: Will Divide work on my company's email system?

A: Check with your IT Administrator if iPhones and Androids are already supported by your company. If they are then Divide will work. Divide is designed to work with companies that have Exchange Server ActiveSync protocol enabled (either through Exchange or GoogleApps).

### Q: Will Divide work on all Android devices?

A: Divide is only available for Froyo (2.2) and up.

### Q: Is Divide available for iPhone?

A: Divide is only available for Android (2.2+) at this time. But we're always looking to expand our offerings to other platforms.

### Q: What happens if my device is lost or stolen?

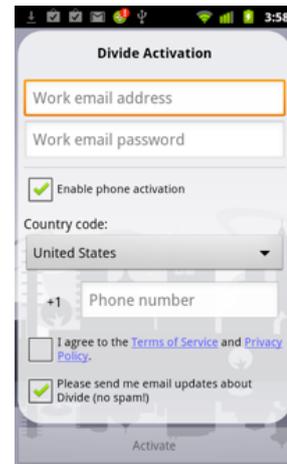
A: If you think you've lost it nearby you can activate the beacon through the cloud based console. This will emit a loud classic style ring, regardless of whether your phone is on silent. If you've lost your device and believe it to be in a remote location that is inaccessible to you, you can still protect your data. From the cloud managed console you have the ability to wipe both your personal and corporate data.

**Q: I've downloaded Divide but can't activate my device.**

**A:** At the activation screen you will be required to input the following information:

- Work email address
- Work password
- Device phone number (for non WI-FI devices only)

Be sure to also select "enable phone activation" and accept all terms and conditions.



**Q: I've input all the correct information but still receive the error, "invalid username or password".**

**A:** After failing to successfully activate you will be taken to the advanced settings screen where you will be required to provide host /domain and server information. If you are still unable to activate, please check with your IT Administrator for the correct settings to your work Exchange environment.

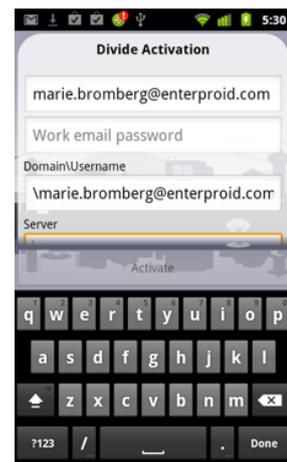


**Q: I've input all the correct fields but Divide was unable to find my domain.**

**A:** If you are the first person activating from your domain, Divide will require that you set your Exchange settings. This process should only happen once, and after you've successfully activated all other users from your domain will not be required to input this information.

**Q: I've input all the correct fields in advanced settings but Divide still gives me the error "unable to open connection to server"**

**A:** This is due to a field being incorrect. Most likely you have not put in your Exchange settings (e.g. server) correctly. Check with your IT Administrator to verify you have all the fields correct.



**Q: I've input all the correct fields in advanced settings but Divide still gives me the error "Please configure your exchange settings"**

**A:** This is due to your exchange settings being incorrect. Most likely you have not configured your Exchange settings (e.g. MX settings) correctly. Check with your IT Administrator.

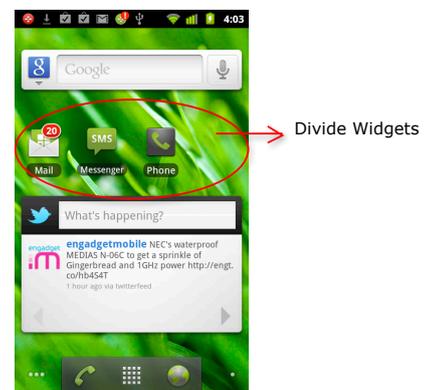
**Q: Can I activate multiple accounts on Divide?**

**A:** This is currently not supported. One work account per installation of Divide.

**Q: How do I switch to my Divide profile from my personal screen?**

**A:** You can switch to your Divide profile a number of ways:

- Double tapping the home button.
- Selecting one of a Divide Widgets from the home screen (see screenshot below)
- Select "Divide work alerts" from your notification curtain (See Screenshot below)



**Q: How do I know if I have mail or messages on my Divide side while I'm on my personal?**

**A:** You can install Divide mail, messages, and phone widgets from your personal side. These widgets will notify you when you have unread messages, alerts or calls. When you tap the widget you're instantly taken to the Divide side.

You can also install Divide alerts on your personal notification bar.

**Q: Can I view another calendar that has been shared with me?**

**A:** No. At this time Divide only supports viewing your work calendar and your personal calendar.

**Q: How can I turn off my personal events from appearing on my Divide calendar?**

**A:** This is a setting available under Option Menu> More > Settings > Overlay personal events.

**Q: How do I set my working hours?**

**A:** The "set working hours" app allows you to set the hours you'd like to receive Divide side notifications.

1. Launch "Set working hours" from the Divide Apps Drawer.
2. Set working hours
3. Set working days
4. Press DONE.

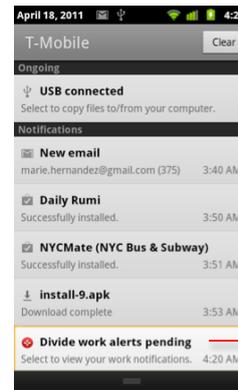
**Q: How do I update my Divide software?**

**A:** This is a setting available under Divide Preferences > About > Update

**Q: Calls and messages only show up on my personal side not my Divide side?**

**A:** Ensure that you do not have an SMS blocker installed. If you do not ensure that your messages are fit to the following logic:

1. If a contact ONLY exists in the personal address book, any incoming SMS will go to the personal SMS app.
2. If a contact ONLY exists in the business address book, any incoming SMS will go to the Divide SMS app.
3. If a contact exists in NEITHER address book (UNKNOWN number), by default it will go to the personal SMS app. (unless policy dictates otherwise)
4. If a contact exists in BOTH address book, by default it will go to the personal SMS app. (unless policy dictates otherwise).



Divide Notification

**Q: How do I wipe Enterprise (Corporate) data?**

**A:** Option 1: From the device home screen > press the 'Menu' button > go to Preference > General > then tap 'Wipe enterprise data'

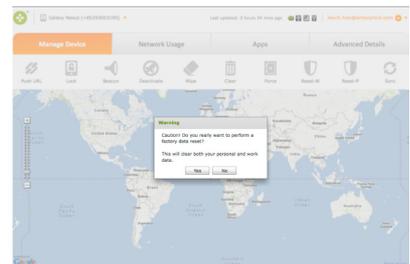
Option 2: Login personal ARC, go to 'Manage Device' -> 'Security', then click 'Clear enterprise data'

Option 3: Ask your domain administrator to remote wipe your enterprise data

**Q: I've successfully logged into personal ARC, but when I go to Corporate ARC my credentials don't work.**

**A:** If you are the first person logging in from our domain, you will have to claim the domain as an IT Administrator. You will be asked to prove IT admin status by clicking on a corporate ARC activation link sent to a special email address (enterproid-admin@<domain>). Our assumption is that the IT admin is able to create this special email address. In the future, we will add additional ways to "prove" your IT admin status.

If you are not the first person from your domain, an email will be sent to current administrators requesting approval.



**The Divide Platform available from Dell Inc.**

Contact your Dell sales representative or  
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