

How Peek Works

What is Peek?

Peek is a mobile email service that allows any POP3, IMAP V4, Gmail, Yahoo, AOL, Hotmail, and Microsoft Exchange email providers. The Peek is a mobile email only device that talks to a Peek Server that connects to service providers. The Peek email service only needs your full email address (e.g. username@domain.com) and your password to start delivering email to your device. Peek comes in two flavors – the Peek Pronto and the Peek Classic.

System Architecture

The Peek service is composed primarily of three larger components – the Peek email device, the Peek Server, and the Customer Relationship Manager module.

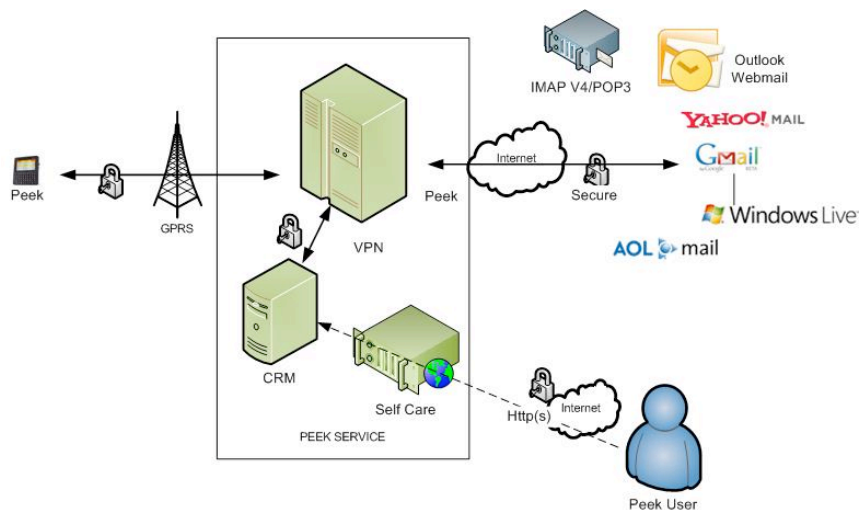


Figure 1: Overall Architecture

Peek device

The Peek device is a full QWERTY handheld that is fully designed for messaging on the go. The device is slim, comes in three colors (gray, cherry, aqua) and extremely ergonomic to use on the go. The Peek device can support sending and receiving of email, texting, multiple accounts, contacts downloads, and search. The Peek device also allows you to activate your service without having to call Customer Service/Care or visiting the Peek website.

Peek server

The Peek server is the service provider to the Peek device using a proprietary language. The Peek server is connected to the Peek device over a secure GSM network. The Peek server connects to the various service providers using secure links (SSL, TLS, etc) that are preferred by the service providers and pulls mail periodically (Pull) or gets email real time from them (Push).

Currently only Gmail, Hotmail, Live, MSN, and Microsoft Exchange service providers support real time email.

Customer Relationship Manager (CRM)

The Customer Relationship Manager (CRM) module manages the service payments and the Peek device/service activation lifecycle for every user account. The CRM plays a key role in managing the business logic for all of the Peek service and has an automated email system that informs the Peek

customers about their account status. Customers can also login to their individual accounts from the getpeek.com site to view their history and account status.

Setting up Peek

The Peek device is extremely easy to setup – it takes on 60 seconds. Follow these steps –

- Turn your Peek ON (Top right of your device)
- Follow the instructions on the screen
- Enter your name, email address, and your password
- Enter your credit card (if you already have not done so at purchase)
- You are ready to use your device.

Please download the [Quick Start Guide](#) to learn about setting up your Peek and learning more about the Peek device.

The Peek product line

The Peek product line has two devices –Peek Pronto and Peek Classic. Both of these devices have the same hardware and are differentiated by service and quality of service parameters. Features like unlimited Email, Contacts management, Send/Receive of email, etc are standard across both of the Peek product lines.

Here is a quick comparison between the two products –



Comparison	Peek Pronto	Peek Classic
Price	\$79.95	\$49.95
Colors		
Email Delivery	True Push	Standard (2-5 mins)
Exchange Support	Yes	No
Search On Device	Yes	No
Accounts Supported	5	2
Attachment Support	Doc, PDF, Images	Images

Table 1: Peek product comparison

Support/Care

The Peek Support center is available to answer all of your questions – please call 877 677 Peek (7335). You can also find more about Peek at [Peek User Support](#) online.