



AZERCELL MobilMail

User Guide for S60

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Preface

Welcome to Azercell MobilMail, which offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. MobilMail uses True Push technology, so there is no need for synchronization and no delays in getting the latest information.

Azercell Telecom J.V. provides secure, real-time, wireless access to enterprise applications through your mobile device. This guide provides information for managing and using Azercell MobilMail with your mobile device.

This preface includes the following sections:

- Audience
- Related Documentation
- Documentation Feedback

Audience

This guide is intended for enterprise users accessing corporate applications and data using Azercell MobilMail and a mobile device. It assumes that you have a mobile device with wireless access and that you are familiar with using this device.

Related Documentation

This document set includes the following documentation:

- Azercell MobilMail Release 5.0 User Guide for Pocket PC - provides instructions on how to use MobilMail with Windows Mobile Pocket PC devices, such as Qtek and HP iPAQ.
- Azercell MobilMail Release 5.0 User Guide for UIQ -provides instructions on how to use MobilMail with Symbian UIQ devices.
- Azercell MobilMail Release 5.0 User Guide for S80 -provides instructions on how to use MobilMail with Nokia Series 80 devices.
- Azercell MobilMail Release 5.0 User Guide for Windows Mobile Smartphone - provides instructions on how to use MobilMail with Microsoft Windows Mobile Smartphone devices.

Documentation Feedback

Azercell Telecom J.V. welcomes your feedback. Please help us improve future releases of this document by sending your comments and suggestions to customercare@azercell.com.



Chapter 1: Introducing Azercell MobilMail

Installation Package

Azercell MobilMail for devices running Nokia Series 60, for instance Nokia 3230 and Nokia 6680, is delivered as a standard Symbian installation file. You can recognize the file by the .SIS extension. The name of the installation file for S60 devices includes characters 'S60'.

Prerequisites for Installation

In order to start using the Azercell MobilMail services you need the following:

- an appropriate S60 device such as Nokia 3230 or Nokia 6680. For a full list of supported devices please contact your service operator.
- the installation package for the Azercell MobilMail for devices running the Nokia Series 60 operating system is delivered as a standard installation (.SIS) file. This file should be provided to you by your service operator.

Network Connections

Your mobile device needs a working packet data (GPRS or 3G) connection and an APN (Access Point Name) configuration that connects directly to the Internet.

You can verify this by opening a web page (not a wap page) with the device's Internet browser. If the page opens, you do not need to configure an APN.

NOTE!

To provide true Always-On experience the Azercell MobilMail application on the mobile device keeps a packet data (GPRS or 3G) connection open to the Internet. The connection is automatically re-initiated if it is temporarily lost. Please, consult your operator for actual packet data costs, both in your home network and when roaming.

If you cannot connect to the Internet, you can edit the APN settings by going to Settings>Connection tab. Open Access points and edit the settings. Depending on your model, the Settings may be under Tools.

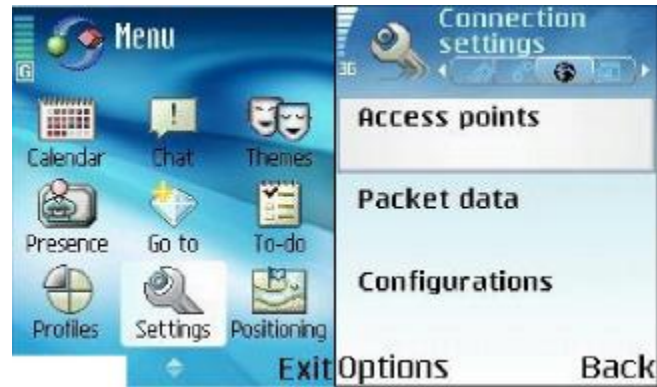


Figure 1. Internet Accounts

For additional help, please contact your IT administrator or service provider. Some service providers deliver the settings to your device by SMS on request.



Chapter 2: Installation and Activation

This chapter describes how to install the Azercell MobilMail application to your mobile device and activate it. Note that only one device can be used for each email account. When you wish to change to a new device, the old device should be uninstalled first.

Installing Azercell MobilMail

Please follow these steps to install Azercell MobilMail to your mobile device:

1. Copy the Azercell MobilMail installation package (.SIS file) to the device. There are several ways to do this:
 - a. send it over a Bluetooth connection from your PC (make sure Bluetooth is enabled both on the sending and receiving device)
 - b. store it onto a memory card that the device is able to read
 - c. install it over a cable using your device management software (the cable usually comes with your mobile device)
 - d. send it over an infrared link from your PC
2. Start installation and press install. Locating the file depends on how you transferred the file:
 - a. if you sent the file to your phone via Bluetooth or infrared, it appears in the Messaging inbox.
 - b. if you have the file on the memory card or transferred it via cable, open your phone's File Manager program and find the file from your disk or memory card
3. If you receive a message about supplier verification, ignore it and select Yes.
4. Select the language to be used (this screen shows only if your installer package contains several languages).
5. Start installation by selecting Ok.



Figure 2. Install

6. If you have a memory card, select the memory type to install the application. Either can be chosen.



Figure 3. Select memory 7. Read the license terms, and press Yes.



Figure 4. License Agreement

You will receive a confirmation message stating that the installation is complete.

Activating Azercell MobilMail

In order to start receiving emails, MobilMail needs to be activated to the service. If you are planning to use a device that has been used by someone else earlier, it may be a good idea to delete the contacts and calendar on the device as they will be synchronized to your desktop at the end of the activation procedure. You can also clear the device calendar during the activation procedure.

After installation is complete, go to applications and start the MobilMail application.



Figure 5. Starting Activation

1. An informative screen about the packet data connection is displayed. Press Yes.



Figure 6. Packet Data Information

2. A screen asking for the internet connection (APN, Access Point) appears. Select Next to select your internet connection and press Ok. For more information on configuring the APN see the Network Connections section above.

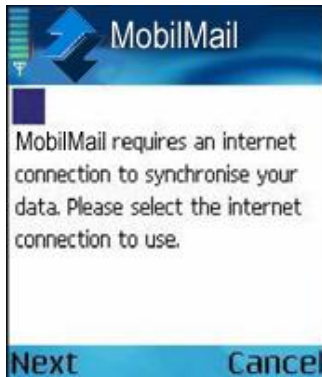


Figure 7. Internet Connection

3. A screen asking you to select if you want calendar and contacts to be synchronized is displayed. Choose the services you want to use. You can change this selection later on. Press Next.



Figure 8. Calendar And Contact Synch Selection

4. Next you will be asked to select your time zone. Select your zone and tap Next.



Figure 9. Time zone selection

- This step occurs only if there are events in your calendar and you have selected the calendar to be synchronized. You can select whether you want to replace the device calendar or merge the device calendar with the desktop calendar. If your device has been used by someone else previously, it is recommended to replace the calendar, to avoid getting their events into your calendar (the device does not distinguish between different people's events). If you are upgrading from a previous version of MobilMail, your calendar will be synchronised and you can replace the device calendar. Should you wish to replace your desktop calendar, please empty it first from your desktop calendar application and then select No at this step. Select Next.



Figure 10. Replace Or Merge Calendar

- After this a connection is established. If there is a problem with the APN (access point or internet connection) a connection error will be displayed. You can cancel the installation and go and set the correct APN. See the Network Connections chapter above for details. The installation can be restarted from Applications.
- Once the connection has been made, the device generates an activation code, which you will need to activate the Azercell MobilMail service. This is required for security reasons.



Figure 11. Activation Code



Figure 13. Connecting and Activation Successful Screens

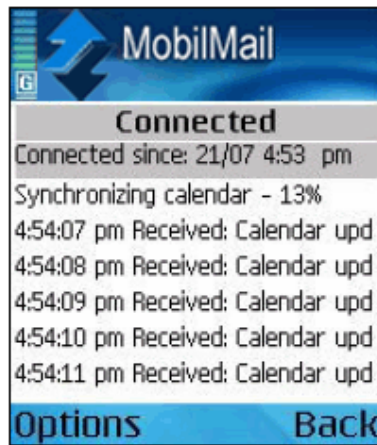


Figure 14. Status Screen

You can close the status screen by selecting Back and leave the application running in the background and continue using your device normally. You can now start using MobilMail

Chapter 3: Settings and Tools

Azercell MobilMail has been designed to perform all basic configurations itself during the installation and activation. This chapter describes in detail what kinds of settings and tools you can use to help you utilize the services efficiently and optimize your mobile email, calendar and contact experience. The settings and tools are explained in this chapter.

You can access the settings and tools by opening MobilMail from the applications menu and selecting Options>Settings.



Figure 15. Accessing Tools and Settings

Pause(/Resume) allows you to temporarily pause Azercell MobilMail. Pausing does not cause you to lose any information as the emails, calendar events and contacts are updated once you resume. However, if you pause for a long time the oldest messages are not sent to your device. How old emails are sent to your device is controlled by the Days to store email setting (see the Email Settings section below). By default messages are kept in queue for 4 days, meaning older emails will not be sent to your device when you select Resume. Pausing is also helpful to investigate connection problems as the device reconnects immediately when you select Resume.

Settings are explained below in a separate chapter.

Clear mailbox allows you to empty the inbox on the device. The emails will be kept on the server. Should you wish to delete them from the server, go to the inbox, select all emails and choose delete.

Sync calendar allows you to synchronize the mobile device and desktop calendar over-the-air, merging the data from both. Normally you do not need to use this as Azercell MobilMail keeps your calendar synchronized automatically.

Sync contacts allows you to synchronize the mobile device and desktop personal contacts over-the-air, merging the data from both. Normally you do not need to use this as Azercell MobilMail keeps your contacts synchronized automatically.

View log displays the log file.

Help takes you to the online help (you may need to scroll down to access this item).

About displays the version of Azercell MobilMail.

Settings

There are a number of settings you can edit or view by selecting Settings from the Options menu.

Connection Settings

On the first tab you find the Connection settings:

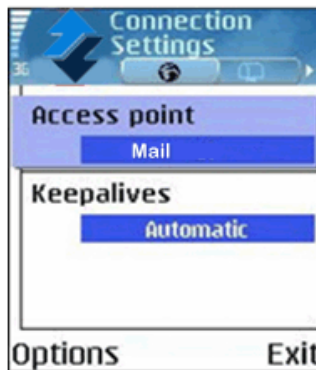


Figure 16. Connection Settings

Access point: defines the APN used to connect to the internet. For more information on setting the APN see the Network Connections section above. Your service provider can give more information about access points.

Keepalives: defines if MobilMail is allowed to send keepalive signals. The recommended option is 'Automatic', which means that the device starts sending keepalive signals only if it notices that the network connection is lost periodically. The purpose is to ensure a connection in networks where an idle connection is automatically cut after a certain period.

Option 'On' means that the device sends keepalive messages with 2 minute intervals. Each message is approximately 10 bytes in size. Option 'Off' means keepalives are not sent from the device.

Keepalives are always sent from the server side at 15 minute intervals.

If keepalives are on (either with the setting 'On' or 'Automatic'), and there are excessive disconnects, MobilMail goes to Paused mode.

Paused mode is indicated to the user by bringing the setting screen to the front to inform the user that MobilMail is paused. The purpose of the keepalive logic is to avoid extensive connection charges in networks where there is a per-connection fee. Charges may be considerable, particularly when roaming.

Email Settings

On the Email tab the following settings are available:



Figure 17. Email Settings

Days to store emails: defines the maximum age of email messages that are stored in the device's inbox. If email items are older than this time limit, MobilMail clears those items from the device's inbox automatically. The items are not deleted from the server, so you can access them from your desktop email. The purpose of this setting is to save memory on your device. The setting is propagated within 6 hours from being changed, so if you shorten the period old emails will be deleted within that time frame. You can keep emails from a period of a year on the device.

Sound notification allows you to set if a sound notification is played when a new email is received.

User address: user's email address. This is automatically set during activation and should not be changed.

Calendar Settings

On the Calendar tab you find the following settings:



Figure 18. Calendar Settings

Calendar: this setting defines if calendar data is kept synchronized with the calendar on your mail server and vice versa.

Timezone: indicates your timezone.

Synchronize days in past: this setting allows you to control how old calendar events are synchronized to your device. The maximum is 366 days.

Remove old events: if this setting is on, old events are removed from the phone calendar when you synchronize. You can define how old the events to be removed are by changing the Synchronize days in past setting. The purpose of this setting is to save device memory.

Contacts Settings

On the Contacts tab can be found the following:



Figure 19. Contacts Settings

Contacts: with this setting you can define if your contacts on the phone are kept synchronized with the contacts on your mail server.

Chapter 4: Using Azercell MobilMail

Azercell MobilMail offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. This chapter describes how to use Azercell MobilMail.

Starting the MobilMail Application

MobilMail starts automatically in the background when you switch your device on. Therefore, you do not have to do anything special to get it running.

MobilMail is running if there is a packet data (3G or GPRS) connection icon displayed on your device screen. You can also verify the status by opening the MobilMail application from your Applications.

You can open your emails from Messaging>MobilMail. The MobilMail application is on the same level as your other messaging folders. Tapping on the folder takes you to your inbox.



Figure 20. Location of MobilMail Folder

Using the Azercell MobilMail Services

This section describes how to utilize the functionality to help you work efficiently while away from your desktop.

Managing Your Emails

New emails arrive automatically when Azercell MobilMail is running and there is a packet data connection. MobilMail starts up automatically and is running as long as you do not set it to 'Paused' state. If the packet data network connection is lost, MobilMail reconnects automatically after a while when the network becomes available again.

All the actions performed on the mobile device are mirrored to the desktop. For instance, when you read an email, it will be shown as 'read' on the mobile device and the desktop. If you delete an email, it will be deleted from the server and cannot be accessed from the desktop anymore. Similarly, whenever you read or delete emails on your desktop Inbox, the changes are replicated to the mobile device's Inbox.

When you receive a new email there is a notification displayed on bottom of the screen. Selecting Show takes you to your inbox. Unread items are shown in bold.



Figure 21. Unread Messages Popup

Reading Emails and Attachments

Read the email by selecting it in the inbox. Unread items are shown in bold. An email is indicated by an envelope. The email contains all the usual information such as sender, subject, timestamp etc. Priority is not indicated. Select Options/Message details to see more information. Attachments are indicated by a paperclip icon in the inbox.



Figure 22. Example Email

To perform actions on the email, use the Options menu. The actions Reply (to sender/ to all), Forward, Delete, Message details, Find (Phone number/Email/URL) and Close are available.



Figure 23. Email Options Menu

Here is a short description of each command:

Reply to sender: Replies to the sender. Sent mails are stored to your desktop sent items folder just as if you would have replied on your desktop.

Reply To all: Replies to all recipients.

Forward: Forwards the email and asks you to enter the email address of the recipient.

Delete: Deletes your email, just like on your desktop mail reader. The mail is deleted from the mail server.

Message details: Displays the date and time of the message.

Find(Phone number/Email/URL): Allows you to search for phone numbers, email addresses and URLs.

When you are in the inbox, you have the following items available: Open, Mark as read(/unread), Create message, Reply, Delete and Move to folder.

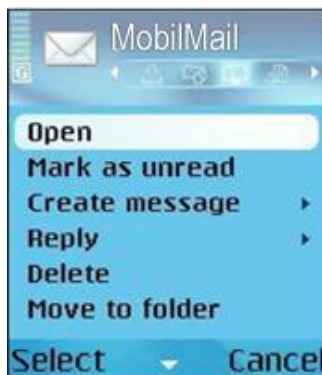


Figure 24. Menu In Inbox

Open: Opens the mail for viewing.

Mark as unread(/read): Marks the selected email(s) as read or unread. Setting an email back to unread makes it show with bold in the inbox.

Create message: allows you to create new emails or other messages.

Reply(To sender/To all): Replies to sender or all recipients.

Delete: Deletes selected message(s). Use this function to delete one or more messages. You can select more than one message for deletion with the pen-button and moving up or down in the inbox.

Move to folder: Allows you to move an email to a folder you have created on the device. Please note that these folders are not propagated to your desktop, so the emails remain in your inbox. Deleting the email after having moved it to your own folder will delete it also from your inbox.

Attachment Handling

Attachments or very long emails above a certain limit are truncated in order to save bandwidth and in order to avoid unnecessarily downloading large attachments that you would perhaps only open on your desktop anyway. The limit is typically 10kb, but the setting can be changed by your administrator. To download an attachment, open an email, select Options>Attachments and select Options>Open.



Figure 25. Opening Attachments

A dialog is shown which asks you for confirmation to download the attachment. It also displays the size of the email to help you estimate the cost of downloading the attachment.

Before downloading, the attachments are shown with a .dlt extension. You can also forward the mail with attachments without downloading them to your device first. This is done by forwarding the email just as you would normally, the attachments will also be sent.

The size of attachments that can be downloaded is only restricted by the available amount of memory on your device. If you cannot download a large attachment, you may be able to free enough space by deleting data you do not need from your device (such as previously downloaded large attachments). Then you can retry downloading.

Attachment download does not fail even if your network connection falls during download. The download continues where it was once the connection is up again. You can not manually stop the download.

Attachments can also be sent from the device. For more information, see the Writing a New Email chapter below.

Writing a New Email

You can start writing a new mail by selecting Options>Create Message>MobilMail in the inbox view (please note that New E-mail does not create a new MobilMail).

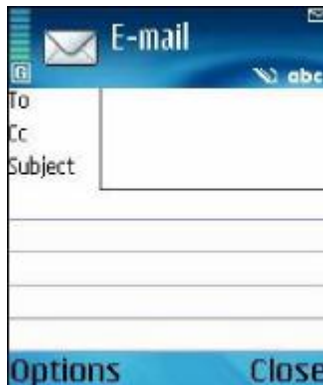


Figure 26. New Email

Enter the recipients email address in the To field. You can also search in the corporate contacts for the email address selecting Options>MobilMail Contacts. Adding a contact is done by typing at least three letters of the name into the field marked with a magnifying glass, then selecting Options>Search and selecting the person by pressing on the joystick (navigation key). When you have added all the recipients, select Options>Done to return to the email.

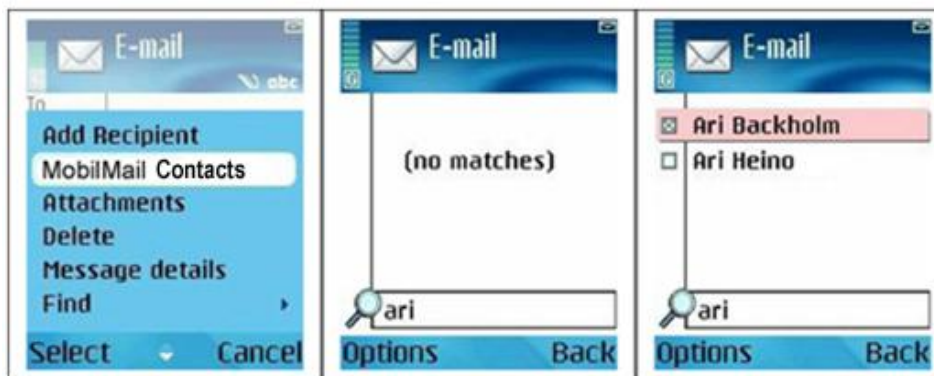


Figure 27. MobilMail Contacts

You can add attachments by selecting Options>Attachments.

Enter your text in the Subject (Sub) and Body fields. You can add cc:s on the cc line. Press Options>Send to send your email.

Managing Calendar Appointments

With the Azercell MobilMail calendar active, your calendar changes are immediately mirrored when a change occurs either on the device or your calendar server. This allows you to keep up-to-date with your important appointments when on the move

Calendar invitations are indicated by the Lzi-icon in the email. To respond to a meeting request, open the email and select Accept/Decline/Tentative from the Options menu.

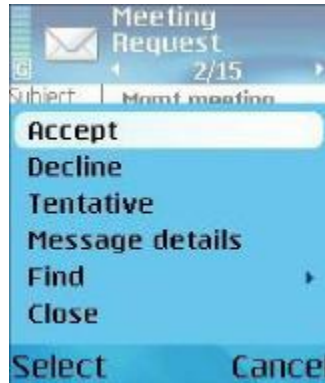


Figure 28. Responding to a Meeting Request

The actions Accept, Decline and Tentative are available, just like on your desktop. When you select the action, you will get a message box prompting whether you wish to edit the response.

For more information on using your calendar, please see your device user manual.

NOTE!

You should not use any other 3rd party calendar or contact synchronisation together with MobilMail, as it will often result in duplicate calendar entries and other problems.



Chapter 5: Upgrading MobilMail

Upgrading your Azercell MobilMail 5.0 can be done on top of Azercell MobilMail 4.0. To upgrade, please first pause and exit MobilMail. This is done as follows: go to Applications>MobilMail and selecting Options>Pause, Options>Exit (you need to scroll down on the options menu).

If you have an older version, upgrading requires you to first uninstall the old version, and then installing the new one. The reinstallation process is similar to the initial installation.



Chapter 6: Uninstalling MobilMail

This chapter describes how to uninstall Azercell MobilMail from your mobile device.

1. Close MobilMail by going to Applications>MobilMail and selecting Options>Pause, Options>Exit (you need to scroll down on the options menu).
2. Go to Applications>Tools>Manager on the main menu.
3. From the application list, select Azercell MobilMail and then Options>Remove.
4. Confirm the operation. You will be prompted whether you want to clear the calendar (if the service was in use). If your device will be used by someone else, you probably want to clear the calendar.
5. Wait until the application is removed.

NOTE!

Uninstallation clears all the email items from your device's Inbox.



Chapter 7: Troubleshooting and FAQ

This chapter presents steps to perform on your mobile device if you want to check that it is working correctly and to locate possible errors as well as frequently asked questions (FAQ).

Troubleshooting

It is highly recommended that you perform these tests before you contact your IT administrators for additional support.

1. Check the status of MobilMail by opening MobilMail from Applications

- The status screen should show 'Connected'

2. Pause and Resume MobilMail

- This test reconnects the mobile device to the server immediately. If there is some problem, the MobilMail status screen will display an error.

3. Reboot your mobile device

- This may help if your device has internal errors.

4. Send an email from the device to your own mailbox and check that it arrives to your device.

- This test easily shows if the mail is sent at all or if it arrives in the email server mailbox but not to the device. If it does not arrive in your device in 5 minutes, check if it has arrived to your desktop mailbox. If your corporate email system is congested, receiving mails may take some time.

5. If MobilMail has been paused or shut down for a long time, let the client run for some time to process all queued messages

- MobilMail needs to process all queued messages before it can receive any new ones. If the application is closed or paused for a long

time there may be a big queue of messages on the server. Messages can be sent out immediately, but new ones can be received only after the whole queue has been processed.

6. If you still experience problems, contact your IT administrator for additional support. Please add the log files to your support request.

- To locate the log files, open MobilMail and select Azercell MobilMail>View log and send it as MobilMail. You can also browse to the logs with a third party file explorer program. They are located in the System>Data folder and are named Duality*.txt. If there are .old files, please provide these also.

Frequently Asked Questions

Q: How do I prevent my data from falling into the wrong hands if my device is stolen?

A: To minimise the security risk resulting from theft you can do the following things:

- You can report the theft to your administrator, who can remotely clear the data synchronized to the device (emails, contacts and calendar).
- For enhanced security it is possible to use third party data encryption software.

Q: Uninstalling fails because the phone claims the application is in use. How should I continue?

A: If the phone is stuck for some reason, try pausing and exiting the application, restarting the phone and immediately uninstalling from Application Manager after the restart.



Chapter 8: Additional Support

Additional support

For additional support on using the Azercell MobilMail service:

- contact your IT administrator
- contact your company's PC HelpDesk

For additional help on your phone's mobile connectivity, please contact your phone manufacturer or your service provider.