



AZERCELL MobilMail

User Guide for S80

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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 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 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 User Guide for UIQ** - provides instructions on how to use MobilMail with Symbian UIQ devices.
- **Azercell MobilMail User Guide for Symbian S60** – provides instructions on how to use Mobil Mail with Nokia Series 60 devices.
- **Azercell MobilMail 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 80 operating system, such as Nokia 9300, is delivered as a standard Symbian installation file. You can recognize the file by the .SIS extension. The name of the installation file for Series 80 devices includes characters 'S80'.

Prerequisites for Installation

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

- an appropriate Series 80 device such as a Nokia 9300 or Nokia 9500. 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 80 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 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 **Tools->Control Panel>Connections**. Open the **Internet setup** and edit the settings.

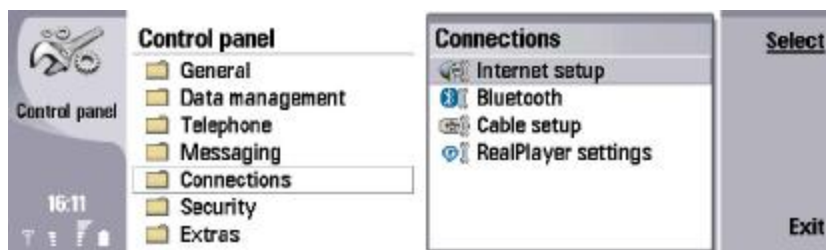


Figure 1. Internet Accounts

For additional help, please contact your IT administrator or service provider.



Chapter 2: Installation and Activation

This chapter describes how to install Azercell MobilMail to your mobile device and activate the application. 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 Inbox messaging folder (with your received SMS's)
 - 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 stating the installation file cannot be verified, you can select **Install anyway**. The message comes because your installation has not been digitally signed. If the file has been provided to you by Azercell Telecom J.V. it is safe to install.

- You will receive a prompt requesting confirmation to install. Press **Install**.

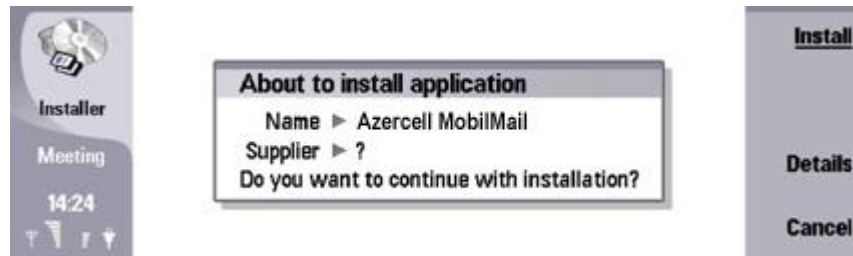


Figure 2. Supplier info.

- Select the language to be used and press install. The language selection screen shows only if 1) your installation package contains several languages and 2) the preferred language set on your device is not available in the installation package. Preferred language can be set in **Control Panel>Data Management >Application Manager>Preferences**.
- You will be requested to select the location for the installation. You can select either the device or memory card.

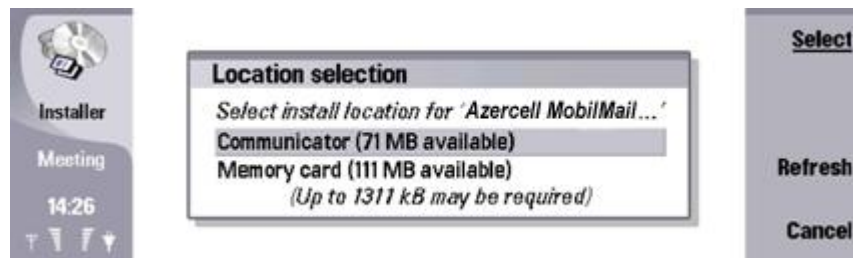


Figure 3. Installation target

- Read the license terms, and if you agree press **Ok**. If you do not accept the terms, press **Cancel**.

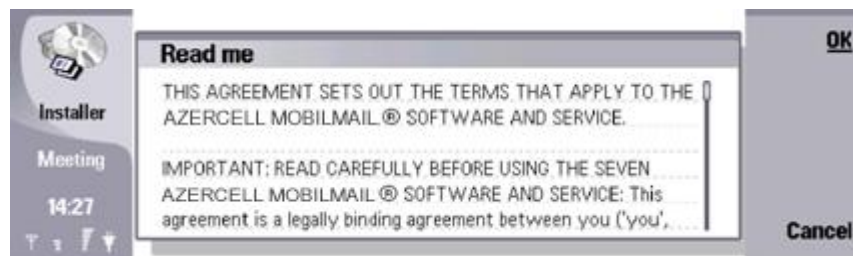


Figure 4. Licence Agreement

- A screen asks you where you wish to add the shortcut. Select **Desk**. You can also add a shortcut from other locations if you wish. Press **Ok**.

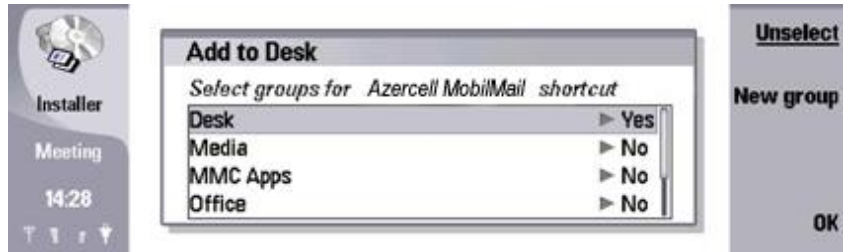


Figure 5. Adding Shortcut

9. You will receive a confirmation message stating that the software was installed. Press **Ok**.



Figure 6. Installation Successful

Installation is now complete.

Activating Azercell MobilMail

In order to start receiving emails on your device, the MobilMail service needs to be activated. 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. To prevent accidental deletion of contacts, no option to delete them is available during installation.

After installation is complete, go to your device Desktop (or to the place that you chose to add the shortcut) and start the **Azercell MobilMail** application.



Figure 7. Starting Activation

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

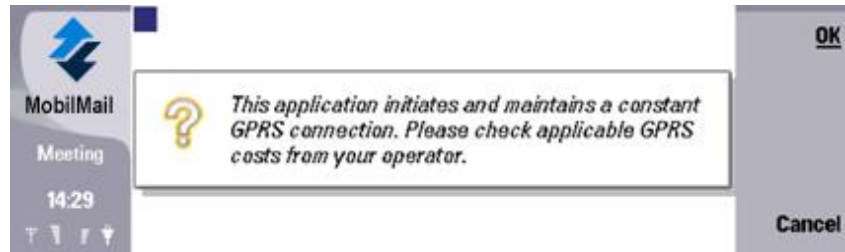


Figure 8. Packet Data Information

2. A screen asking for the Access Point (APN) appears. Select your access point and press **Next**. For more information on setting the APN see the Network Connections section above.

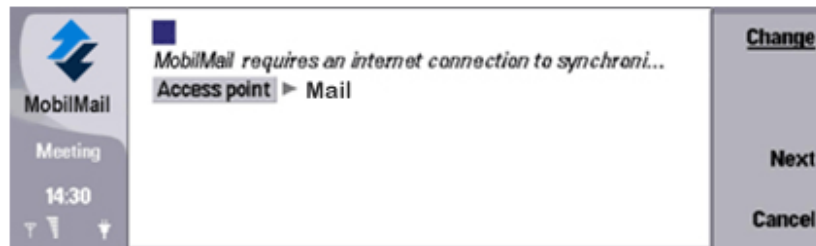


Figure 9. Internet Connection

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 (default is that Calendar and Contacts are synchronised). You can change this selection later on. Press **Next**.

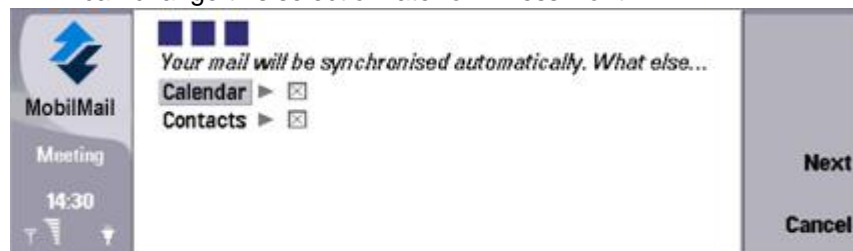


Figure 10. Calendar and Contact Synch Selection

4. 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. Press **Next**.



Figure 11. Replace Or Merge Calendar

After this, a connection is established. If there is a problem with the APN (access point) 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 resumes from where you left off when you start the Azercell MobilMail application.

5. Once the connection has been made, the device generates an activation code, which you will need to activate the Azercell MobilMail service. This step is required for security reasons.



Figure 12. Activation Code

6. If you have received an email to your desktop email requesting the Activation Code, you can simply reply to the email with the activation code as the first line of the reply. If you have not received an email, deliver the activation code to your IT Administrator who can activate your service using the code.

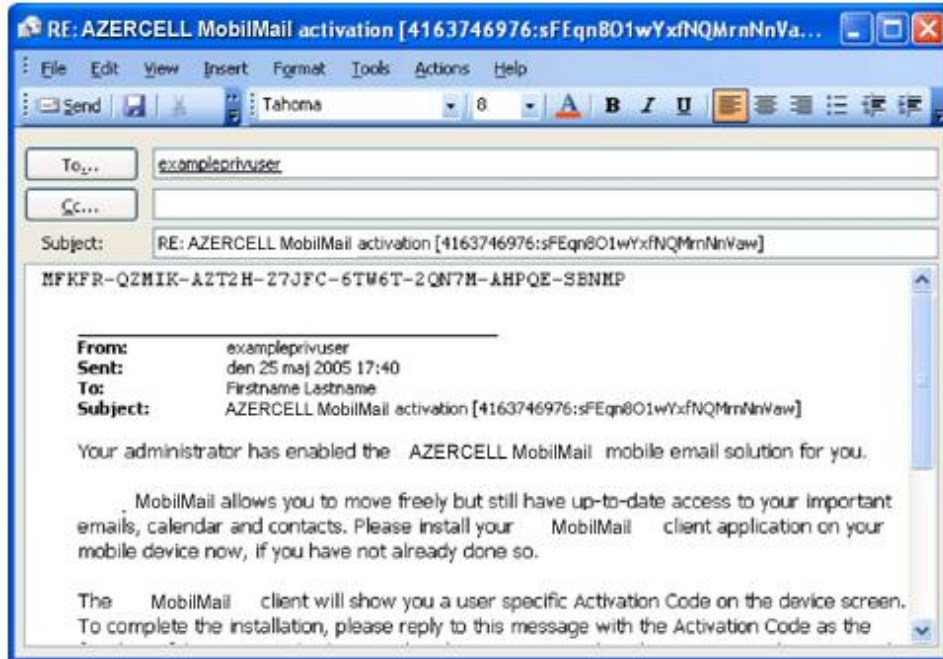


Figure 13. Example Activation Email

NOTE!

The Activation Code includes your personal encryption key for the service. Therefore, you should send this code to your IT Administrator in a secure way. You should inform your code to your Administrator in a such a way that it will not be intercepted or overheard by someone with malicious intent.

7. Once your account is activated, MobilMail starts itself automatically (assuming there is an established internet connection). When the activation is done, you will be informed by an email delivered both to your mobile device and to your PC. You can close the status screen and leave the application running in the background and continue using your device normally.



Figure 14. Activation Successful Screen

8. Installation and activation is now complete. Press **Continue**. You will be shown a status screen.

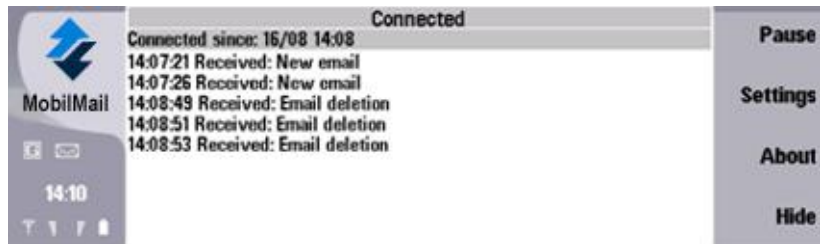


Figure 15. Status Screen

You can close this screen by selecting **Hide** and leave it running in the background. You can now start using MobilMail. If you prefer not to receive a sound notification each time an email arrives, this is an excellent time to go to **Settings** and disable the sound notification. See the for details.

Chapter 3: Settings and Tools

Azercell MobilMail has been designed to perform all basic configurations during 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 Desktop.

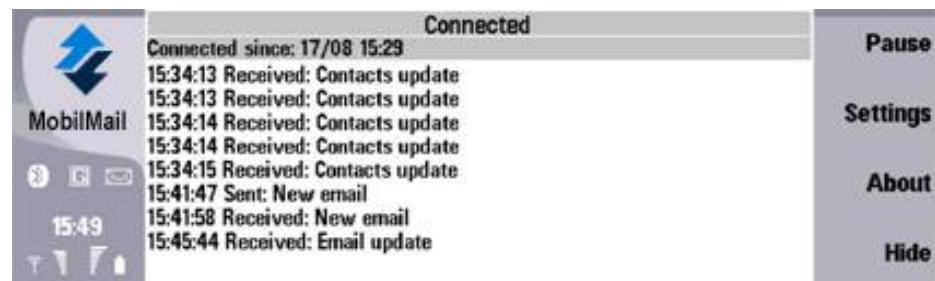


Figure 16. Accessing Tools and Settings

The following tools are available as action buttons:

- **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. 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 emails** 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:** Opens the settings allowing you to customize email, calendar and contact attributes. These are explained below in a separate chapter.
- **About:** Displays the version of MobilMail.

- **Hide:** Let's you close the window and continue running MobilMail in the background.
- **Exit:** Exits the application. Only available in paused mode.

Tools menulist has the following sub-items:

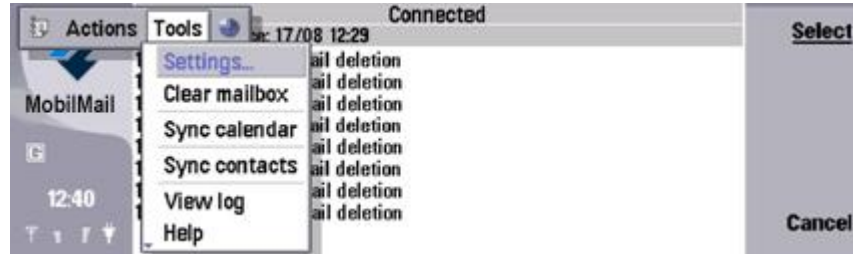


Figure 17. Tools menu

- **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 the emails from the server, go to the inbox, select them all 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 in your text-file viewer.
- **Help** takes you to the online help.
- **About** displays the version of Azercell MobilMail.

Settings

There are a number of settings you can edit or view by selecting **Tools>Settings...** in the status screen.

Connection Settings

On the first tab you find the **Connection** settings:

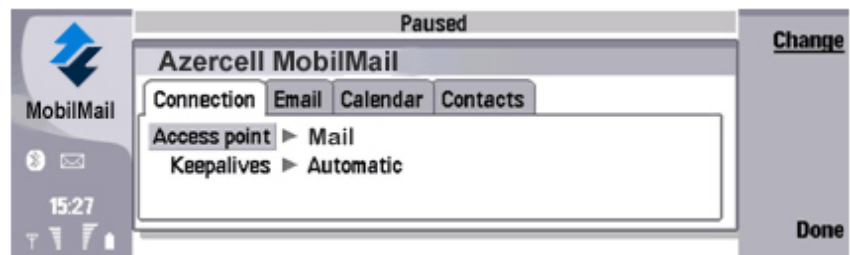


Figure 18. Connection Settings

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 19. 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 100 days on your device.

Sound notification: allows you to configure whether a sound notification is played when a new email is received.

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

Calendar Settings

On the **Calendar** tab you find the following settings:



Figure 20. Calendar Settings

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

Synchronize days in past: this setting allows you to control how old calendar events are synchronized to your device. Events beyond this limit are not removed, but possible changes to older events are not synchronized.

Contacts Settings

On the **Contacts** tab can be found the following:

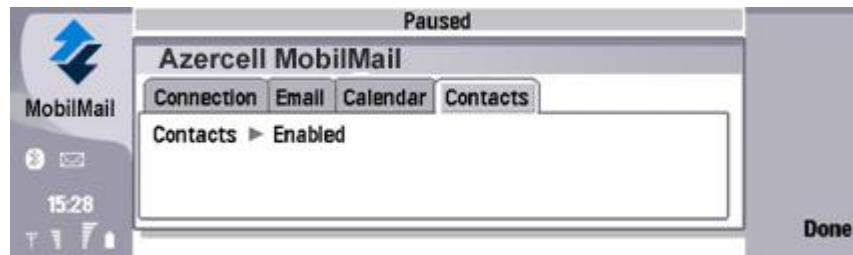


Figure 21. Contacts Settings

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

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 connection icon (for instance 'B' indicating GPRS) displayed on your device screen. You can also verify the status by opening the **Azercell MobilMail** application from Desktop.

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



Figure 22. 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 as soon as the network is 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.

Writing a New Email

You can start writing a new mail by pressing the **Write message** command button in the Messaging application and selecting **MobilMail** as type.



Figure 23. New Email

Enter the recipients email address in the **To** and **Cc** fields. Email addresses can be added from your personal or corporate contacts by pressing the **Recipient** command button.



Figure 24. MobilMail Contacts

Enter part of the name and press search to locate the contact. Then press **To** or **Cc** to add the contact to the respective field. You may continue searching and adding more contacts from either your personal or your corporate contacts. When you are finished selecting recipients, press **Done**.





Figure 25. Selecting a Contact from the Corporate Contacts

You can add attachments by pressing the **Insert file** command button. Enter your text in the Subject and the message body fields. Press the **Send**-button to send your email.

Reading Emails and Attachments

Read the email by navigating to it in the Seven Mail folder using the Joystick and pressing the **Open** command button. Unread items are shown in bold. An email is indicated by an envelope with a small @-sign. The email contains all the usual information such as sender, subject, date, time etc. Priority is not indicated. Attachments can be viewed by pressing the **Attachments** command button.

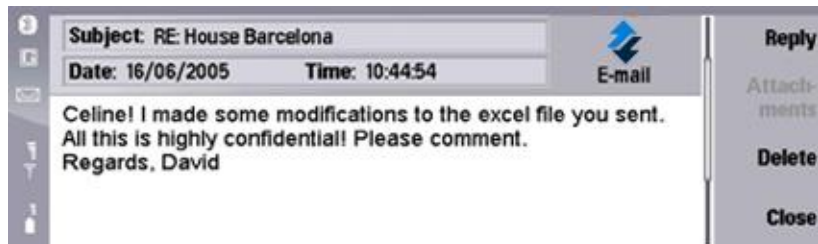


Figure 26. Example Email

Here is a short description of the commands available:

Reply: Replies to the email. You will be prompted whether you want to respond only to the sender or all recipients. Responding to all recipients adds your own email address to the list. Sent mails are stored to your desktop sent items folder just as if you would have replied on your desktop. They are also stored in the sent folder on your device.

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

Close: Closes the email and returns you to the inbox.

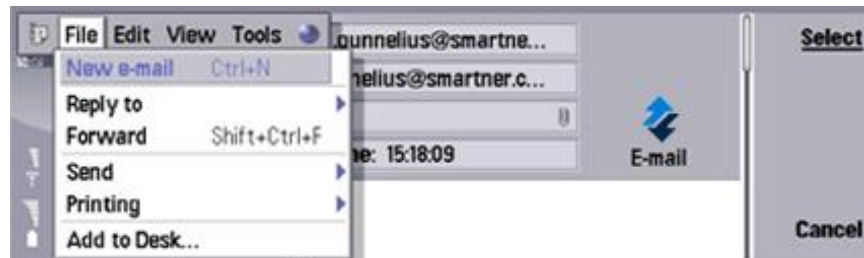


Figure 27. Forward on File menu

Forward: Forward is available from the **File** menu. Press the **Menu** button to open it. Selecting **Forward** lets you enter recipients to forward the message to.

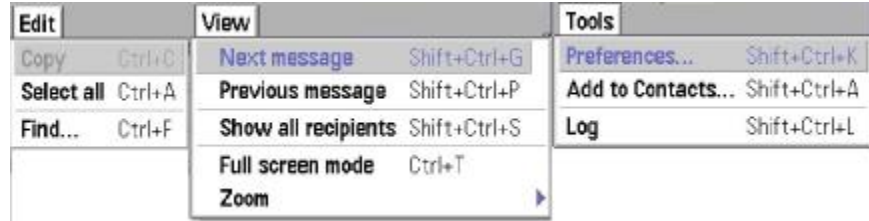


Figure 28. Edit, View and Tools menus

There are a number of useful functions available on the **Edit**, **View** and **Tools** menus. For more information on these functions, please turn to your device manual.

Inbox Functions

When you are in viewing the **MobilMail** inbox there are some functions you can perform.

You can sort the messages in the inbox by selecting **Menu>View>Sort by** and making a selection among the available options. For example, sorting by size is useful if you need to free memory on your device.

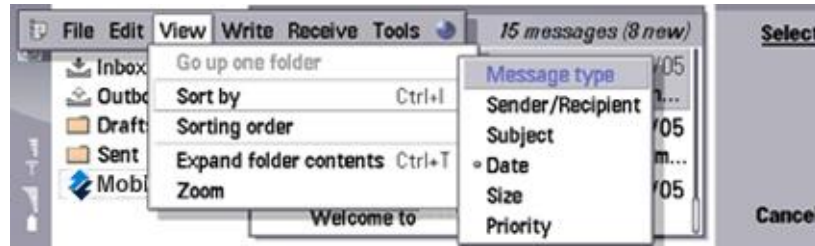


Figure 29. View Menu In Inbox

In order to mark a read mail as unread or vice versa, go to the inbox view and select **Menu>Write>Mark>As read**.



Figure 30. Write Menu In Inbox

There are also a number of other functions available from the menus. Please consult your device manual for information on these.

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, go to the attachment list by pressing the **Attachment** command button and select **Open**.

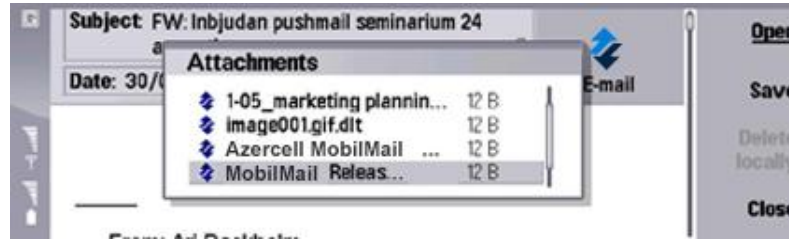


Figure 31. Attachments.

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

Before downloading, the attachments are shown with a .dlt extension. You can 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. When forwarding an email with attachments, you can also remove some of the attachments first by going to **Menu>Attachments>Edit** after you select **Forward**.

The size of attachments that can be downloaded is only restricted by the available amount of total 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. 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 by pressing the **Insert file** command button when writing the email. For more information, see the Writing a New Email chapter above.

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 regardless of where you are.

Calendar invitations are indicated by the % -icon in the email.

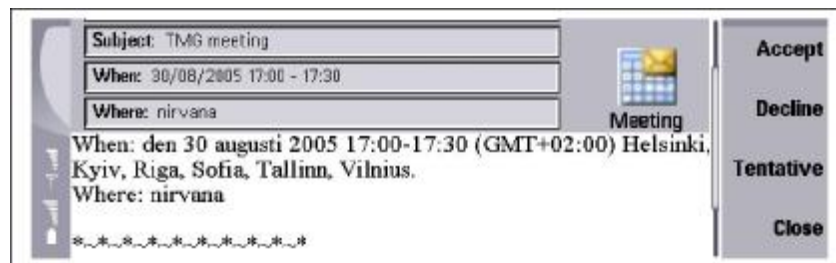


Figure 32. Responding to a Meeting Request

The actions **Accept**, **Decline** and **Tentative** are available, just like on your desktop. When you select the action from the command buttons, you will get a message box prompting whether you wish to include comments with your 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 use the following procedure:

1. Pause MobilMail.
2. Exit MobilMail.
3. If **Messaging** is open, close it.
4. Start the upgrade by launching the .SIS file (see for information on how to install the client)

If you have an older version than 4.0, upgrading requires you to first pause, exit and uninstall the old version (see), and then you can install 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.

5. Pause MobilMail.
6. Exit MobilMail.
7. If **Messaging** is open, close it.
8. Go to **Tools->Control panel->Data management->Application manager** from the Desktop.
9. Press the **Select** command button.
10. From the **Installed software** list, select **Azercell MobilMail** and press **Remove**.

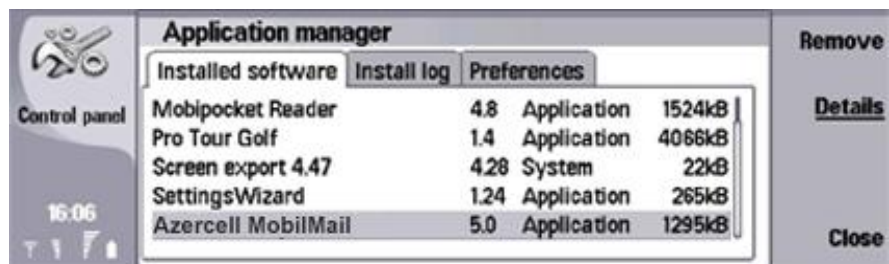


Figure 33. Uninstallation

11. Confirm the operation. You will be prompted whether you want to keep the settings. Choose yes if you are going to install a newer version of the Azercell MobilMail application and don't want to activate again. You will also 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.
12. 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

- 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. Restart your mobile device

- This may help if your device has internal errors. On some devices you need to take out the battery or switch language to restart it.

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->Menu>Tools->View log** and send it as email or copy all and paste it in an email. 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.
- Enable a lock code on your device. The device can be locked by your administrator if stolen.



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.