



AZERCELL MobilMail

User Guide for J2ME

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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 Push technology, so there is no need for synchronization and no delays in getting the latest information.

AZERCELL 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

The document set includes the following documentation:

- ***Azercell MobilMail User Guide for UIQ -***
provides instructions on how to use Azercell MobilMail with Symbian UIQ devices, such as Ericsson and Motorola.
- ***Azercell MobilMail User Guide for Symbian S60 –***
provides instructions on how to use Azercell MobilMail with Nokia Symbian Series 60 devices.
- ***Azercell MobilMail User Guide for Symbian S80 –***
provides instructions on how to use Azercell MobilMail with Nokia Symbian Series 80 devices.
- ***Azercell MobilMail User Guide for Windows Mobile Smartphone -*** provides instructions on how to use Azercell 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 Java devices is delivered as a standard Java Micro Edition installation file.

Prerequisites for Installation

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

- An appropriate Java capable mobile phone supporting JP-6, such as Sony Ericsson K510i or W810i.
- The installation package for Azercell MobilMail for J2ME (Java 2 Micro Edition) devices.

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 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 Azercell Customer Care for actual packet data costs, both in your home network and when roaming.

If you cannot connect to the Internet, you can:

- Edit the general APN settings by going to **Settings > Connectivity** tab. Open **Data Comm. > Data Accounts** and edit the settings.
- Edit preferred service by opening **Settings > Connectivity > Data Comm. > Preferred Service** and select e.g. **GPRS and GSM**
- Edit internet settings by opening **Settings > Connectivity > Internet Settings > Internet Profiles** and check that the correct data profile has been selected.
- If you Edit Java™ by opening **Settings > Connectivity > Settings for Java™** (or they may be located in Internet Settings) and check that the correct data profile has been selected.

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



Chapter 2: Installation and Activation

This chapter describes how to install 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 and Activating Azercell MobilMail

Please follow these steps to install Azercell MobilMail to your mobile device and to activate it to the service:

1. Transfer the installation package to your device. There are several ways to accomplish this. The recommended option is to download the installation package from the internet using the device web browser. The options to transfer the installation package to your device are:
 - a. Open the device browser, select **More – Go to – Enter address** and type in the URL (web address) for the download and select **Go to**.
 - b. Follow the web link sent to you over SMS, if you have received one
 - c. Send the file with the '.jar' extension over a Bluetooth connection from your PC (make sure Bluetooth is enabled both on the sending and receiving device). You can also use infrared.
 - d. Install it over a cable using your device management software (the cable usually comes with your mobile device)
2. When prompted, select where to install the client. **Applications** is the recommended location. This is the folder where you can find the client after installation.
3. Start installation by selecting **Yes** at the 'Start Now?' prompt. If you chose to not start immediately you can later return to the Organizer/Applications folder and select the **MobilMail** application.

4. A reference to the License Agreement text is shown when the application starts up. Read through the text and if you accept the terms, press **I Agree**.

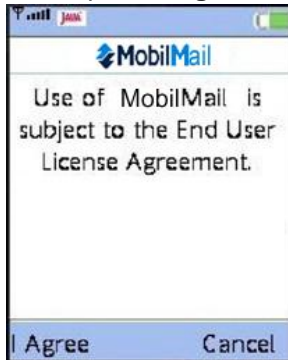


Figure 1. Licence Agreement

5. An informative screen about the packet data connection is displayed. Press **Yes** to continue activation.



Figure 2. Packet Data Connection Information

6. A screen asking for permission to use internet connection appears. Select **Yes** to make activating possible.

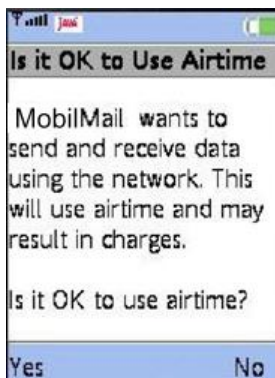


Figure 3. Internet Connection

7. After this a connection is established. If there is a problem with creating the connection an error message is shown. In case you get an error message, please check that you can connect to the internet with your browser and that your Java settings are the same for data connection.



Figure 4: Connecting to the server

8. Once the connection has been made, the device generates an activation code, which you will need to activate Azercell MobilMail service. This is required to establish a secure connection.



Figure 5. Activation Code

9. 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 securely to your IT Administrator who can activate your service using the code.

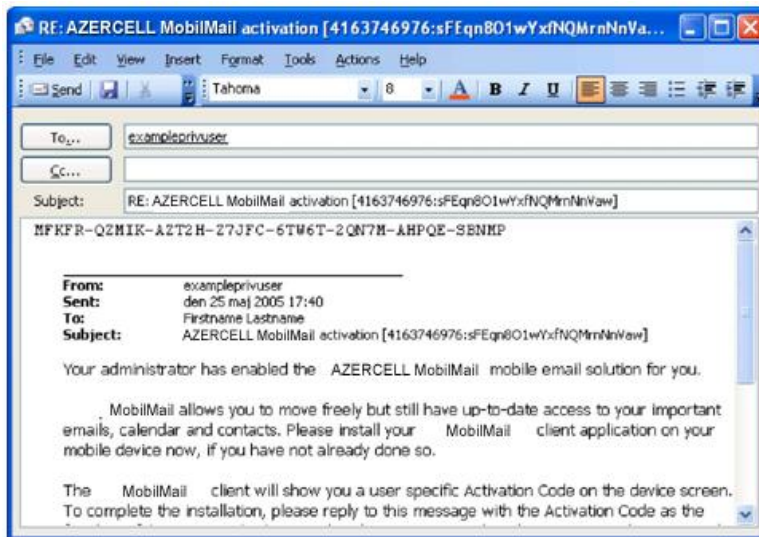


Figure 6. Example Activation Email

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 can, for example:

- Inform it via a voice call
- Send it via SMS
- Send it via email, but only if you email it inside your company's internal network. It is not recommended to send it over the Internet!

10. Once your account is activated, MobilMail starts (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.
11. Installation and activation is now complete. You will be taken to the INBOX where you will shortly receive your first mobile email.



Figure 7. After Successful Activation

You can now start using MobilMail.

To leave MobilMail running in the background, continuing to receive emails, select **More>Hide**.

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 experience. The settings and tools are explained in this chapter.

Selecting **More** in the inbox view opens a number of menuitems.

Open item opens the email for reading.

Settings item opens the screen for editing your preferences. See below for details.

Contacts opens the Contacts application for entering email addresses into the To and CC fields. You can add email addresses that are stored in your phone's contacts application.

Status displays the applications status screen.

Minimize sets MobilMail application to the background and allows you to use the phone while still receiving emails.

Exit terminates the application.

Help opens help pages in the browser.

Settings

You can access the settings and tools by opening **MobilMail** from the **Organizer>Applications** and selecting **More>Settings**. The available settings are described here.



Figure 8. Accessing Tools and Settings

Alert me when a new email arrives allows you to control whether a sound notification is played when a new email is received.

Ask me before deleting emails allows you to control whether a prompt is displayed when you delete an email.

Delete mails older than: 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 reader. 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. The maximum setting is 99 days, but if you receive more than ten mails per day, it is recommended to set a much shorter time period to avoid the phone memory getting filled up. If memory is full, new mails cannot be seen on the device.

After exiting restart in allows you to specify after how many minutes the application restarts upon exit. The feature is useful for situations where you run applications that use a lot of memory. For instance, the camera application may be unable to start with MobilMail running. You can set MobilMail to restart automatically after exit to ensure that you do not miss your emails after having briefly used the camera.

Keep network connection alive: 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 at 2 minute intervals. Each message is approximately 10 bytes in size. Option '**Off**' means keepalives are never sent from the device.

Keepalives are always sent from the (remote) 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. 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.

Logging level allows you to specify the detail of events written to the log. This setting is used for troubleshooting purposes.



Chapter 4: Using Azercell MobilMail

Azercell MobilMail offers a full-fledged mobile office application to help you keep up with your important emails. This chapter describes how to use Azercell MobilMail.

Starting MobilMail Application

You can start MobilMail from **Organizer>Applications>MobilMail**.

MobilMail is running if there is an icon indicating a packet data (e.g. 3G or GPRS) connection icon displayed on your device screen. There is also an icon **EI** indicating that a Java application is running. You can verify the status by opening MobilMail application and selecting **Menu>Status**.

You can open your email inbox from **Organizer>Applications>MobilMail**.

Using 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. You can have MobilMail running in the background by selecting the **Hide** option on the menu in the inbox. 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.

If you set the setting **Alert me when a new email arrives** on, a sound notification is played and the inbox opens when a new email arrives. This happens also if you are running the application in the background. The email alerts follow your profile settings when using for instance meeting profile.

Reading Emails and Attachments

Open the email by selecting it in the inbox. Unread items are shown in bold. An unread email is indicated by a closed envelope **✉** and a read email by an open envelope **✉**. The email contains all the usual information such as sender, subject, timestamp etc. Once you have opened the email, scroll upwards to see more details. Attachments are indicated by a separate field. To read the email, select the message field (with the middle joystick button).



Figure 9. Example Email

To perform actions on the email, use the menus. The actions **Reply**, **More>Reply to all**, **More>Forward** and **More>Delete** are available.

Here is a short description of each command:

Reply: Replies to the sender. 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 items folder on your device.

Reply To all: Replies to all recipients.

Forward: Forwards the email and prompts you to enter the email address of the recipient(s). Note that large attachments that have not been downloaded can also be forwarded without downloading.

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.

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**.

Open: Opens the mail for viewing.

Writing a New Email

You can start writing a new mail by going right from the inbox to the **Compose** view. Selecting **Compose** creates a new email.



Figure 10. New Email

Enter the recipients email address in the **To** field. You can also search in your contacts for the email address selecting the **To** field and typing a few letters of the name into the search field and selecting **More>Look up**. When you have added all the recipients, select **Options>Done** to return to the email. Selecting the **Contacts** soft key will get a list of people you have recently sent emails to from your phone.

You can add attachments by selecting **More>Attachments**. Navigate to the folder where the files are located and select them and press **More>Done**.

Enter your text in the Subject and Message fields. You can add **cc:s** by selecting **More>Add CC**. Press **More>Send** to send your email.

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**.

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. If there are several attachments, the total size is shown and all the attachments are downloaded.

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 attachment(s) 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.



Chapter 5: Uninstalling MobilMail

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

1. Make sure MobilMail is not running by starting the application and selecting **More>Exit**. This step is required to ensure MobilMail is not running in the background.
2. In the Applications menu select **More>Delete**.
3. If you are prompted for confirmation, choose **Yes**.
4. Wait until the application is removed.

NOTE!

Uninstallation clears all the email items from your device's Inbox. If you have downloaded attachments to your phone, they must be removed manually using the file manager application.



Chapter 6: 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 the status screen while in the inbox. Select **More>Status**
 - The status screen should show 'Connected'
2. Exit and restart MobilMail
 - This test reconnects the mobile device to the server immediately. If there is some problem, 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 **More>Log**. You may choose to send the log as email or save it to your phone for transferring via e.g. Bluetooth.

Frequently Asked Questions

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

A: If you are using Enterprise Edition, you can report the theft to your administrator, who can remotely clear the data synchronized to the device. Please turn to your device manual for further information on SIM protection and phone protection features.

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.

Q: My emails suddenly disappeared from the inbox but new emails are arriving just like before. What happened?

A: Java Record Store was corrupted and the inbox had to be recreated. Emails disappeared only from the phone but not from you mailbox.



Chapter 7: Additional Support

Additional support

For additional support on using Azercell MobilMail service:

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

For additional help on your phone's mobile connectivity, please contact Azercell Customer Care.