



AZERCELL

MobilMail

**User Guide for Windows
Mobile Smartphone**

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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

This document set includes the following documentation:

- **Azercell MobilMail User Guide for UIQ -**
provides instructions on how to use MobilMail with Symbian UIQ devices, such as Ericsson and Motorola.
- **Azercell MobilMail User Guide for S60 -**
provides instructions on how to use MobilMail with Nokia Series 60 devices.
- **Azercell MobilMail User Guide for S80 -**
provides instructions on how to use MobilMail with Nokia Series 80 devices.
- **Azercell MobilMail User Guide for Pocket PC –**
provides instructions on how to use MobilMail with Microsoft Pocket PC 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 Smartphone devices running Windows Mobile operating system is delivered as a standard Windows Mobile installation file. You can recognize the file by the .CAB extension. The name of the installation file for Smartphone devices includes the characters 'Smartphone'.

Prerequisites for Installation

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

- an appropriate Smartphone device running the Windows Mobile 2003 or newer operating system.
- the installation package for Azercell MobilMail for devices running the Windows Mobile operating system is delivered as a standard installation (.CAB) file.

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), for instance www.azercell.com, 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 AzercellMail application on the mobile device keeps a packet data connection open to the Internet. The connection is automatically re-initiated if it is temporarily lost. Please, consult us 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 **Start Menu >Settings >Data Connections** and editing the **Internet connection** setting.

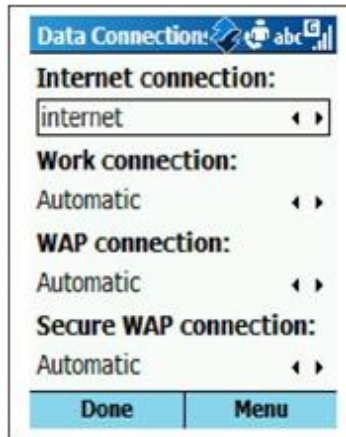


Figure 1. Connections

For additional help, please contact your IT administrator or Azercell Customer Care.



Chapter 2: Installation and Activation

This chapter describes how to install Azercell MobilMail to your mobile device. 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.

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

1. Copy Azercell MobilMail installation package (.CAB file) to the device. There are several ways to do this:
 - a. transfer it over a cable that uses device management software e.g. ActiveSync (the cable usually comes with your mobile device)
 - b. send it over a Bluetooth connection from your PC (make sure Bluetooth is enabled both on the sending and receiving device)
 - c. store it onto a memory card that the device can read
 - d. send it over an infrared link from your PC
2. Open your phone's File Explorer program (e.g. from **System Management>File Manager**) and find the file from your phone or memory card. Start the installation by running the installation file (.CAB).
3. If you receive a message stating the installation file cannot be verified, you can select **Install anyway**. The message comes if your installation has not been digitally signed. If the file has been provided to you by Azercell it is safe to install.
4. Select the language to be used (this screen shows only if your installer package contains several languages).



Figure 2. Language Selection

5. Read through the license terms and if you agree select **Accept**. If you do not accept the terms press **Decline**.

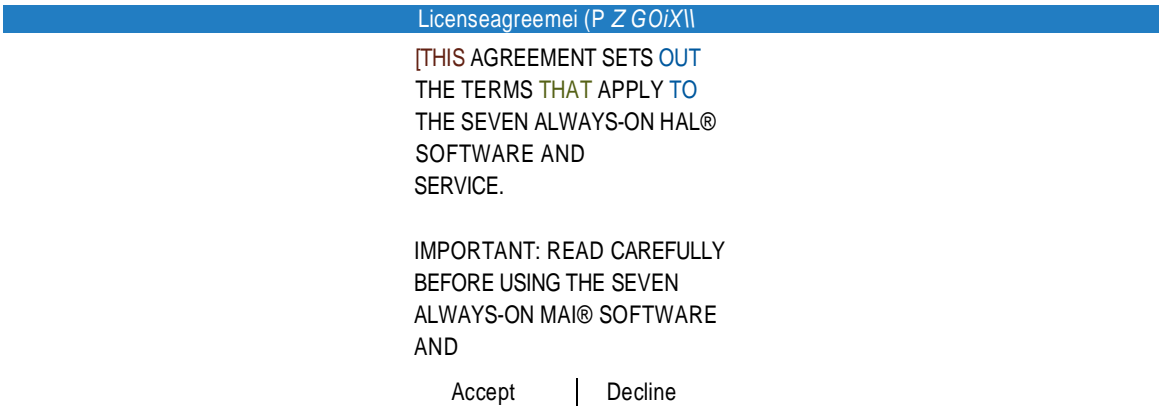


Figure 3. Licence Agreement

6. Next, activation starts. An informative screen about the data connection is displayed. Choose **Next**.

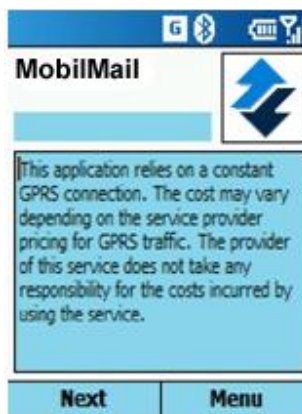


Figure 4. Packet Data Connection Info

7. A screen asking you to select if you want calendar and contacts to be synchronized is displayed. You can change the selection later on. Press next.



Figure 5. Calendar and Contact Synch Selection

8. 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).



Figure 6. Replace or Merge Calendar

9. After this installation is finished and 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 section above for details. The installation resumes from where you left off when you start the Azercell MobilMail application from Programs menu.

10. 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 7. Activation Code

11. 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.

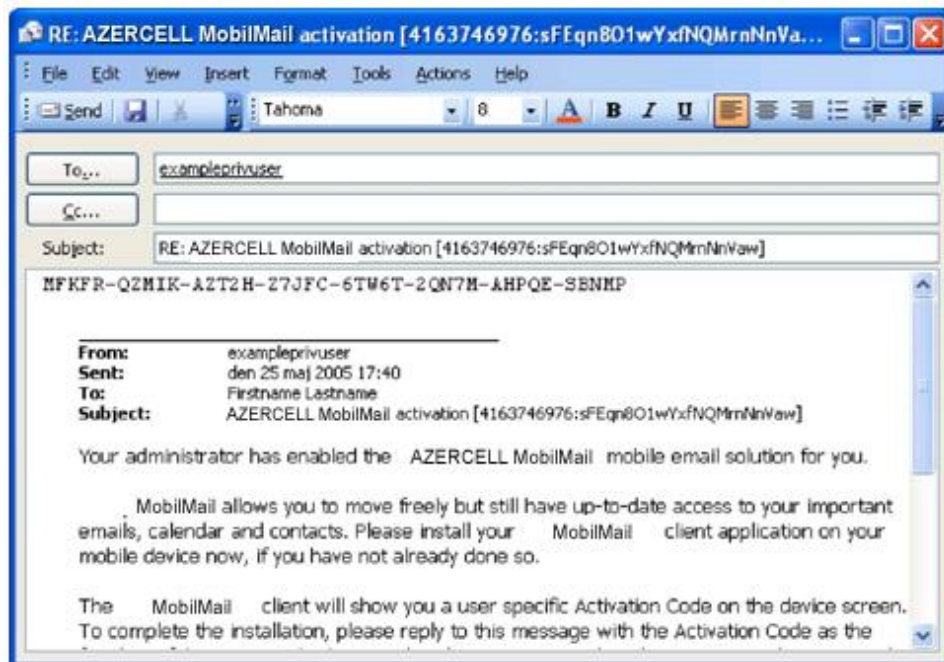


Figure 8. Example Activation Email

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 such a way that it will not be

intercepted or overheard by someone with malicious intent.

12. 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.

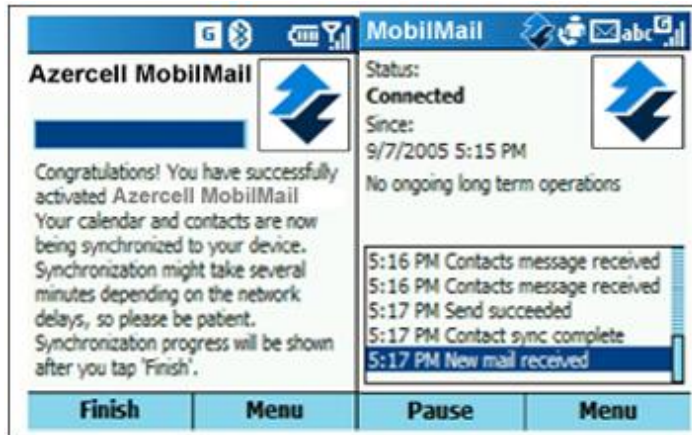


Figure 9. Activation Successful Screens

Installation and activation is now complete.

Chapter 3: Settings and Tools

The Azercell MobilMail application has been designed to perform all basic configurations itself 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.



Figure 10. Accessing Tools and Settings

You can access the settings and tools by opening **Azercell MobilMail** from **Start> MobilMail** and then selecting **Menu**.

Synchronize Calendar allows you to synchronize the mobile device and desktop calendar over-the-air, merging the data from both. You can also choose to replace the device calendar with the desktop calendar. The age of calendar events synchronized to your device is controlled by the **Synchronize events less than n days old** setting in Calendar settings. Normally you do not need to use the **Synchronize Calendar** function as Azercell MobilMail automatically keeps your calendar synchronized.

Synchronize Contacts allows you to synchronize the mobile device and desktop personal contacts over-the-air, merging the data from both. You can also choose to replace the device contacts with the desktop contacts. Normally you do not need to use this function as Azercell MobilMail automatically keeps your contacts synchronized.

Settings are explained below.

About displays the version of Azercell MobilMail.

Clear logs allows you to clear the logs written by Azercell MobilMail.

Clear inbox lets you clear the emails from the device. Using this function does not delete the emails from the server, so they can still be accessed from your desktop email application. This feature is useful for making space available on your device e.g. for large operations such as downloading large files.

Pause(/Resume) allows you to temporarily pause Azercell MobilMail. Pausing the client 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. You can define how old emails should be sent to your device in the **Email Settings**. By default messages are kept in queue for 4 days, meaning older emails will not be sent to your device when you select **Resume**. Please note that **Resume** should not be used when another application has taken over the communication channel. This can happen for instance when sending a large MMS.

Settings

There are a number of settings you can edit or view by selecting the appropriate item from **Menu>Settings**.



Figure 11. Accessing Settings

Connection Settings

Connection settings are explained here:

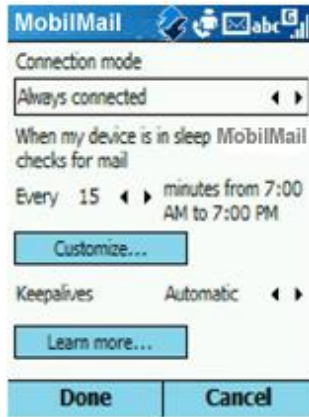


Figure 12. Connection Settings

Connection mode: this setting allows you to select whether the application should be **Always connected** or **Connected periodically**. This setting does not significantly affect the amount of data transferred.

When my device is in sleep Azercell Mail checks for mail Every *n* minutes from 7:00 AM to 7:00 PM: this setting allows you to control how often emails are checked in sleep mode. If the interval is short, the application consumes slightly more battery.

The **Customize** link opens a screen which allows you to set when the emails should be checked more specifically, allowing for instance different checking schemes during weekends.

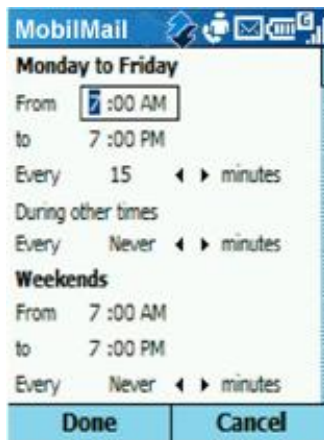


Figure 13. Customize Timings

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 pausing logic is to avoid excessive connection charges in networks where there is a per-connection fee. If you set the keepalives 'Off' the device will not pause even if you experience poor connectivity.

Email Settings



Figure 14. Email Settings

The **Email** settings are explained here.

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

Keep emails less than n days old: 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.

Calendar Settings

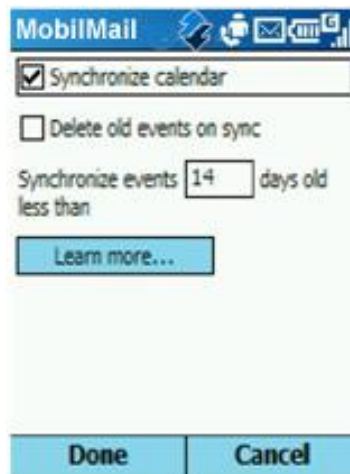


Figure 15. Calendar Settings

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

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

Delete old events on sync: if this setting is on, old events are removed from the calendar when you synchronize. The purpose of removing events is to save memory on your device. You can define how old the events to be removed should be by changing the **Synchronize events less than n days old** setting.

Synchronize events less than n days old: 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 to your device.

Contacts Settings



Figure 16. Contacts Settings

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

Synchronize contacts: with this setting you can define if your personal contact information is kept synchronized with the contacts on your mail server/desktop.

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, such as **E** for GPRS displayed on your device screen. You can also verify the status by opening the Azercell MobilMail application from **Start> Programs**.

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



Figure 17. Location of Azercell MobilMail Folder

Using the Azercell MobilMail Services

This section describes how to utilize Azercell MobilMails features 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 inbox. 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 your device screen. Selecting the Azercell MobilMail row takes you to your inbox. Unread items are shown in bold. There are a number of icons to indicate an emails status or properties:

- EI** - unread mail
- ^** - read mail
- ^** - unread mail with attachment.
- &** - read mail with attachment
- #** - meeting request

Writing a New Email

You can start writing a new mail by selecting **New** in the inbox.

Enter the recipients email address in the **To** field. You can also search in the corporate contacts for the email address by selecting **Menu>Azercell Contacts**. Adding a contact from your personal contacts is done by selecting **Menu>Insert Contact**. Enter your text in the Subject and Body fields and press the Send-button to send your email.



Figure 18. New Email and Menu

Reading Emails and Attachments

Read the email by selecting it in the inbox. The email contains all the usual information such as sender, subject, timestamp etc. Attachments are shown below the body text. If there are many attachments, you may need to scroll to find them.



Figure 19. Example Email

At the bottom of the screen you have a **Menu** and a **Reply** button. Opening **Menu** displays the following commands: **Delete**, **Reply**, **Reply All**, **Forward**, **Move**, **Mark as Unread**, **Mark for Download**, **Options**, **Send/Receive**, **Save to Contacts**.

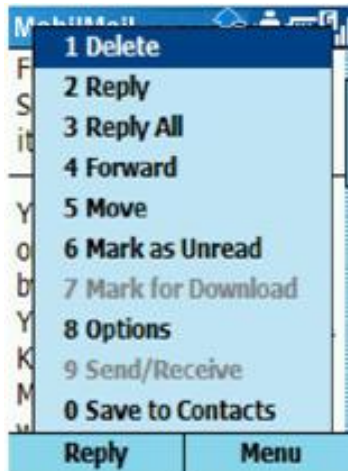


Figure 20. Menu Reading Email

Here is a short description of the available commands:

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

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

Reply All: Replies to all recipients.

Forward: Forwards the email.

Move: Moves the email to another folder. The change is not replicated to the desktop.

Mark as Unread(Read): Marks the email as unread. The change is reflected on your desktop email application.

Mark for Download: This is available when there are attachments or the email is very long. Selecting the item opens a dialog box which shows the size of the data to be downloaded and prompts the user to proceed with download or not. If you choose to download, all the attachments are downloaded.

Options: Allows you to set the language. The language option is for use with different character sets. If you experience problems with e.g. Cyrillic or Japanese characters, try changing the character set with this option. Functionality depends on which character sets are installed on your device.

Save to Contacts: This is a device built-in function to save the address to your personal contacts.

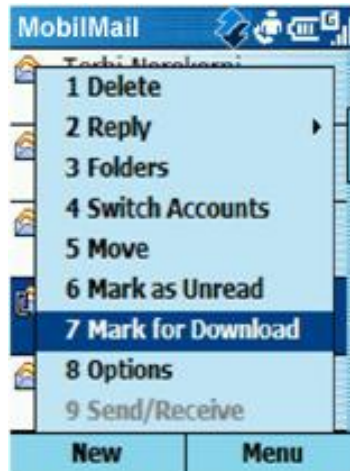


Figure 21. Menu In Inbox

When you are in the inbox and select **Menu**, there is an additional command available:

Switch Accounts: Select this item to move to your other folders, such as SMS or MMS.

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, select **Mark for Download**, from **Menu** in the inbox. A popup will be 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.



Figure 22. Confirm Download

Before downloading, the attachments are shown with a .patt (partial attachment) 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 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 and retrying.

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.

Managing Calendar Appointments

With the Azercell MobilMail calendar active, your calendar changes are immediately synchronized 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 displayed in your email inbox with the ^-icon instead of the normal email icon.

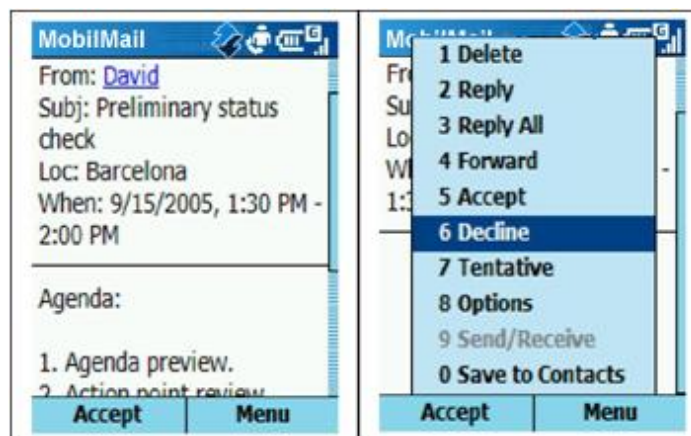


Figure 23. Responding to a Meeting Request

To respond to a meeting request, open the meeting request and select **Accept**, **Decline** or **Tentative** from the menu. Once you respond, the meeting request disappears from your inbox.

Attendees cannot be seen on the calendar entry on Windows Mobile devices. 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.

For Windows Mobile devices, MobilMail disables ActiveSync for calendaring automatically during client installation. Do not manually enable ActiveSync calendar later on.



Chapter 5: Upgrading MobilMail

Upgrading your Azercell MobilMail 5.0 can be done on top of Azercell MobilMail 4.0. If you have an older version, upgrading requires you to first uninstall the old client, and then installing the new one. The reinstallation and upgrade process is similar to the initial installation.

Chapter 6: Uninstalling MobilMail

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

1. Pause MobilMail.
2. Go to **Start>Settings>Remove Programs** on the start menu.
3. From the application list, select **Azercell MobilMail** and press **Done**.



Figure 24. Removing the Installation

4. Confirm the operation. You will be prompted whether you want to clear the calendar and contacts (if the services were in use). If your device will be used by someone else, you probably want to clear the calendar and contacts. If you clear the calendar, you will also be prompted on resetting ActiveSync information to prevent synchronizing your now empty calendar to the desktop if you start using ActiveSync. Choose **Yes**.
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 and 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 the client
 - The status screen should show 'Connected'
2. Pause and Resume the client
 - 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 **Start>System Management>File Manager** and browse to the **Application Data>Azercell MobilMail** folder. The log files are named **EXMController.txt** and **ExmTransprt.txt**. If there are similar files with the extension **.old**, 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 minimize 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: I have installed MobilMail and there is an indication of received mails on the screen, but the Azercell MobilMail folder is missing under Messaging.

A: Your phone may require an operator-specific certificate and a digitally signed installation package. You can acquire these from Azercell Telecom J.V. You should remove the incorrect installation, then install the certificate by running the installation on your PC with the Smartphone connected via cable. Then you can install the digitally signed version of Azercell MobilMail.



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 mobile operator.