



AZERCELL MobilMail

User Guide for UIQ 3

Contents

| | |
|--|-----------|
| Azercell MobilMail | 1 |
| User Guide for UIQ 3 | 1 |
| Preface | 4 |
| Audience | 5 |
| Audience | 5 |
| Related Documentation | 5 |
| Related Documentation | 5 |
| Documentation Feedback | 5 |
| Documentation Feedback | 5 |
| Chapter 1: Introduction to Azercell MobilMail . | 6 |
| Installation Package | 6 |
| Installation Package | 6 |
| Prerequisites for Installation | 6 |
| Prerequisites for Installation | 6 |
| Network Connections | 6 |
| Chapter 2: Installation and Activation | 7 |
| Installing Azercell MobilMail | 7 |
| Chapter 3: Settings and Tools | 11 |
| Settings | 12 |
| Connection Settings | 12 |
| Email Settings | 12 |
| Calendar Settings | 13 |
| Contacts Settings | 13 |
| Chapter 4: Using Azercell MobilMail | 14 |
| Personal and Corporate Accounts | 14 |
| Personal and Corporate Accounts | 14 |

| | |
|--|-----------|
| Starting the MobilMail Application | 14 |
| Starting the MobilMail Application | 14 |
| Using the Azercell MobilMail Services | 14 |
| Using the Azercell MobilMail Services | 14 |
| Managing Your Emails | 14 |
| Reading Emails and Attachments | 15 |
| Attachment Handling | 16 |
| Writing a New Email | 16 |
| Managing Calendar Appointments | 17 |
| Managing Calendar Appointments | 17 |
| Chapter 5: Upgrading MobilMail | 18 |
| Chapter 6: Uninstalling MobilMail | 19 |
| Chapter 7: Troubleshooting and FAQ | 20 |
| Troubleshooting | 20 |
| Troubleshooting | 20 |
| Frequently Asked Questions | 21 |
| Frequently Asked Questions | 21 |
| Chapter 8: Additional Support | 22 |
| Additional support | 22 |
| Additional support | 22 |



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 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 Symbian S60 2nd Edition -**
provides instructions on how to use MobilMail with Nokia Series 60 2nd Edition devices.
- **Azercell MobilMail User Guide for Symbian S60 3rd Edition -**
provides instructions on how to use MobilMail with Nokia Series 60 3rd Edition devices.
- **Azercell MobilMail User Guide for Symbian S80 –**
provides instructions on how to use MobilMail with Nokia Symbian Series 80 devices.
- **Azercell MobilMail User Guide for Windows Mobile SP -**
provides instructions on how to use MobilMail with Microsoft Windows Mobile Smartphone devices.
- **Azercell MobilMail User Guide for J2ME -**
provides instructions on how to use Always-On Mail with Sony Ericsson Java 2 Micro Edition 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: Introduction to Azercell MobilMail

Installation Package

Azercell MobilMail for devices running Symbian UIQ, such as Sony Ericsson P990 and M600 is delivered as a standard Symbian installation file.

Prerequisites for Installation

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

- an UIQ 3 device such as a Sony Ericsson P990 or M600. For a full list of certified and compatible devices please contact Azercell Customer Care.
- the installation package for the Azercell MobilMail for devices running the Symbian UIQ 3 operating system is delivered as a standard installation (.SIS or .SISX) file. The name of the installation file for UIQ devices includes characters 'UIQ 3'. This file should be provided to you by your service operator.

Network Connections

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

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

NOTE!

To provide true Always-On experience the Azercell MobilMail application on the mobile device keeps a connection open to the Internet. The packet data connection is automatically reinitiated 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 IAP settings by going to **Control Panel > Connections** . Open the **Internet accounts** and edit the settings.

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

Chapter 2: Installation and Activation

This chapter describes how to install the Azercell MobilMail application to your mobile device and activate it.

Installing Azercell MobilMail

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

1. Download the Azercell MobilMail installation package (.SIS or SISX file) to the device.
2. Start the Client installation.
3. Select the language to be used and press install (this selection screen shows only if your installer package contains several languages).
4. Check the license terms, and accept them by pressing **Yes**.
5. An informative screen about the packet data connection is displayed. Press **Yes**.
6. A screen asking for the IAP (Access Point) appears. Select your access point and press **Next**. For more information on setting the APN see the Network Connections section above.



Figure 1. IAP

7. 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 2. 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). If you are upgrading from a previous version of MobilMail (Duality), 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. Tap **Next**.
9. After this a connection is established. If there is a problem with the IAP (access point) a connection error will be displayed. You can cancel the installation and go and set the correct IAP. See the Network Connections chapter above for details. The installation resumes from where you left off when you start Azercell MobilMail from Applications.
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 3. Activation Code

11. If you have received an email to your desktop email reader 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.

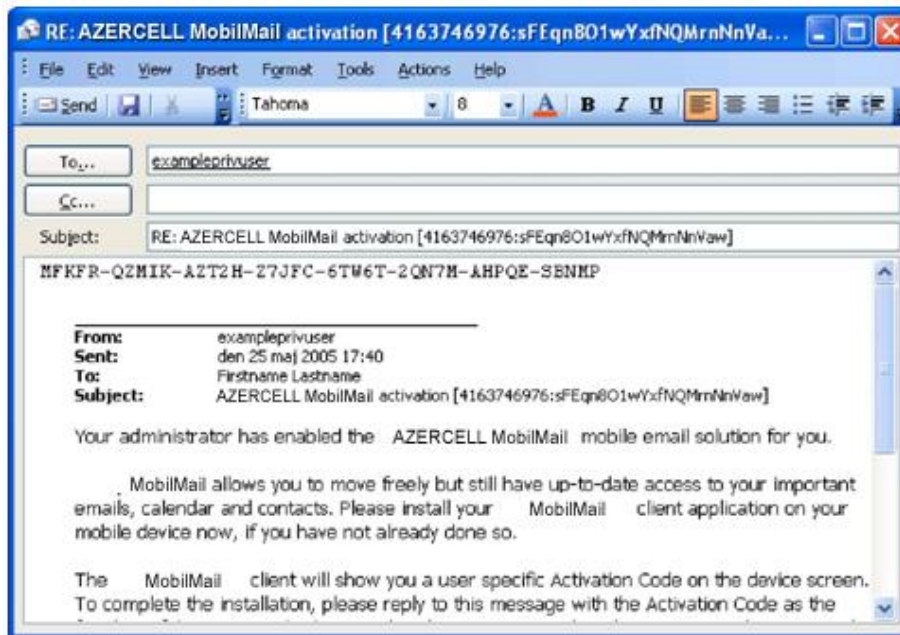


Figure 4. Example Activation Email

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.

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

You can now start to enjoy MobilMail!



Chapter 3: Settings and Tools

The Azercell MobilMail application 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 handling experience. The settings and tools are explained in this chapter. Note that some settings are available only if you are connecting to a corporate mailbox.

You can access the settings and tools by opening **MobilMail** from the tools menu and opening the **Azercell MobilMail** item. A description of each menu item follows.

About displays the version of Azercell MobilMail.

Help takes you to the online help.

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 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.

View log saves the log file to \Document folder from where it can be viewed or sent via e.g. email, bluetooth.

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 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.

Settings

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

Connection Settings

On the first tab you find the **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 with the setting 'Automatic', and there are excessive disconnects, MobilMail goes to Paused state. Paused state 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 extensive connection charges in networks where there is a per-connection fee, particularly when roaming.

If you set the keepalives 'On' or 'Off' the device will not permanently pause even if you experience frequent disconnects, although it may temporarily go to 'Not connected' state when the connection is lost. If the connection is lost for a longer period, the application will pause and resume when connectivity is regained.

When roaming, the optimal setting is to have connection mode 'Always connected' and keepalives on 'Automatic'. The benefit as compared to pausing the client and periodically retrieving the data is insignificant (only keepalive data), unless you are roaming between networks of varying cost. This is because the same amount of data will be pushed once the connection is made. You can also pause MobilMail to avoid incurring roaming packet data cost.

Email Settings

On the **Email** tab the following settings are available:

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 several years on the device if you wish.

Notification sound allows you to set the sound played when a mail arrives.

Email 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:

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.

Remove old events: if this setting is on, old events are removed from the calendar when you synchronize. You can define how old the events to be removed should be by changing the **Synchronize days in past** setting.

Contacts Settings

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

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.

Personal and Corporate Accounts

The full functionality as described in this chapter applies to Corporate accounts. On Personal (POP/IMAP) accounts the email functionality is available. When using POP3 for access some restrictions imposed by the standard apply, such as mark as read/unread not being available.

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 globe connection icon displayed on your device screen. You can also verify the status by opening the Azercell MobilMail application from **Programs**.

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

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 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.

When you receive a new email there is a notification displayed on bottom of the screen. Tapping on the icon opens a dialog which shows the number of unread emails. The View-button in the dialog takes you to your inbox. Unread items are shown in bold.

Reading Emails and Attachments

Read the email by tapping on it in the inbox. Unread items are shown in bold. An email is indicated by an envelope. The email contains all the

Tap the

tab to see more info. Attachments are shown on the  -tab. If there are many attachments, you may need to scroll down to find them.

To perform actions on the email, use either buttons or the menu at the top of the screen. Actions available are amongst others **Reply To all**, and **Delete message**. You also have two buttons available, **Reply** and **Forward**.

Here is a short description of each command:

Reply To all: Replies to all recipients.

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

Reply: Replies to the sender.

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

When you are in the inbox, you have the following actions available:

New: Tap this to write a new mail.

Mark as read/unread: lets you mark the selected message(s) as unread or read.

Find message: Opens your phones Find application to search emails, SMS etc.

Delete message: Deletes selected messages. You can select several messages by tapping the checkbox next to each message. Selecting Delete message deletes the mails from your mail server.

Settings/Sort by date/size/sender: Allows you to sort your emails to easier locate them.

Settings/Show subject: Allows you to toggle between showing the subject in the mailbox and only displaying sender for each mail. Switching this off allows you to fit more mails onto the screen.

Zoom: This setting lets you customize the size of the text shown, so you can either have bigger text for easy viewing or small text to fit more on the screen.

Help: Opens the device's help application. usual information such as sender, subject, timestamp etc.

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 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**-tab (

4 |

i _) and tap on the attachment.

A dialog 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.

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. Then you can retry downloading.

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 **Message>New** in the mailbox view.

Enter the recipients email address in the **To** field. If you have a corporate account defined, you can also search in the corporate contacts for the email address by tapping on the **To**-fields underlined heading and selecting **MobilMail Contacts**. Adding a contact from your personal contacts is done by tapping the **Local**-button. You can add attachments by selecting the Attachment-tab at the top of the screen. Enter your text in the Subject (**Sub**) and Body fields. You can add **cc:s** and **bcc:s** on the

tab. Press the **Send**-button to send your email.



Figure 5. New 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 regardless of where you are.

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

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 send a response and additional info in 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 Azercell MobilMail, as it will often result in duplicate calendar entries and other problems.



Chapter 5: Upgrading MobilMail

Upgrading to Azercell MobilMail 5.0 can be done on top of an earlier Azercell MobilMail 5.0 version.



Chapter 6: Uninstalling MobilMail

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

1. Pause and Exit MobilMail.
2. Go to **Tools>Control Panel>Other>Uninstall**.
3. From the application list, select **Azercell MobilMail** and press **Uninstall**.
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. If you wish to clear the contacts, please use the contacts application to do so.
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

- 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 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 report the theft to your administrator, who can remotely clear the data synchronized to the device (emails, contacts and calendar).

Q: Can I have my emails pushed to two different devices.

A: Each account can only be pushed to one device.



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 Azercell Customer Care.