

# NOKIA



Mail for Exchange 1.3  
User Guide

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Use of the Mail for Exchange is limited to over-the-air synchronization of PIM information between the Nokia device and the authorized Microsoft Exchange server.

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## What is Mail for Exchange?

With Mail for Exchange, you can use the email, calendar, and contacts (address book) of your Microsoft Exchange account on your mobile phone. Keeping the entries on your mobile phone updated with the entries on your Microsoft Exchange account is possible through the process of synchronization.

### What is synchronization?

Synchronization updates the email, calendar, and contacts content on your mobile phone with the content of your Microsoft Exchange account. You can customize the way you synchronize by setting up a profile in which you can:

- Select the content you want to synchronize—email, calendar, contacts, or any combination of the three.
- Set up a schedule by which Mail for Exchange automatically synchronizes. (You can also synchronize manually at any time.)
- Resolve content conflicts during synchronization by specifying whether the content of your account on the Microsoft

Exchange server or your mobile phone prevails when a conflict occurs.

- Select Secure Sockets Layer (SSL) to increase the security between your mobile phone and the Microsoft Exchange server.

### How do I use Mail for Exchange?

The basic steps in using Mail for Exchange are:

- 1 Install and start Mail for Exchange on your mobile phone.
- 2 Create a synchronization profile that controls what and when you synchronize.
- 3 Synchronize to get your email, calendar, and contact entries on your mobile phone from your account on the Microsoft Exchange server.
- 4 Start to use your email, calendar, and contacts on your mobile phone.

## Installing Mail for Exchange

Your mobile phone arrives with either a CD or a memory card. Both the CD and the memory card contain an installation file named MailForExchange\_x.x.x.sisx. The name of the file might vary. For example, the version number (x.x.x) or the extension (.sisx) might be different. To install Mail for Exchange on your phone you must:

- 1 Load the installation file from the flash memory card or CD onto your mobile phone by doing one of the following:
  - **If the installation file came on a CD:** Transfer the installation file from the CD onto your desktop computer. Then load the installation file from your computer onto your mobile phone by using a USB (universal serial bus) cable, Bluetooth, Nokia PC Suite, or infrared transfer. For information about where the installation file is saved, see your mobile phone's user guide.
  - **If the installation file came on a flash memory card:** Insert the card into your mobile phone's flash memory card slot. See your mobile phone's user guide for

information about using a flash memory card.

- 2 Navigate to the installation file on your phone and open it to install Mail for Exchange.

## Starting Mail for Exchange

To start Mail for Exchange, navigate to the folder on your mobile phone where Mail for Exchange is installed. For information about the default location of installed applications, see your mobile phone's user guide. Then, open the **Mail for Exchange** icon:



When you start Mail for Exchange for the first time, you are prompted to create a profile. A profile lets you customize some aspects of how you want Mail for Exchange to work. Select **Yes** to this prompt because to use Mail for Exchange, you will need to enter some information in the profile. A menu appears that lists categories of settings you can set to create a profile, as shown:

- **Connection.** Enter information that lets Mail for Exchange communicate with the Microsoft Exchange server that hosts your account.
- **Credentials.** Enter information that identifies you—for example, a username and password.
- **Sync content.** Specify whether you want to synchronize email, contacts, calendar, or any combination of the three.
- **Sync schedule.** Specify when you want synchronization to occur.
- **Calendar.** Specify how you want to synchronize your calendar.
- **Contacts.** Specify how you want to synchronize your contacts.
- **Email.** Specify how you want email to behave on your phone.

If you want to create a profile at a later date, you can select **Options > Create Profile** to access this menu again.

## Working with a profile

In the profile menu, select a category to display the settings in that category. Mail for Exchange can use most of the default profile settings.

However, you must provide a value for all settings marked by an asterisk (\*) in this guide.

### Connection settings in a profile

In the Connection screen, you *must* specify the name of the Microsoft Exchange server your account uses and the Internet access point. You can also specify optional preferences such as whether you want SSL security and how to sync while roaming. The Connection Settings are:

- **Exchange server\*.** The Microsoft Exchange server with which your mobile phone connects. You *must* specify either the name or IP address of the Exchange server. For the name of your Microsoft Exchange server, contact your Microsoft Exchange system administrator.
- **Secure connection.** Increase the security of a synchronization process by using a secure SSL connection to the server.
- **Access point\*.** Enter the Internet access point your mobile phone will use to connect with the Microsoft Exchange server. You *must* select an access point. For information about your access point, contact your wireless carrier.
- **Sync while roaming.** Synchronization while roaming is more expensive than

synchronization at other times. You can control the synchronization schedule while you are roaming by selecting one of the following:

- **No.** Synchronization does not happen automatically while roaming. (But you can still synchronize manually while roaming.)
  - **Yes, on peak only.** Synchronization occurs only during the peak hours you've defined. No automatic synchronization occurs during off-peak hours while roaming.
  - **Yes, always.** Synchronization always occurs according to the synchronization schedule even while roaming.
- **Use default port.** Use the server default connection port. If you select **No**, then you must specify a port in the port number field that appears. To obtain the port number, see your system administrator.

## Credentials settings in a profile

Credentials identify you to the Microsoft Exchange Server and provide privacy protection:

- **Username\*.** Field is initially empty. Once you enter a username, the name becomes the default.

- **Password.** Field is initially empty. Once you enter a password, it becomes the default, but each letter appears as an asterisk. If you do not specify a password, or if you delete the existing password, you will have to enter your credentials every time you want to synchronize.
- **Domain\*.** Contact your Microsoft Exchange system administrator for the domain name. Once you enter a Window domain, the domain becomes the default.

## Sync content settings in a profile

You can select what to synchronize (email, contacts, or calendar) and what to do in case of content conflicts during a synchronization:

- **Synchronize contacts.** Enable or disable the synchronization of contacts.
- **Synchronize calendar.** Enable or disable the synchronizing of calendar entries.
- **Synchronize email.** Enable or disable the synchronizing of email.
- **In case of conflict.** Specify whether the entries on your mobile phone or the entries on the server prevail if a content conflict occurs during synchronization.



If an entry is deleted on one side (whether on the server or the mobile phone) and modified on the other side, the entry is deleted regardless of this setting.

## Sync schedule settings in a profile

When you schedule synchronization depends on how you need to work. With Mail for Exchange, you can set up two synchronization schedules, peak and off-peak schedules. For example, if you need to have the latest updates during business hours, you can schedule synchronization frequently and automatically during peak hours. When you don't need to have the latest updates all the time (evenings and weekends), you can synchronize less frequently or manually.

The setting selections for peak and off-peak hours are identical:

- **Manual.** Synchronizations occur only when you select **Options > Synchronize**.
- **Always on.** If a content change occurs on the server, the server notifies your mobile phone. Your phone responds by automatically synchronizing itself with the server so you can have the latest content. Your phone also automatically synchronizes itself with the

server every 15 minutes to accommodate any content changes that might have occurred on the phone.

- Intervals ranging from every 15 minutes to every 12 hours.

When you select **Always on** or any of the intervals between 15 minutes and 12 hours for peak or off-peak, you also need to specify:

- **Peak days.** Which days have peak hours (Mon, Tue, Wed, Thu, Fri, Sat, Sun).
- **Peak start time.** What time of day peak hours start. Example: 8:00 am.
- **Peak end time.** What time of day peak hours end. Example: 5:00 pm.

## Calendar settings in a profile

Set how you want to synchronize your calendar with these setting:

- **Sync calendar back.** Specify how far back in time calendar entries are to be synchronized. You can specify a range of weeks or months.
- **Initial sync.** Specify whether you want to keep the phone's existing calendar entries or delete those entries and replace them with the entries from your account on the Microsoft Exchange

server when you do the first (initial) synchronization.

## Contacts settings in a profile

Specify whether you want to keep the contacts on the mobile phone or delete those entries and replace them with the entries from your account on the Microsoft Exchange server when you do the first (initial) synchronization. To keep the contacts that are already on your mobile phone, select **Keep items on phone**.

## Email settings in a profile

You can set how you want your email to behave with these settings:

- **E-mail address.** Enter your email address so Mail for Exchange can filter it out from the list of recipients when you select **Reply to all**.
- **Show new mail popup.** Enable/disable an alert popup that appears each time you receive a new email.
- **Use signature.** Include the text in **Signature** automatically within the body of the email messages you send.

- **Signature.** Enter text that appears in the email messages you send when you enable **Use signature**.
- **When sending mail.** Specify whether you want to send email messages immediately or whenever the next synchronization occurs.
- **Sync messages back.** Specify how far back in time your email messages are synchronized.

## Editing a profile

You can change the settings in a profile at any time by selecting **Options > Edit profile**.

When you select **Edit profile**, the list of profile settings categories appears. Select the category you want and change the values in it.

## Deleting a profile

To delete a profile, select **Options > Delete profile**.

If you do not create another profile, you'll be prompted to create a profile whenever you start Mail for Exchange.

## Synchronizing your accounts

Synchronization happens according to the profile you've created. However, after you create a profile, you will still find occasions when you need to synchronize manually or to resynchronize the content on your mobile phone.

### Synchronizing the first time

Synchronization happens automatically as you specified under **Sync Schedule** in the profile settings. If you set the synchronization to **Manual**, you must select **Options > Synchronize** to get your content for the first time. If you set synchronization to **Always on** or any of the intervals, the first synchronization happens after you save the profile.

For information about special settings during an initial (first) synchronization, see [Calendar settings in a profile](#) on page 7 and [Contacts settings in a profile](#) on page 8.

To synchronize at any time, independent of synchronization schedules in the synchronization profile, select **Options > Synchronize**.

### Getting information about the last sync

Select **Options > View log** from the main menu to see a log of the last synchronization. The log includes information about when the last synchronization occurred, whether the synchronization was successful, and a summary about which entries were synchronized.

### Working with email

After you create your profile and select to synchronize email, Mail for Exchange automatically creates the Mail for Exchange folder within your mobile phone's Messages folder, which is located on your mobile phone's main menu.

Once you are in the Mail for Exchange folder, you can open an email message. If a message is very large, only a portion of it will download initially. To download the entire message body, select **Options > Fetch**.

After you open a message, you can:

- Reply to the message (**Options > Reply**).
- Forward the message (**Options > Forward**).
- Delete the message (**Options > Delete**).

- Use special items such as email, phone numbers, and URLs (**Options > Automatic find on**).
- Stop using special items (**Options > Automatic find off**).

You can also compose a new message by selecting (**Options > Write message > Email > Exchange Mail**), and then you can:

- Send an email message (**Options > Send**).
- Change the headers (Cc, Bcc and Subject) (**Options > Additional headers**).
- Specify delivery settings for the message (**Options > Sending options**).
- Search for a contact's email address by entering a few letters of the contact's name and selecting **Options > Check name**.
- Insert text from your Templates folder (**Options > Insert**).

If your mobile phone has a QWERTY keyboard, you can use these keyboard shortcuts after you open an email:

- r to **Reply**
- f to **Forward**
- a to **Reply to All**

If your mobile phone has a numeric keyboard, use these shortcuts instead:

- 1 to **Reply**
- 2 to **Reply to All**
- 4 to **Forward**

## Working with email attachments

An attachment is any file sent with an email. Mail for Exchange does not automatically download an attachment to your mobile phone when you open the email that carries it, but you can choose to download an attachment after you open the email. After you download the attachment, you can open it on your mobile phone only if the phone has the application associated with the attachment.

- To retrieve an attachment: Open an email that has a paper clip icon next to it and then select **Options > Attachments**. A list of attachments in the email appears. Highlight an attachment in the list and select **Options > Fetch**. The full attachment is downloaded to the email message.
- To open an attachment: After you have retrieved an attachment, highlight the attachment in the displayed list and select

**Options > Open.** The attachment opens only if the phone has the application that is associated with the attachment.

- To save an attachment: Once you have retrieved an attachment, highlight the attachment from the list and select **Options > Save**. A copy of the attachment is saved to the location you choose on the mobile phone (typically on your memory card).
- To delete a downloaded attachment from the mobile phone: Once you have retrieved an attachment, highlight the attachment from the list and select **Options > Remove**. The attachment is deleted from your mobile phone, not from the server. You can download the attachment again from the email that carries the attachment.
- To send an attachment: In an open email, select **Options > Insert > Other Files**. Then select the location of the file you want to attach and the file itself.

## Working with meeting requests

You can view a meeting request just as you would any other email message but you cannot add the meeting to your calendar or initiate a meeting request.

## How email is synchronized

Your email is synchronized according to these rules:

- The Inbox of your account on the server is synchronized with the Mail for Exchange folder on your mobile phone.
- The Sent folder on the mobile phone is not synchronized with the sent folder of your account on the server.

## Working with the calendar

Once you use Mail for Exchange to synchronize the calendar on your mobile phone with the calendar of your account on the server, you can begin to use the mobile phone calendar as described in the user guide of your phone.

## Working with contacts

Once you use Mail for Exchange to synchronize the contacts on your mobile phone with the contacts of your account on the server, you can use the mobile phone contacts as described in the user guide of your mobile phone. Mail for

Exchange does not support Global Address Lookup (GAL)—that is, you can search for names within your phone's contacts, not within the Microsoft Exchange Directory.

## Getting online help

For online help on your mobile phone, select **Options > Help** from any Mail for Exchange menu that has a **Help** option.

## Exiting from Mail for Exchange

To exit from Mail for Exchange, select **Exit** from any Mail for Exchange menu. Synchronization continues to happen in the background.

## Upgrading Mail for Exchange

To upgrade to a later version of Mail for Exchange, acquire a new.sis file and install it on your mobile phone. Doing so overwrites your current Mail for Exchange client while retaining your existing profile and personal information.

## Protecting confidential information

When you connect to a Microsoft Exchange server with a mobile phone that has Mail for Exchange, you enable the Microsoft Exchange server system administrator to remotely administer certain phone security features that apply to all persons using that server:

- **PIN auto-lock.** The Exchange server system administrator can remotely require the use of PIN auto-lock that makes your mobile phone lock after a specified amount of non-use. Your administrator might also be able to remotely automatically delete all user data if the wrong PIN is entered more than a specified number of times.
- **Data deletion.** If you lose your mobile phone, contact your system administrator. The system administrator might be able to remotely erase data from the mobile phone and from the installed memory card. This feature can help protect against loss of confidential information.

Not all handsets support all of these security features, and not all servers are set up to administer these features. Ask your system administrator about available security features.

## Troubleshooting

While using Mail for Exchange, you might see some of these messages:

- **Invalid user name or password.** Correct the username and/or password field in the Credentials screen of your profile.
- **Unsupported software in Exchange in server.** Contact your Microsoft Exchange server administrator to upgrade the version of Mail for Exchange on the Exchange server.
- **Error in communication.** Try again later.
- **Unable to open database.** Try again later.
- **Unable to synchronize with server.** Try again later.
- **Mail for Exchange client is busy.** Try again later.
- **Error in Exchange server.** Try again later.
- **Exchange server is not responding.** Try again later.
- **System error.** Try again later.
- **Invalid host address.** Correct the Exchange server information in the Connections screen of your profile.
- **Operation not possible in off-line mode.** Try again after you have turned your phone online.
- **Server requires secure connection.** Change the Secure Connection setting on the Connections screen of your profile to Yes.
- **Server does not support secure connection.** Change the Secure Connection setting on the Connections screen of your profile to No.
- **Exchange server user account is full.** Free space in your account on the server (typically by deleting email messages) to be able to synchronize.
- **Synchronization cancelled by user.** Conduct a complete synchronization.
- **Mandatory server policy failed, access refused.** Contact your Microsoft Exchange server administrator.
- **Account disabled, access refused.** Contact your Microsoft Exchange server administrator.
- **Unable to implement mandatory server policy, access refused.** Contact your Microsoft Exchange server administrator.
- **Account disabled by server administrator, access refused.** Contact your Microsoft Exchange server administrator.

- **No profile exists.** Create a profile.
- **Automatic sync requires you to store username and password.** Edit your profile's Credentials screen to include your username and password.
- **Unsupported device.** This device is not supported by the version of Mail for Exchange currently on your mobile phone.
- **Disk full. Unable to process sync request.** Contact your Microsoft Exchange server administrator

## Resynchronizing content

A full resynchronization removes the content you have synchronized to the phone and replaces that content with the current content in your account on the Microsoft Exchange server. Resynchronization is recommended only when you need to reset large amounts of data on your phone. To perform a full resynchronization, select **Options > Full Resync.**

When you've selected calendar or contacts for synchronization in the profile, and you perform a full resynchronization, the initial synchronization settings for these items are set to **Delete items on phone.**

When you've selected email for synchronization in the profile, resynchronization resets the messages to how they originally came from the server. In other words, expanded messages are truncated and attachments you have downloaded from emails, but have not yet saved, are removed from the mobile phone.

## Where is the administrative file?

When diagnosing a problem with your account, the Microsoft Exchange system administrator might ask to see the Mail for Exchange administrative file (admin\_logN.txt), which contains information about the status of the Mail for Exchange running on your mobile phone.

You can access the administrative file (admin\_logN.txt) with the File Manager application. It exists in the Mail For Exchange directory and you can view the file with Notepad.