

NOKIA 9300i



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Nokia 9300i

E-mail support

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E-mail support

The purpose of this document is to help you avoid problems when using e-mail with your Nokia 9300i. It walks you through defining the right settings for your e-mail account and discusses some common problems that can be caused by wrong settings.

Defining e-mail account settings

If you are just starting to use e-mail with your Nokia 9300i, select **Desk**→**Tools**→**Control Panel**→**Messaging** and press **Create new** to create a new e-mail account. Select **E-mail** as the type of the new account and press **OK**.

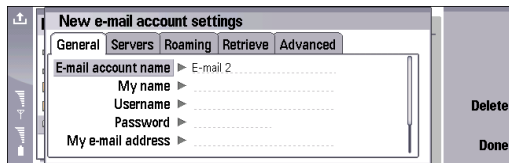


Note: Remote e-mail uses an e-mail account based on the Open Mobile Alliance (OMA) data synchronization protocol. It is used via a PC computer that has Nokia PC Suite installed, not directly from your Nokia 9300i.

If you have an existing account whose settings you want to change, select **Desk**→**Tools**→**Control Panel**→**Messaging**, choose the right account and press **Select**.

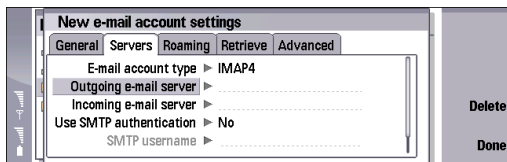
Note that if you leave any mandatory settings undefined, the device displays a message telling you what still needs

to be done. You cannot save the account settings until every mandatory setting has been defined.



- On the **General** page you can define the following:
 - E-mail account name** (mandatory) – You can give the account any name you want as long as its length does not exceed 25 characters. You can name the account after your e-mail service provider, for example, or create accounts for Work and Home.
 - My name** – Enter your name as you want it to be seen in the messages you send.
 - Username** (mandatory) – Enter the user name for your e-mail account as given to you by your e-mail service provider.
 - Password** – Enter your password as given to you by your e-mail service provider. If you leave this field empty, you will be asked your password when you try to connect to your mailbox.
 - My e-mail address** (mandatory) – Enter the e-mail address given to you by your e-mail service provider. It must contain the @ character.

- **Internet access** (mandatory) — Select the Internet access point that you want to use for this e-mail account. You must have a previously created Internet access point stored in your device or create one yourself as described in the Nokia 9300i User Guide.
- **Default account** — If you create several e-mail accounts, you can choose which one to use as the default account.



Note: Any settings that are greyed out cannot be edited until the controlling setting has been defined correctly.

- 2 Press **Menu** to access the **Servers** page, where you can define the following:

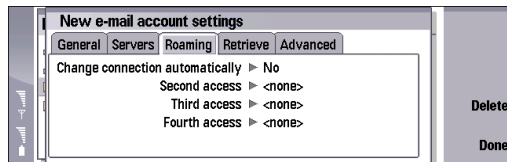
- **E-mail account type** (mandatory) — Select the e-mail protocol recommended by your e-mail service provider.



Note: You can only select the account type when creating an account. If you have saved the account settings, the account type cannot be changed anymore.

- **Outgoing e-mail server** (mandatory) — Enter the host name or IP address of the computer that sends your e-mail as given to you by your e-mail service provider.
- **Incoming e-mail server** (mandatory) — Enter the host name or IP address of the computer that receives your e-mail as given to you by your e-mail service provider.
- **Use SMTP authentication** — If your e-mail service provider requires that SMTP authentication is used, select **Yes** and then enter your SMTP user name and password below.

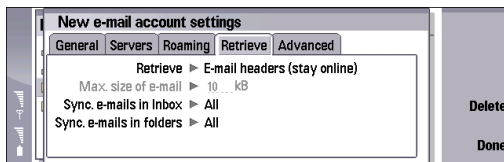
You have now defined all the basic settings that are needed to use your e-mail account (unless your e-mail service provider requires a secure connection).



- 3 Press **Menu** to access the **Roaming** page, where you can define the following:

- **Change connection automatically** — Select whether you want your Nokia 9300i to switch between connections automatically if connection to the primary Internet access point is lost.

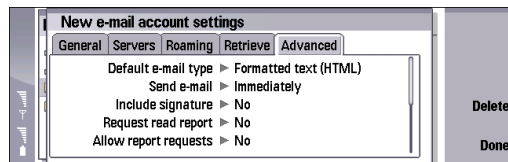
- *Second access, Third access* and *Fourth access* — Define the other Internet access points this e-mail account can use.



- 4 Press **Menu** to access the *Retrieve* page, where you can define the following (note that the settings available on this page change depending on your e-mail account type):

- *Retrieve* — Select whether you want to retrieve only the e-mail header information (such as sender, subject and date), e-mails, e-mails with their attachments, or be asked before retrieving any messages. Retrieving only headers is the fastest method to check the contents of your mailbox.
- *Max. size of e-mail* — Define the maximum file size for e-mails that are retrieved to your Nokia 9300i. This helps you to prevent long data transfer times resulting from attachments that were larger than you thought. This setting can only be defined if you chose something else than *E-mail headers (stay online)* as the *Retrieve* setting.
- *Sync. e-mails in Inbox* — Select the number of e-mails you want to download from the remote server to your Inbox.

- *Sync. e-mails in folders* — Select the number of e-mails you want to download from the remote server to your folders.



- 5 Press **Menu** to access the *Advanced* page, where you can define the following:

- *Default e-mail type* — Select whether you want to send e-mail as *Plain text* which offers the best compatibility across devices and operating systems, *Plain text (no MIME)* if the receiving e-mail system cannot display e-mail sent in the regular Internet format, or *Formatted text (HTML)* which lets you use enhanced text formatting options in your messages.
- *Send e-mail* — Select *Immediately* to send the e-mail as soon as possible, *During next connection* to send it the next time you retrieve e-mail from the server, or *Upon request* to store the e-mail in the Outbox, from where you can send it later.
- *Include signature* — Select whether you want to use a signature (a short block of text following your message, which can include your name, title, company and/or address, for example). Select *Use my contact card* to use the contact card in the

device, or [Custom](#) to use a signature file that you can create for the e-mail account.

- [Request read report](#) — Select whether you want to receive a note when the recipient has opened your e-mail.
- [Allow report requests](#) — Select whether you want to allow a read request to be sent to the sender of the e-mail when you read the e-mail.
- [Copy to my e-mail address](#) — Select whether you want to receive a copy of every e-mail you send.
- [Secure login \(APOP\)](#) — Select whether you want to use a POP3 secure login system, if the POP3 server your e-mail account uses supports this system.
- [Incoming secure connection](#) — Select whether you want to use encryption to make the incoming connection secure. Secure connection is used with POP3 and IMAP4 protocols to secure the connection to a remote mailbox. Note that the remote server must support secure connections for this function to work.
- [Outgoing secure connection](#) — Select whether you want to use encryption to make the outgoing connection secure. Secure connection is used with the SMTP protocol to secure the connection to a remote mailbox. Note that the remote server must support secure connections for this function to work.
- [IMAP4 folder path](#) — Enter the path to the IMAP4 inbox location in case the server cannot open it

automatically. Normally you do not need to define the path.

Troubleshooting

Some common problems that may occur when using e-mail are discussed in this section.

- **Wrong e-mail account type:** some service providers may only support one of the protocols IMAP4 and POP3, not both. If your e-mail account settings seem to be correct but you cannot connect to your remote mailbox, try changing the protocol. This requires you to create another account, as the protocol cannot be changed after account creation. Define all settings to match the previous account, but select the other protocol on the [Servers](#) page.
- **Wrong Internet access point:** if all e-mail settings, including the e-mail protocol, seem to be correct but you still cannot connect to your mailbox, it is possible that you need to change the Internet access point your account uses. For example, your SIM card may have separate GPRS connections defined for WAP and Internet use. Try the other access points to find out which one works with your e-mail account. Internet access is defined on the [General](#) page of e-mail account settings.
- **Wrong password:** because your password is masked when you enter it, it is easy to make a spelling error. Double-check your password on the [General](#) page if you get an error message when trying to retrieve e-mail.

- **Settings are correct and e-mail can be received, but messages cannot be sent:** check the [Outgoing e-mail server](#) setting on the [Servers](#) page. Security considerations often require that you need to use SMTP server of your service provider when sending e-mail. In other words, you may not be able to use the outgoing e-mail server of Company A if your SIM card is provided by Company B. You can determine the correct server by contacting the customer support of your e-mail service provider.
- **When using a secure connection (SSL/TLS/StartTLS), a setting for port number cannot be found:** you do not need to enter the port number manually for incoming and outgoing secure connections. Your device determines the port automatically based on the settings on the [Advanced](#) page.