Nokia Mail for Exchange 2.4 User Guide

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What is Mail for Exchange?

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

You need an Exchange email account and your Exchange administrator must have enabled your account for synchronization. Contact your administrator or email account provider for details.

Note: You can also install the standalone Company Directory application instead of Mail for Exchange. With Company Directory, you can search for contacts within the company directory. The same search function is included in Mail for Exchange as well. You cannot send Mail for Exchange email with the standalone Company Directory.

What is synchronization?

Synchronization updates the email, calendar, contacts, and tasks content on your mobile device 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, tasks, or any combination of the four.
- 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 device prevails when a conflict occurs.
- Select Secure Sockets Layer (SSL) to increase the security between your mobile device and the Exchange server.
- Select how you want to be alerted when you receive an email.

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 device.
2 Create a synchronization profile that controls what and when you synchronize.

3 Synchronize to get your email, calendar, contact, and task entries on your mobile device from your account on the Exchange server.
4 Start to use your email, calendar, contacts, and tasks on your mobile device.

Installing Mail for Exchange

Note that you should not use any other method, such as Nokia PC Suite, to sync email, contacts, calendar entries, or tasks after installing and using Mail for Exchange on your device.

Simultaneous use of other methods may cause data loss, duplication, or corruption.

Installing from Internet

You may have received an installation package on a CD or other media, but you can get the most up to date version from the following location:

http://businesssoftware.nokia.com/mail_for_exchange

Use your device's browser to go to the web page and fill in the requested information. You can then download Mail for Exchange. After the download, installation will start automatically.

Installing from CD or other media

You may receive the installation file on a CD or other media included with the device you purchased, or it may be downloaded via browser or your PC.

You need an installation file named MailForExchange_x.y.z.sis(x). The name of the file may vary. For example, the version number (x.y.z) or the extension (.sisx) may be different.

To install Mail for Exchange on your device you must:

1 Copy the installation file onto your mobile device, for example:
  - **If you downloaded the installation file to your computer:** Copy the installation file from your computer onto your mobile device or memory card by using a USB cable, Bluetooth, Nokia PC Suite, or infrared file transfer. For information about where the installation file is saved, see your mobile device's user guide.
  - **If the installation file came on a CD:** Transfer the installation file from the CD onto your desktop computer. Then copy the installation file from your computer onto your mobile device by using a USB cable, Bluetooth, Nokia PC Suite, or infrared file transfer. For information about where the installation file is saved, see your mobile device's user guide.
  - **If the installation file came on a memory card:** Insert the card into your mobile device's memory

card slot. For information about using a memory card, see your mobile device's user guide.

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

Installing for other languages

The language used for Mail for Exchange menus and settings is determined when Mail for Exchange is installed. If you install Mail for Exchange and then change the language of the device, Mail for Exchange still appears in the originally installed language. If you want to make the Mail for Exchange language match the language of the device, you can re-install Mail for Exchange.

Upgrading Mail for Exchange

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

Starting and exiting from Mail for Exchange

Starting Mail for Exchange

To start Mail for Exchange, go to the **MfE** folder on your mobile device where Mail for Exchange is installed. Select 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 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 to the Exchange server.
- **Sync content**. Specify whether you want to synchronize email, contacts, calendar, tasks, or any combination of the four.

- **Sync schedule**. Specify when you want synchronization to occur.
- **Calendar**. Specify how you want to synchronize your calendar.
- **Tasks**. Specify how you want to synchronize your tasks.
- **Contacts**. Specify how you want to synchronize your contacts. Specify how you want email to behave on your device.
- **Email**. Specify how you want email to behave on your device

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

Exiting from Mail for Exchange

To exit from Mail for Exchange, select **Exit** from any Mail for Exchange menu. Synchronization continues in the background according to the schedule you have defined in your profile. For more information, see "Sync schedule settings" on page 11.

Working with a profile

In the profile menu, select a category to display the settings in that category. Mail for Exchange provides default profile settings. However, you must provide a value for all settings marked by an asterisk (*) in this user guide.

Connection settings

In the **Connection** tab, you **must** specify at least the name of the Microsoft Exchange server your account uses and the Internet access point.

The **Connection** settings are:

- **Exchange server***. The Exchange server with which your mobile device connects. For the name of your Exchange server, contact your system administrator or email account provider.
- **Secure connection**. Note that this setting must match the SSL setting for the server.
- **Access point***. Enter the Internet access point your mobile device 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 may be 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 occur while roaming, unless you use steps to manually synchronize.
  - **Yes, on peak only**. Synchronization occurs only during the peak hours you have defined in the off-peak hours while roaming.
  - **Yes, always**. This is the default. Automatic synchronization 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 settings, contact your system administrator or email account provider.

Credentials settings

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

- **Username***. Field is initially empty. To obtain your username, contact your system administrator or email account provider.
- **Password**. Field is initially empty. When you enter a password, each letter appears as an asterisk. If you do not enter a password, you will have to enter a password the next time you synchronize.
- **Domain**. Contact your system administrator or email account provider for the domain name. The setting is optional.

Sync content settings

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

- **Synchronize calendar**. Enable or disable the synchronization of calendar entries.
- **Synchronize tasks**. Enable or disable the synchronization of contacts.
- **Synchronize contacts**. Enable or disable the synchronization of contacts.

- **Synchronize email**. Enable or disable the synchronization of email.
- **In case of conflict**. Specify whether the entries on your mobile device or the entries on the server prevail if a conflict occurs during synchronization. This may occur when an item has been changed on both the mobile device and Exchange server since the last synchronization.
  Note: If an entry is deleted on one side (server or the mobile device) and modified on the other, the entry is deleted regardless of this setting.

Sync schedule settings

You can configure when to synchronize based on your schedule. With Mail for Exchange, you can set up two synchronization schedules: peak and off-peak. 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 do not 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 device, so you can have the latest content. Your mobile device automatically checks for updates on the phone every few minutes and synchronizes changes to the server.
- 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.
- **Heartbeat interval**. This is not the same as the interval you can select for Peak sync schedule or Off-peak sync schedule. For more information, see "Setting heartbeat interval" on page 27.

Calendar settings

Set how you want to synchronize your calendar:
- **Sync calendar back**. Specify how far back in time your calendar entries are to be synchronized. You can specify a range of weeks or months.

- **Initial sync**. Specify whether you want to keep the device'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.

   Note: If you select **Keep items on phone**, you may end up with duplicate calendar entries, especially if another sync method has been used previously. However, selecting to delete the items may result in losing calendar entries that are stored only on your device.

Contacts settings

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

Note: If you select **Keep items on phone**, you may end up with duplicate contact entries, especially if another sync method has been used previously. However, selecting to delete the items may result in losing contact entries that are stored only on your device.

Tasks settings

Set how you want to synchronize your tasks:

- **Sync completed tasks**. Specify whether you want to synchronize your completed tasks. If you disable this setting, only working tasks are synchronized.
- **Initial sync**. Specify whether you want to keep the tasks on the mobile device or delete those entries and replace them with the entries from your account on the Exchange server when you do the first (initial) synchronization. To keep the tasks that are already on your mobile device, select **Keep items on phone**.

  Note: If you select **Keep items on phone**, you may end up with duplicate task entries, especially if another sync method has been used previously. However, selecting to delete the items may result in losing task entries that are stored only on your device.

Email settings

Set how you want your email to behave:

- **E-mail address**. Enter your email address so Mail for Exchange can exclude it from the list of recipients when you select **Reply** > **To all**.
- **Show new mail popup**. Enable or disable an alert popup that appears each time you receive a new email.

This setting may be affected by other settings on the device.

- **Use signature**. Include the text in the **Signature** field automatically within the body of the email messages you send.
- **Signature**. Enter text that is appended to the email messages you send when you enable **Use signature**.
- **When sending mail**. Select **Send immediately** if you want to send email messages immediately regardless of synchronization schedule or **Send at next sync only** if you want to wait until the next scheduled synchronization occurs.
- **Sync messages back**. Specify how far back in time your email messages are synchronized. Note that a very large number of email messages may affect the device's performance. Reduce this setting to improve performance.

Editing a profile

To change the settings in a profile at any time, select **Options** > **Edit profile**.

A list of profile settings categories appears. Select the category you want and change the values in it.

Note: Changing some values causes all synchronized data to be temporarily removed from the device and copied from the server. For example, changing **Username** or

Domain, will cause a temporary removal of the synchronized data.

Deleting a profile

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

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

Note: When you delete your profile, your contacts, calendar items, and tasks will remain on your device. Emails are deleted.

Creating a Company Directory profile

You can also install the standalone Company Directory application, without installing Mail for Exchange. With the standalone Company Directory application, you can search for contacts within the company directory. This search function is available in Mail for Exchange as well.

You cannot install the standalone Company Directory simultaneously with Mail for Exchange.

For information about how to install applications on your device, see your mobile device's user guide. When you

install the standalone Company Directory, the application is saved in the **Installations** folder on your mobile device.

To start Company Directory, go to the **Installations** folder on your mobile device. Select the Company Directory icon:

When you use Company Directory without Mail for Exchange for the first time, you are prompted to create a profile.

To create a profile:
• In the profile menu, select a category to display the settings in that category.
• Enter the required information in the **Connection** and **Credentials** settings. For more information, see "Connection settings" on page 10 and "Credentials settings" on page 11.

Note: When you have created the Company Directory profile, you will have the same options under the **Options** menu as described for Mail for Exchange in this user guide, except for the options **Synchronize**, **View log**, and **Full Resync**.

In addition, the device security features discussed in connection with Mail for Exchange apply to Company

Directory as well. For more information, see "Device security features" on page 23.

For more information about how to use the standalone Company Directory for searching contacts, see "Contacts with Company Directory" on page 21.

Synchronizing your account

Synchronization occurs according to the profile you have created. However, you may still find occasions when you need to synchronize manually or resynchronize the content on your mobile device.

Synchronizing the first time

Synchronization occurs according to the settings 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 occurs when you save the profile.

For information about special settings during an initial (first) synchronization, see "Calendar settings" on page 12, "Contacts settings" on page 12, and "Tasks settings" on page 13.

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 have created your profile and selected to synchronize email, Mail for Exchange automatically creates a **Mail for Exchange** folder within your mobile device's **Messaging** folder, which is located on your mobile device's main menu.

To open an email message in the **Mail for Exchange** folder, select the message. If a message is very large, only a portion of it has been downloaded automatically. To download the remainder of the message body, select **Options** > **Fetch** or keep scrolling to the bottom of the message until the remainder of the message body is fetched.

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, numbers, and URLs (**Options** > **Automatic find on**).
- Stop using special items (**Options** > **Automatic find off**).

To compose a new message, select, depending on your device, either **Options** > **Create message** > **Email** or **Options** > **Create message** > **Mail for Exchange**. 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 names**.
- Insert text from your Templates folder (**Options** > **Insert**).

When you compose a message, you can also search for contacts within the company directory, in addition to your device contacts.

Use the company directory as follows:

- To add a contact from the company directory: Go to any recipient line of the message and select **Options** > **Company Directory**. Enter a few letters of the contact's first name and/or last name in the search field and select **OK**. When you find the correct contact, select **Options** > **Add recipient**. The contact is added as a recipient in your message
- To view details of a selected contact: Select **Options** > **View details**. Contact information of the selected contact is displayed.

- To add a selected contact to your mobile device contacts: Select **Options** > **Add to Contacts**. The contact, as well as the corresponding contact information, is added to your device contacts.

If your mobile device 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 device has a numeric keyboard, use these shortcuts instead:
- 1 to **Reply**
- 2 to **Reply** > **To all**
- 4 to **Forward**

You can use these keyboard shortcuts with both keyboards:
- Call key to **Send** a message being edited
- Clear key to **Delete** a message (while viewing message list)

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 device when you open the email that carries it. You can download an attachment after you open the email. After you download the attachment, you can open it on your mobile device, if the device has the application associated with the attachment.

- To retrieve an attachment: Open an email that has a paper clip icon 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 open an attachment: Once you have retrieved an attachment, highlight the attachment in the displayed list and select **Options** > **Open**. The attachment opens only if the device 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 select on your mobile device (typically on your memory card).
- To delete a downloaded attachment from your mobile device: Once you have retrieved an attachment, highlight the attachment from the list and select **Options** > **Remove**. The attachment is deleted from your mobile device, not from the server. You can download the attachment again.
- To include an attachment: In an email being edited, select **Options** > **Insert**. Then select the location of the file you want to attach and the file itself.

Note that if you have the latest version of Quickoffice on your device, Mail for Exchange also provides additional attachment handling capabilities for Office attachments. With the latest version of Quickoffice, you can do the following:

- Open Office email attachments directly from Quickoffice.
- Reply to email directly from Quickoffice with the edited Office attachments included.

To purchase the latest version of Quickoffice:

- Visit www.quickoffice.com/upgrade.
- Launch Quickoffice; Use your navigation keys to select the final tab titled Quickmanager. Select Updates & upgrades.

For more information, visit www.quickoffice.com/MFE.

Opening attachments from Quickoffice

To open email attachments directly from Quickoffice, do the following:

1 Go to **Quickoffice** on your device.
2 To list the Office email attachments from your **Mail for Exchange** folder, select **Mail for Exchange**.
  Note that the list contains both the attachments that you have previously downloaded on your device and attachments that you have not yet downloaded on your device from the server.

3 To open an attachment, select the attachment from the list and **Options** > **Open**.

An attachment that you have previously downloaded on your device opens automatically. To open an attachment that you have not yet downloaded on your device, you are prompted to retrieve the attachment from the server. Selecting **Options** > **Open** retrieves the attachment from the server.

The attachment opens only if the device has the application that is associated with the attachment.

Note: You cannot delete email attachments when using Quickoffice.

Replying with edited attachment from Quickoffice

To reply to an email and edit an attachment directly from Quickoffice, do the following:

1 Open the email attachment from Quickoffice.
2 Edit the attachment as required.
3 To send the reply and the attattment, select **Reply** > **To sender**. To send the reply to all recipients, select **Reply** > **To all**.

Note: If the email contains multiple attachments, only the attachment that you have edited is attached to the reply email. You cannot attach multiple files.

Working with meeting requests

You can view and respond to a meeting request just as you would with any other email message. However, you cannot initiate a meeting request.

To open a meeting request in the **Mail for Exchange** mailbox, select the meeting request.

- To accept a meeting request: Select **Options** > **Response** > **Accept**. The meeting is added to your device calendar if calendar entries are being synchronized.
- To accept a meeting request tentatively: Select **Options** > **Response** > **Tentative**. The meeting is added to your device calendar if calendar entries are being synchronized.
- To reject a meeting request: Select **Options** > **Response** > **Decline**. The meeting will not be in your device calendar.

Mail for Exchange also displays a notification if the meeting request you open conflicts with another appointment in your calendar.

You cannot process or remove meeting request cancellations from your calendar using Mail for Exchange.

Working with Search

With your mobile device's Search, you can search for information in your contacts, notes, calendar appointments, to-do notes, email messages, multimedia messages, and text messages. You can also search for files by the file names in your device memory and memory card.

Now Search works with Mail for Exchange to search for information in Mail for Exchange emails located in the **Inbox** and **Sent** folders. For more information about the use of Search, see your mobile device's user guide.

Note: The Mail for Exchange Search only applies to certain E-series devices.

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 device.
- The **Sent** folder on the mobile device is not synchronized with the Sent Items folder of your account on the server.

Working with calendar, contacts, and tasks

Working with calendar

When you use Mail for Exchange to synchronize your calendar, you can use the mobile device calendar as described in the user guide of your mobile device.

Working with contacts

When you use Mail for Exchange to synchronize your contacts, you can use your mobile device contacts as described in the user guide of your mobile device.

You can also search for contacts within the company directory, in addition to your device contacts. You can use the company directory with or without Mail for Exchange.

Contacts with Mail for Exchange

When you install Mail for Exchange, the Company Directory application is also automatically installed on your device.

Use the company directory as follows:

- To add a contact from the company directory: Go to the **MfE** folder and select **Comp. dir.**. Select **Options** > **Search**. Enter a few letters of the contact's first name

and/or last name in the search field and select **OK**. When you find the correct contact, select **Options** > **Add to Contacts**. The contact, as well as the corresponding contact information, is added to your device contacts.

- To view details of a selected contact: Select **Options** > **View details**. Contact information of the selected contact is displayed.
- To call a selected contact: Select **Options** > **Call**. Select a number from the list of numbers displayed and **OK**.
- To send a message to a selected contact: Select **Options** > **Create message**. Select the type of message to be sent from the list of message types.

Contacts with Company Directory

If you have installed the standalone Company Directory application without Mail for Exchange, you need to create a Company Directory profile before you can use the application.

Note: You cannot send Mail for Exchange email from the standalone Company Directory. You can only send POP3 email.

Use the company directory as follows:

- To add a contact from the company directory: Go to the **Installations** folder and select **Comp. dir.**.
- Select **Options** > **Search**. For more information on how to use the company directory search, see "Contacts with Mail for Exchange" on page 21.

Working with tasks

When you use Mail for Exchange to synchronize your tasks, you can use the mobile device tasks as described in the user guide of your mobile device. The tasks may also be called To-do items on your mobile device.

Note: If you create a task on the Exchange server without a due date, the task is displayed on the device with a due date that is the same as the date when the task was synchronized. If you create a task without a due date, but set a reminder for it, the task is displayed on the device with a due date that is the same as the date of the reminder.

If you create a task on the Exchange server and set a reminder or alarm for the task that is later than the due date for the task, the task is displayed on the device with no reminder set.

Additional information

Getting online help

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

Device security features

Note: Not all Nokia devices, including Nseries devices, support these security features. In addition, your Exchange administrator may not allow devices without support for these features to connect and synchronize. Contact your administrator or email account provider if you have problems connecting.

The Microsoft Exchange server system administrator may remotely set security features that apply to all mobile device users of the server. When you connect to a Microsoft Exchange server with Mail for Exchange, you allow these security settings on your device:

- Device lock. The Exchange server system administrator can require the use of a lock code after a specified amount of non-use. This feature is called Lock Code on Nokia devices. Use the lock code to avoid unauthorized use.

Note: The first time you encounter the device lock, you are prompted to enter the device's default lock code. The default lock code is 12345. To avoid unauthorized use of your device, change the lock code. For more information about the device lock, lock code, and default lock code of your device, see your mobile device's user guide or the in-device help.

Keep the new code secret and in a safe place separate from your device. If you forget the lock code, you will not be able to access your device. You will have to reset your device to original settings. For instructions and information about resetting your device, see your mobile device's user guide.

When the device lock is activated, the following icon is displayed on the screen of your device:

- Device wipe. The server system administrator may set a maximum number of attempts for entering the lock code, after which the user data in the device and the installed memory card will be deleted.
- Remote device wipe. If you lose your mobile device, contact your system administrator. The system administrator may be able to remotely erase data from the mobile device and from the installed memory card. This feature can help protect against loss of confidential information.
- Lock code parameters. Your system administrator defines criteria for the lock code and device wipe (code length, code strength, attempts before device wipe).

Note: Even after you remove Mail for Exchange, the device security features remain. These are security features of the device, not Mail for Exchange. For instructions and information about resetting the security features, see your mobile device's user guide.

Troubleshooting

This chapter may help if you have problems using Mail for Exchange.

Error messages

While using Mail for Exchange, you might see some of these error 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 system 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 serve**r. 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 **Connection** tab of your profile.
- **Operation not possible in off-line mode.** Try again after you have turned your device online.

- **Server does not support secure connection.** Change the **Secure Connection** setting on the **Connection** tab 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.** You have interrupted a synchronization. Start the synchronization again later.
- **Mandatory server policy failed, access refused.** Contact your Microsoft Exchange server system administrator.
- **Account disabled, access refused.** Contact your Microsoft Exchange server system administrator.
- **Unable to implement mandatory server policy, access refused.** Contact your Microsoft Exchange server system administrator.
- **Account disabled by server administrator, access refused.** Contact your Microsoft Exchange server system administrator.
- **No profile exists.** Create a profile.
- **Automatic sync requires you to store username and password.** Edit the **Credentials** tab of your profile to include your username and password.

- **Unsupported device.** This device is not supported by the version of Mail for Exchange currently on your mobile device.
- **Disk full. Unable to process sync request.** Contact your Microsoft Exchange server system administrator.

Resynchronizing content

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

Note: You will lose data that has been created or changed on the device since the last successful synchronization.

When you have 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 have 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 your mobile device.

Troubleshooting logs

When diagnosing a problem with your account, your system administrator might ask to see the Mail for Exchange administrative logs, which contain a few days' history of Mail for Exchange activity.

To access the administrative files (admin_logN.txt), go to the **File manager** application on your device. The files exist in the **Mail for Exchange** directory. You can view the files with any text viewer, such as **Notes**.

Improving battery life

When you use the **Always on** setting to stay up to date with email, it reduces battery life. This cannot be completely avoided, but there are some items, such as access point proxy and heartbeat interval settings, to check to improve battery life.

Checking access point proxy settings

Verify that your access point is not using a proxy. When you use the **Always on** setting, the GPRS activity indicator should indicate a connection all the time. If the indicator shows your device disconnecting and reconnecting every few minutes, this reduces battery life.

To check your access point proxy settings, do the following:

1 Go to your device's access point settings (not Mail for Exchange settings).
2 Make a new access point based on the access point being used with Mail for Exchange.
3 Select **Options** > **Advanced settings**. There should be two proxy settings. Delete the values in both settings and save the new access point.
4 Set Mail for Exchange to use the new access point.

If you cannot connect, you may need to contact your provider to get a more appropriate plan or see if there is another access point available under your current plan that does not use a proxy.

Setting heartbeat interval

The Mail for Exchange setting **Heartbeat interval** affects battery life and connectivity. The setting applies to **Always on** connections. A higher heartbeat interval improves battery life.

However, a heartbeat interval that is too high may lead to getting disconnected for a few minutes every hour. The ideal heartbeat interval depends on a variety of factors including Exchange server configuration, network conditions, and network configuration.

The heartbeat interval value that you set for your device is used as a starting point. Normally you can leave the default value as is. Mail for Exchange will monitor the connection and determine the best setting for your current environment. If you start with a value that is too high, you may notice disconnects until Mail for Exchange determines a proper heartbeat interval.

View the **Heartbeat interval** setting to check your current heartbeat interval. If your determined heartbeat interval is consistently low (1-5 minutes), consider contacting your email account provider for different connection settings, removing the proxy from your access point, or notifying your system administrator.