

# SUPPORT GUIDE FOR NOKIA E-MAIL CONFIGURATION TOOL



**Contents**

- 1. INTRODUCTION ..... 1
- 2. SYSTEM REQUIREMENTS..... 1
- 3. CONNECTING A COMPATIBLE PHONE AND A COMPATIBLE PC.....2
  - 3.1 CONNECTION BETWEEN A COMPATIBLE PHONE AND NOKIA E-MAIL CONFIGURATION TOOL..... 2
- 4. INSTALLING NOKIA E-MAIL CONFIGURATION TOOL .....2
  - 4.1 BEFORE INSTALLING NOKIA PC SUITE ..... 2
  - 4.2 INSTALLING NOKIA E-MAIL CONFIGURATION TOOL .....2
- 5. USING NOKIA E-MAIL CONFIGURATION TOOL .....3
- 6. ACTIVATING THE E-MAIL SETTINGS ON YOUR PHONE ..... 12

**Copyright 2004 © Nokia. All rights reserved.**

Reproduction, transfer, distribution or storage of part or all of the contents in this document in any form without the prior written permission of Nokia is prohibited.

Nokia and Nokia Connecting People are registered trademarks of Nokia Corporation. Other product and company names mentioned herein may be trademarks or tradenames of their respective owners.

Nokia operates a policy of continuous development. Nokia reserves the right to make changes and improvements to any of the products described in this document without prior notice.

Under no circumstances shall Nokia be responsible for any loss of data or income or any special, incidental, consequential or indirect damages howsoever caused.

The contents of this document are provided "as is". Except as required by applicable law, no warranties of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, are made in relation to the accuracy, reliability or contents of this document. Nokia reserves the right to revise this document or withdraw it at any time without prior notice

The availability of particular products may vary by region. Contact the Nokia dealer nearest to you.



**Important safety notes**

Further detailed information is given in the separate user guide of your Nokia device. Do not use this Support Guide for Nokia E-mail Configuration Tool in place of the complete user guide, which provides important safety and maintenance information.



## 1. INTRODUCTION

---



In this guide, all references to a PC (personal computer) apply equally to a laptop computer.

The **Nokia E-Mail Configuration Tool** is a PC application that allows users to send e-mail settings using SMS to the **Nokia 6810** device and the **Nokia 6820** device. Users can create, modify, save, and send **e-mail** and **IAP** (Internet Access Point) settings as **OMA CP** (open mobile alliance client provisioning) messages using the Nokia E-Mail Configuration Tool.

The messages are sent using **SMS** and a Nokia 6810 device or Nokia 6820 device connected to the PC. The OMA CP settings can be sent back to the sending device itself or to other compatible devices such as the Nokia 6810 device and Nokia 6820 device.

The Nokia E-Mail Configuration Tool includes support for extended ASCII codes and the application itself is only available in the English language version.

## 2. SYSTEM REQUIREMENTS

---

To install and run the Nokia E-Mail Configuration Tool, you need:

- Windows 2000/XP (Professional or Home Edition)
- Administrative rights to the PC
- Minimum display resolution of 1024x768
- At least 10 MB of free disk space
- Compatible Nokia PC Suite software installed (requires at least 150 MB free disk space)
  - **Nokia PC Suite 5.8** for the Nokia 6810 device and Nokia 6820 device

OR

- **Nokia PC Suite 5.65** for the Nokia 6820 device
- Compatible Nokia terminal capable of sending and receiving configuration messages
  - Nokia 6810
  - Nokia 6820

Internet Explorer 5.0 or newer is required for use of the Nokia PC Suite help functionality.

A connection between a compatible phone and a compatible PC requires at least one of the following connection sets:

- An IrDA (infrared) port in the computer
- The DKU-5 connection cable and a compatible port in the computer
- A Bluetooth enabled PC and a compatible Bluetooth connectivity solution, or a compatible PC with internal Bluetooth connectivity.
  - PC with internal Bluetooth connectivity
  - Toshiba Tecra 9000
  - IBM ThinkPad A30p
  - Bluetooth adaptors or software (for use with compatible, Bluetooth enabled PC):
    - TDK USB Bluetooth module
    - 3COM Bluetooth PCCard (3CRWB6096)
    - Xircom CreditCard (CBT)
    - Brainbox USB Bluetooth adaptor

- Digianswer Bluetooth Software Suite
- Microsoft Windows XP Bluetooth

### 3. CONNECTING A COMPATIBLE PHONE AND A COMPATIBLE PC

---

You can use infrared (IrDA), Bluetooth technology, or a cable connection to connect a phone and a compatible PC.

#### 3.1 CONNECTION BETWEEN A COMPATIBLE PHONE AND THE NOKIA E-MAIL CONFIGURATION TOOL

This connection enables the transfer of information between a compatible phone and the Nokia E-mail Configuration Tool using Nokia PC Suite.

Nokia Connection Manager (Nokia Connection Manager icon in the desktop icon bar) is used to define or change the connection type. Nokia Connection Manager is installed automatically with any Nokia PC Suite application, except Nokia Modem Options application.

The connection between Nokia PC Suite applications and a compatible phone is created automatically if the phone is connected to the PC when applications are opened.

### 4. INSTALLING NOKIA E-MAIL CONFIGURATION TOOL

---

#### 4.1 BEFORE INSTALLING NOKIA PC SUITE

If you are planning to use a Bluetooth connection, install any Bluetooth adaptors or software needed before installing Nokia PC Suite. For more information on the adapters, see the System Requirements chapter in Quick Guide for Nokia PC Suite 5.65 and Nokia PC Suite 5.8.

If you are planning to use a cable to connect a compatible PC and a compatible phone, you have to install the DKU-5 cable drivers before the actual Nokia PC Suite.

The driver setup program can be found on Nokia Phone Support web pages.



**Backup Copies:** Remember to make backup copies of all important data.



**Note:** Only install software from sources that offer adequate protection against harmful software.


#### 4.2 INSTALLING THE NOKIA E-MAIL CONFIGURATION TOOL


1. Exit all programs and make backup copies of all important data to protect against possible loss or alteration.
2. Install compatible Nokia PC Suite as described in the Quick Guide for Nokia PC Suite 5.65 and Nokia PC Suite 5.8.
3. Download the Nokia E-mail Configuration Tool from Nokia Phone Support web pages.

4. Click **Nokia E-Mail Configuration Tool Setup.exe** file to begin download
5. If you accept the terms of the download, select **Accept**.
6. Save the file in a preferred location on the computer.
7. Browse to the location of the downloaded file and double-click on the downloaded Nokia E-Mail Configuration Tool Setup.exe file.  
InstallShield Wizard will begin the installation program.
8. Follow the instructions on the screen.
9. Read and accept the license agreement before continuing.
10. In the **Choose Destination Location** window, select the folder where setup will install the files. Program files will be saved in a new folder <Installation directory>\Nokia E-Mail Configuration Tool 1.0 which will be created within the folder that you now browse to. The default installation directory is C:\Program Files\ Nokia E-Mail Configuration Tool 1.0.
11. Select **Next**.
12. In the **Ready to Install the Program** window, select **Install** to begin the installation.
13. In the **InstallShield Wizard Complete** window, select a time to restart your computer and select **Finish**.
14. Restart your PC before using the Nokia E-Mail Configuration Tool.

## 5. USING NOKIA E-MAIL CONFIGURATION TOOL

---


 **Note:** Contact your e-mail service provider to get the exact settings for your e-mail service. Contact your network service provider if your e-mail service provider is not able to provide the SMTP and POP3/IMAP4 connection settings information.

 **Note:** All pictures from the Nokia E-Mail Configuration Tool are only examples of the e-mail settings needed to establish a connection from the phone to the e-mail service. You must contact your e-mail and/or network service provider to verify the e-mail settings for your e-mail service.

1. Connect your phone to the PC using Irda, bluetooth or DKU-5 cable connection.  
If the connection between the phone and PC fails, check the status by right clicking the **Connection Manager** icon in the Taskbar.



2. Open the Nokia E-Mail Configuration Tool. Double-click the Nokia E-Mail Configuration Tool icon on the PC desktop or choose **Nokia E-Mail Configuration Tool** from the Windows **Start** menu. (**Start > Programs > Nokia E-Mail Configuration Tool**)
3. Complete the fields using the information you requested from your e-mail and/or network service provider.

 **Note:** The asterisk indicates mandatory fields, which must be completed before sending the e-mail settings.

a. **General** tab:

Picture 1, *General* tab

Description of the Nokia E-Mail Configuration Tool **General** settings:

General settings	Explanation
Mailbox Name	Enter your mailbox name, up to 50 characters.
E-mail address	Enter your e-mail address.
Outgoing SMTP server	Enter the SMTP server address.
Incoming server type	Select POP3 or IMAP4.
Incoming server	Enter the Incoming server address.
Username	POP3/IMAP4 username
Password	Password to access the POP3/IMAP4 server

b. **Advanced** tab:

The screenshot shows the 'Nokia E-Mail Configuration Tool' window. The title bar includes 'File' and 'Help' menus. The main title is 'Nokia E-Mail Configuration Tool'. Below it, a subtitle reads 'E-mail settings for Nokia 6810 and Nokia 6820 phones'. There is a text field for 'To phone number(s):'. Below this are four tabs: 'General', 'Advanced' (selected), 'Incoming', and 'Outgoing'. The 'Advanced' tab contains the following settings:

- Use SMTP authorisation: ☐ Yes ☒ No
- SMTP user name:
- SMTP password:
- Outgoing (SMTP) port:
- Incoming (IMAP4) port:
- Reply-to address:
- Retrieve e-mails:
- Retrieval method: ☐ Latest ☒ Latest unread
- Secure login: ☒ Yes ☐ No

At the bottom of the window are two buttons: 'Empty Fields' and 'Send e-mail settings'. The Nokia logo is visible in the bottom left corner.

Picture 2, *Advanced* tab

Advanced settings	Explanation
SMTP username	Enter the SMTP username.
SMTP password	Enter the SMTP password.
Outgoing (SMTP) port	Enter the SMTP port number for outgoing e-mails (default value is 25).
Incoming (POP3 or IMAP4) port	Enter the port number for receiving e-mail. (default value is 110 for <i>POP3</i> and 143 for <i>IMAP4</i> ).
Reply-to address	If you want the replies to be sent to another e-mail, then type that address here.
Retrieve e-mails	Enter the maximum number of e-mails that you want to retrieve at a time. The maximum number is 50.
Retrieve method	Select <b>Latest</b> if you want to retrieve all new e-mails or select <b>Latest unread</b> if you want to retrieve only latest unread e-mails.
Secure Login	Only used for POP3 connection. If your service provider requires authentication for receiving e-mail. Select <i>on</i> or <i>off</i> .



c. **Incoming** tab:

Picture 3, *Incoming* tab

<b>Incoming (POP3/IMAP4) settings</b>	
<b>Proxy</b>	
Proxies	Enable or disable proxies according to your service provider's support.
Primary proxy	Identify the primary proxy
Primary proxy port	Enter the primary proxy port.
Secondary proxy	Identify the secondary proxy.
Secondary proxy port	Enter the secondary proxy port.
Data bearer	Select GPRS or GSM.
<b>GPRS</b>	
Access point	Enter the GPRS access point of your service provider.
Authentication type	Select the authentication type.
Username	Enter the GPRS access point user name if required by the service provider.
Password	Enter the GPRS access point password if required by the service provider.



<b>GSM data</b>	
Dial-up number	Enter a local or international phone number.
Authentication type	Select the authentication type.
Data call type	Select <i>Analogue</i> or <i>ISDN</i> (v.110) depending on the network and modem. Contact your Internet access provider.
Data call speed	Select 9600/14400.
Username	Enter the user name.
Password	Enter the password.



**Outgoing tab:**

Picture 4, *Outgoing* tab

Outgoing (SMTP) settings	
Proxy	
Proxies	Enable or disable proxies according to your service provider's support.
Primary proxy	Define the primary proxy.
Primary proxy port	Identify the primary proxy port.
Secondary proxy	Define the secondary proxy.
Secondary proxy port	Identify the secondary proxy port.
Data bearer	Select GPRS or GSM.
GPRS	
Access point	Enter the GPRS access point of your service provider.
Authentication type	Select the authentication type.
Username	Enter the GPRS access point user name if required by the service provider.
Password	Enter the GPRS access point password if required by the service provider.
GSM data	
Dial-up number	Enter a local or international phone number.
Authentication type	Select the authentication type.

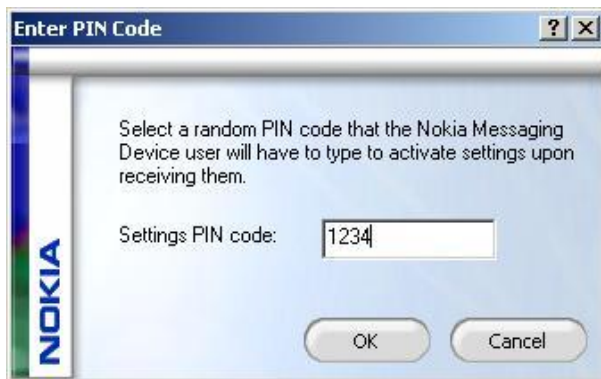
Data call type	Select <b>Analogue</b> or <b>ISDN</b> (v.110) depending on the network and modem. Contact your Internet access provider for more information.
Data call speed	Select 9600/14400.
Username	Enter the user name.
Password	Enter the password.

4. After completing the requested information in the Nokia E-Mail Configuration Tool, enter the number where you want to send the e-mail settings, and select **Send e-mail settings**.

To select the e-mail settings configuration message recipient, or multiple recipients, from the phone memory, press the **To** button in Nokia E-Mail Configuration Tool. Use a semicolon to separate multiple recipients.

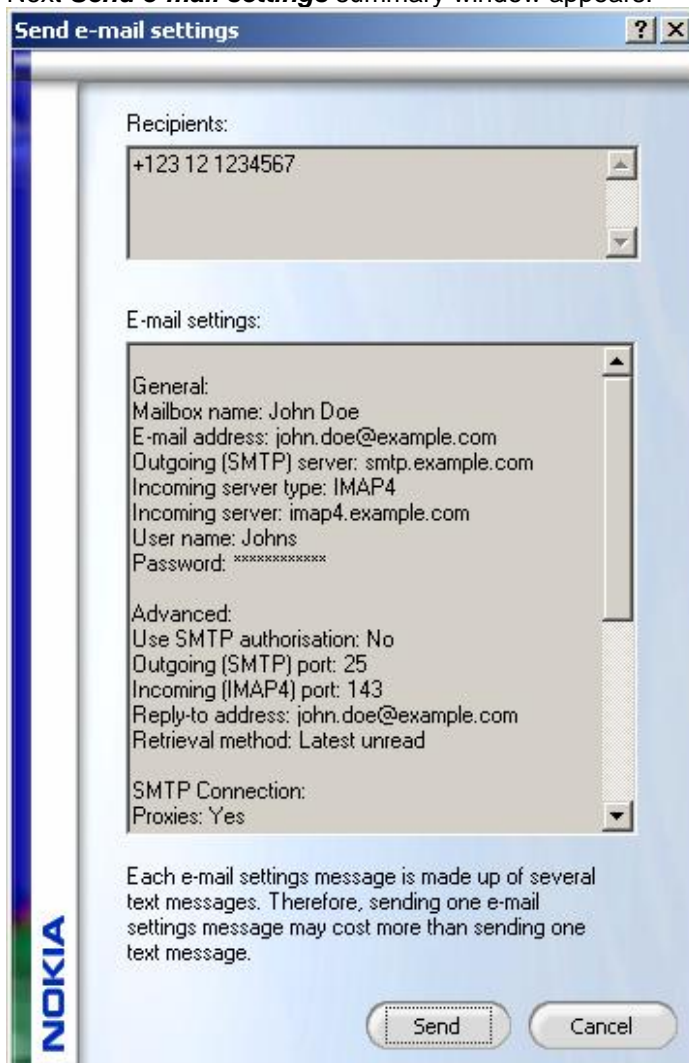
Picture 5, Fill in the *phone number(s)*

5. Create a PIN code and enter it in the PIN code field, and select **OK**. After selecting **Send e-mail settings**, the **Create PIN code** pop-up window appears and prompts you to create a PIN code for the e-mail setting you are going to send.



Picture 6, *Enter PIN Code*

Next **Send e-mail settings** summary window appears.



Picture 7, *Send E-Mail Settings* summary window

6. Select **Send** to send the e-mail settings to the phones listed in the **Recipients** field. Select **Cancel** to return to the Nokia E-mail Configuration Tool settings wizard and modify the settings.

Ensure that all mandatory fields are completed before sending the e-mail settings.

After selecting **Send**, the **Sent successfully** pop-up window will appear and the e-mail settings are sent to your phone or other recipients' phones.



Picture 8, *Sending Successful*

If the **Sending Failed** window pops up



Picture 9, *Sending Failed*

Ensure that the phone is properly connected to the PC by right clicking the **Connection Manager** icon in the taskbar. Verify the status of the connection, and make any necessary adjustments.



**Note:** Sending e-mail settings to your phone may require multiple SMS messages. These messages would be charged in accordance with your service plan to your mobile phone service bill.

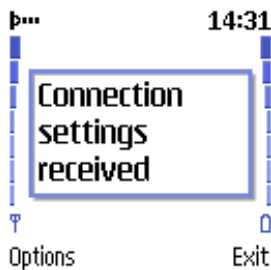


**Note:** Save the settings to a file on your PC. This allows you to utilize the settings and enables you to send your personalized settings to your phone or other recipients' phones at a later time.

It is not necessary to complete and send all settings if they are not needed. For example, if **Advanced** settings are not required, leave those fields empty.

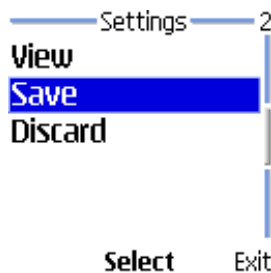
## 6. ACTIVATING THE E-MAIL SETTINGS ON YOUR PHONE

After sending e-mail settings successfully from the Nokia E-Mail Configuration Tool, the **Connection Settings received** message will appear in the receiving phone.



Picture 10, *Connection settings received*

1. When you receive the e-mail configuration message, press **Option** > **View** > **Save**.



Picture 11, *Save settings*

2. After selecting **Save** the phone will ask for the PIN code that you created before sending the e-mail settings from Nokia E-Mail Configuration Tool. Enter the PIN code in the **Enter setting's PIN** field on your phone.



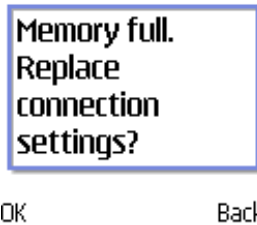
Picture 12, *Enter settings' PIN*

3. Press **OK**.

The **Connection settings saved** message should display on the phone.

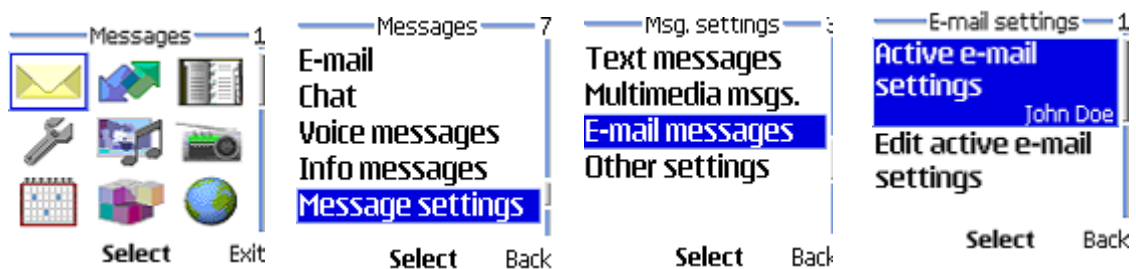
4. If the **Verification failed, try again** message appears, you must enter the correct PIN code for the e-mail settings.

The phone may also display the message **Memory full. Replace connection settings?**



Picture 13, *Memory full. Replace connection settings?*

5. Press **OK** to choose the settings group you want to replace or press **Back** to **View** or **Discard** the received e-mail settings configuration message.
6. Press **Menu > Messages > Message Settings > E-mail messages**. Select **Active e-mail settings**. Select **Activate** to verify or activate those settings if they are needed in the e-mail settings group you just received.



Picture 14, *Active e-mail setting*

7. Modify the e-mail settings by pressing **Menu > Messages > Message Settings > E-mail messages > Edit active e-mail settings**.



You can modify the SMTP and POP3/IMAP4 protocol settings. You cannot modify the SMTP and the POP3/IMAP4 connectivity settings, except for the Terminal window.

If you have SecurID token or a similar one-time passcode system in use, then you must edit the Terminal window setting both in outgoing (SMTP) and incoming (POP3 or IMAP4) connection settings.

- 1) Press **Menu > Messages > Message Settings > E-mail messages > Edit active e-mail settings > Other settings > SMTP connection settings > Bearer settings select Display terminal window**. Select **Yes**.
- 2) Press **Menu > Messages > Message Settings > E-mail messages > Edit active e-mail settings > Other settings > POP3 or IMAP4 connection settings > Bearer settings > Display terminal window > Yes**.


Refer to the Nokia 6810 user guide or Nokia 6820 user guide for more information about the e-mail settings and for more information about how to send and receive e-mails using these devices.



  
 **Note:** The Nokia E-Mail Configuration Tool uses OMA Client Provisioning, which is a way to provision application settings to the devices. OMA Client Provisioning is an open standard technology with a description on how content is formed and sent to the device.

When you provision a set to the Nokia 6810 device or the Nokia 6820 device, the e-mail settings configuration message occupies the same set number from all applications. If there are no settings for the other applications, it will not affect this number.

If you want to delete a connection set from the phone, enter **\*#335738#** (\*#delset# in letters) in the standby mode, select a connection set that you want to delete, and press **Delete**. Confirm your selection and the phone returns to standby mode (*Nokia 6820 user guide page 35*).

 **Note:** Deleting a connection set from the phone also deletes the same set from all other provisioned applications!