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Nokia E50
E-mail support

E-mail support

The purpose of this document is to help you to configure and use your device when using e-mail with your Nokia E50. 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.

To receive and send e-mail, you must have a remote mailbox service. This service may be offered by an Internet service provider, a network service provider, or your company. Your device is compliant with Internet standards SMTP, IMAP4 (revision 1), and POP3, and with different push e-mail solutions. Other e-mail providers may offer services with different settings or features than those described in this user guide. Contact your e-mail provider or service provider for more details.

Before you can send, receive, retrieve, reply to, and forward e-mail on your device, you must also do the following:

- Configure an Internet access point (for more information, see Nokia E50 User Guide).
- Set up an e-mail account, and define the e-mail settings correctly.

Follow the instructions from your remote mailbox and Internet service providers. Contact your network and Internet service providers or operator for the correct settings.

Creating an e-mail account

If you select *Mailbox* and have not set up your e-mail account, you are prompted to do so. To start setting up the e-mail account with the mailbox guide, select *Yes*.

1 To start entering the e-mail settings, select *Start*.
2 In *Mailbox type*, select *IMAP4* or *POP3*, and select *Next*.

> **Tip:** POP3 is a version of the post office protocol that is used to store and retrieve e-mail or Internet e-mail messages. IMAP4 is a version of the Internet message access protocol that lets you access and manage e-mail messages while the messages are still on the e-mail server. You can then choose which messages to download to your device.

3 In *My e-mail address*, enter your e-mail address. To insert @ or other special characters, press *****. To insert a full stop, press **1**. Select *Next*.
4 In *Incoming mail serv.*, enter the name of the remote server that receives your e-mail, and select *Next*.
5 In *Outgoing mail serv.*, enter the name of the remote server that sends your e-mail, and select *Next*. Depending on your mobile operator, you might have to use your mobile operator's outgoing e-mail server instead of your e-mail provider's.

6 In *Access point*, select the Internet access point your device should use when it retrieves the e-mails. If you select *Always ask*, each time the device starts to retrieve e-mail, it asks which Internet access point it should use, but if you select an access point, the device makes the connection automatically. Select *Next*.

> **Tip:** If you select *Select group*, the device makes the connection automatically using the best available Internet access point from the access point group. Select the access point group, and *Back* to save the selection.

7 Enter a name for your new mailbox, such as **My e-mail**, and select *Finish*.

When you create a new mailbox, the name you give to the mailbox replaces *Mailbox* in the *Messag.* main view. You can have up to six mailboxes.
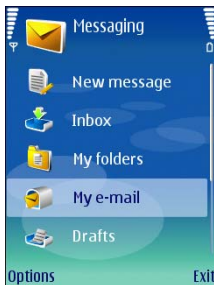
If you have defined several mailboxes, you can select one of them as your default mailbox. To define the default mailbox, select *Options*→ *Settings*→ *E-mail*→ *Mailbox in use* and the mailbox. If you have defined several mailboxes, you must select the mailbox that you want to use every time you start composing a new e-mail message.

Defining e-mail account settings

To edit the settings of an e-mail account, select **Menu**→ *Messag.*→ *Mailbox*→ *Options*→ *E-mail settings*.
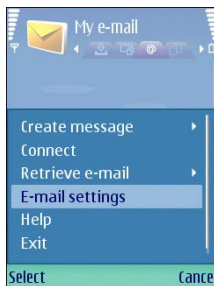
The settings available for editing may vary. Some settings may be preset by your service provider.

If you try to edit mailbox settings but have not set up an e-mail account, the mailbox guide opens and helps you set up your e-mail account.

> **Note:** Some settings may not be edited.

1 To edit the settings for received e-mail, select *Connection settings*→ *Incoming e-mail* and from the following settings:
   - *User name* — 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.
   - *Incoming mail serv.* — Enter the IP address or host name of the server that receives your e-mail.
   - *Access point in use* — Select the Internet access point that the device uses for retrieving the e-mail messages that you receive.
   - *Mailbox name* — Enter a name for the mailbox.
   - *Mailbox type* — Select the mailbox protocol that your remote mailbox service provider recommends. The options are POP3 and IMAP4. This setting can be selected only once and cannot be changed if you have saved or exited from the mailbox settings. If you use the POP3 protocol, e-mail messages are not updated automatically when you are online. To see the latest e-mail messages, you must disconnect and make a new connection to your mailbox.
   - *Security (ports)* — Select the security option used to increase the security of the connection.
   - *Port* — Define a port for connection.
   - *APOP secure login* (for POP3 only) — Use with the POP3 protocol to encrypt the sending of passwords to the remote e-mail server while connecting to the mailbox.

   Press *Back* to save your settings.

2 To edit the settings for sent e-mail, select *Outgoing e-mail* and from the following settings:
   - *My e-mail address* — Enter the e-mail address given to you by your service provider. Replies to your messages are sent to this address.
   - *User name* — 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.
   - *Outgoing mail serv.* — Enter the IP address or host name of the e-mail server that sends your e-mail. You may only be able to use the outgoing server of your network operator. Contact your service provider for more information.
   - *Access point in use* — Select the Internet access point that the device uses for sending the e-mail messages that you send.
   - *Security (ports)* — Select the security option used to increase the security of the connection.
   - *Port* — Define a port for connection.

   Press *Back* twice to save your settings and return to the main e-mail settings page.

3 To edit user settings, select *User settings* and from the following settings:

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- *My name* — Enter a name to appear before your e-mail address when you send e-mail.
- *Send message* — Select to send the e-mail as soon as possible, to send it the next time you retrieve e-mail, or to store the e-mail in the Outbox, from where you can send it later.
- *Send copy to self* — Select whether you want to save a copy of the e-mail to your remote mailbox and to the address defined in My e-mail address in the settings for Outgoing e-mail.
- *Include signature* — Select whether you want to attach a signature (a short block of text following your message, which can include your name, title, company and/or address, for example) to your e-mail messages.
- *New e-mail alerts* — Select whether you want to receive the new e-mail indications, a tone and a note, when new e-mail is received to the mailbox.
- *Reply-to* — Select whether you want replies to be redirected to a different address. Select *On*, and enter the e-mail address to which you want to direct the replies. You can only enter one address to which replies are directed.
- *Delete e-mails from* — Select whether you want to delete the e-mails only from the device or from both the device and the server. Select Always ask if you want to confirm from where the e-mail should be deleted every time you delete an e-mail.
- *Default encoding* — Select the preferred method for character encoding.

Press *Back* to save your settings.
4 To edit e-mail retrieval settings, select *Retrieval settings* and from the following settings:
- *E-mail to retrieve* (POP3 mailboxes only) — Select whether you want to retrieve only the e-mail header information such as sender, subject and date, e-mail, or e-mail with attachments. Retrieving only headers is the fastest method to check the contents of your mailbox.
- *Retrieval amount* — Select the number of e-mails you want to retrieve from the remote server to your mailbox.
- *IMAP4 folder path* (IMAP4 mailboxes only) — Define the folder path for folders to be subscribed.
- *Folder subsciptions* (IMAP4 mailboxes only) — Subscribe to other folders in the remote mailbox and retrieve content from those folders.
Press *Back* to save your settings.
5 To edit automatic e-mail retrieval settings, select *Automatic retrieval* and from the following settings:
- *E-mail notifications* — Select whether you want to receive notifications when new e-mail is received in your remote mailbox. Select *Always enabled* to always automatically retrieve new e-mail messages from your remote mailbox, or *Only in home net.* to automatically retrieve new e-mail messages from your remote mailbox only when you are in your home network and not, for example, traveling.
- *Retrieval days* — Select the days on which e-mails are retrieved to your device.

- *Retrieval hours* — Define the hours between which the e-mails are retrieved.
- *Retrieval interval* — Select the time interval between retrieving new e-mails.

Press *Back* twice to save your settings and return to your mailbox.

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.
- **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.

- **Wrong password**: because your password is masked when you enter it, it is easy to make a spelling error. Double-check your password 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 mail serv.* setting. 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.

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