i920 and i930 Wireless Email Setup

User Guide

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i920 and i930 Wireless Email Setup Guide

This user guide describes how to set up your i920 or i930 Smartphone for wireless synchronization with corporate Email, Calendar, and Contacts. It also describes how to wirelessly synchronize with your personal Internet email account.

Contents

Introduction

Wireless Email Options

There are two primary ways to set up your i920 or i930 Smartphone to wirelessly synchronize your email, so you can send and receive email messages from your Smartphone:

- **Corporate Email** – Synchronize the Outlook Email, Calendar, and Contacts on your Smartphone with Microsoft® Outlook® Email, Calendar, and Contacts on your Microsoft® Exchange server 2003.

  Note: If your company does not use Microsoft® Exchange server 2003, there are other solutions available that may enable you to wirelessly synchronize with your corporate email, depending on the other type of email server you have. Go to Sprint.com for more details.

- **Personal Email** – Connect to a POP3 or IMAP4 email server to send and receive Internet email messages from your Smartphone. You can also use Pocket Internet Explorer to view Web-based email, but this guide deals with using Messaging on your Smartphone to check POP3 or IMAP4 email accounts.

Making Sure You Have the Correct Data Access Plan

Before setting up email on your new i920 or i930, make sure you have updated your data plan to one with unlimited access. Users who rely on email or other data services to keep them connected "on-the-go", typically require frequent data use and need a plan that includes a data access bundle. This will ensure that you don't incur extra charges every time you synchronize email or go to a web site – unlimited data access plans allow you to access everything you need to – as many times as you need to – without any extra charges. To be sure you have the right plan, talk to your sales representative or call Sprint Customer Care at 800-639-6111.

Setting Up Corporate Email, Calendar, and Contacts

Your i920 or i930 Smartphone includes Outlook Email, Calendar, and Contacts applications. You can synchronize these applications with your corporate Email, Calendar, and Contacts if your company is using Microsoft Exchange 2003 with ActiveSync. When you set up your Smartphone to wirelessly synchronize, the Email, Calendar, and Contacts on your phone synchronize with your Outlook on the corporate Exchange server. Only those applications that are marked for synchronization on your Smartphone are copied in this manner.

Note: If your company does not use Microsoft Exchange server 2003, there are other solutions available that may enable you to wirelessly synchronize with your corporate email. Go to Sprint.com for more details.

To set up your corporate email account, locate the following information before you begin:

- Make sure your email is running on Microsoft Exchange 2003

- Get your corporate network server domain name and server name (these may be the same as your company's Webmail log-in information, or you can get the information from your system administrator)

- You must also know your Exchange user name and password to synchronize with the server

Once you create a connection, you can edit the connection later to stop synchronizing a particular application (Email, Calendar, or Contacts) or change how much information is synchronized.

Configuring a Connection with Your Exchange Server

1   If your Smartphone is connected to your desktop computer, disconnect it.

2   On the Home screen, select **Start**.

3   Select **ActiveSync**.

4   Select **Menu** and then **Options**.

5   Select **Server Settings**.

6   Select **Connection**.

7   In **User name**, enter your Microsoft Email account user name.

8   In **Password**, enter your Microsoft Email password.

9   In **Domain**, enter the name of the domain of your Exchange server.

10 If you want your Smartphone to save your password so that you need not enter it when connecting, select **Save password**.

11 If configuring a Server Name, enter the name of your Exchange server.

12 Select **Done**.

Setting the i920 or i930 to Wirelessly Synchronize with Outlook

You can set up your Smartphone to wirelessly synchronize with your corporate Email, Calendar, and Contacts, if your company is using Microsoft® Exchange server 2003.

1   On the Home screen, select **Start**.

2   Select **ActiveSync**.

3   Select **Menu** and then **Options**.

4   Select **Server Settings**.

5   Select the synchronization settings to edit: **Calendar**, **Contacts**, or **Inbox**.

6   Do one of the following:

- ▪ To start synchronizing **Calendar**, **Contacts**, or **Inbox** information, select **Sync [Information Type] with a server** on the appropriate synchronization settings page by highlighting the field and pressing $\boxed{\text{OK}}$.

- ▪ To stop synchronizing **Calendar**, **Contacts**, or **Inbox** information, clear the **Sync [Information Type] with a server** check box on the appropriate synchronization settings page by highlighting the field and pressing $\boxed{\text{OK}}$.

7   Select **Done**.

Creating a Synchronization Schedule

After you set up the i920 or i930 to access your corporate Email, Calendar, and Contacts, you can create an automated schedule for wirelessly synchronizing the information. You can schedule synchronization of your Smartphone on 2 separate time schedules. Use the peak times schedule to synchronize during working hours or other times you experience higher mail volumes. Use the off-peak schedule to synchronize during times when you experience lower mail volumes. When you are roaming, you can synchronize manually to reduce roaming charges, or you can synchronize using the mobile schedules.

Note: To edit schedule settings, your Smartphone must be disconnected from your desktop computer.

1   On the Home screen, select **Start**.

2   Select **ActiveSync**.

3   Select **Menu** and then **Options**.

4   Select **Mobile Schedule**.

5   Select how often to synchronize in the **Peak time Sync (during the work day)** list. It is recommended that you set **Peak time Sync** to **Every 30 Minutes**, or less frequently.

6   Select how often to synchronize in the **Off-peak time Sync (evenings and weekends)** list. Manual synchronization is recommended for off-peak times.

7   Select whether or not to synchronize on a schedule in the **Roaming sync** list, if you plan to travel internationally. We recommend setting your Roaming sync to **Manually** since your sync costs will be on a different plan with International Wireless Data Services (GPRS) roaming.

8   Select **Sync outgoing items as they are sent** to synchronize every time you send email.

9   Select **Done**.

The recommended setting for **Peak time sync** is **Every 30 Minutes**, or less frequently, for the following reasons:

- ▪ When your Smartphone is synchronizing (in a data session), you cannot receive cellular service (an incoming call, for example). A less frequent synchronization schedule will reduce the chances that you may miss a call.

- ▪ Every time you synchronize there is a reduction in battery life. A less frequent synchronization schedule will keep your battery life stronger, for a longer period of time.

- ▪ You can always initiate a manual sync in case you need to make sure you have the latest information.

Synchronizing Automatically

Note: If you set up more than three email accounts on the i920 or i930 to synchronize automatically, the settings will automatically revert to manual.

With ActiveSync you can schedule automatic synchronization between your Smartphone and a server every time an item arrives or is changed at the server. Your Smartphone is informed of that event and synchronizes automatically to retrieve those items, making your Smartphone always up-to-date. You must synchronize your Smartphone at least once (such as after creating a partnership) before you can see and change the settings for synchronization as items arrive.

Note: You can synchronize as items arrive only if your company is running Microsoft Exchange Server with Exchange ActiveSync.

To set up a schedule to synchronize automatically:

1   On the Home screen, select **Start**.

2   Select **ActiveSync**.

3   Select **Menu** and then **Options**.

4   Select **Mobile Schedule**.

5   Set **Peak time sync** and/or **Off-peak time sync** to **When new items arrive**.

6   Select **Done**.

Synchronizing & Viewing Your Email

Once you have set up your Smartphone to synchronize wirelessly with your corporate Email, Calendar, and Contacts using ActiveSync, you are ready to begin.

To synchronize your email:

1   On the Home screen, select **Start**.

2   Select **ActiveSync**.

3   Press **Sync** under ⌒ to wirelessly synchronize all your corporate Email, Calendar, and Contacts.

To view your email:

1   On the Home screen, select **Start**.

2   Select **Messaging**.

3   Select the account you want to view.

The Inbox message list displays your received messages.

Setting Up Personal Email

Another way to send and receive email messages is by using your personal Internet email account. To set up an Internet email account on your i920 or i930, you need to know which type of email server hosts your mail box: IMAP4 or POP3. You also need your email user name and password, and your domain name. If you are not sure, contact your Internet Mail Provider's Help Desk.

Some popular IMAP4 or POP3 Internet Email accounts include: aol.com, comcast.net, yahoo.com, bellsouth.net, earthlink.net, mindspring.com, and pacbell.net. Check with your provider to find out if they require you to upgrade to a premium account in order to gain access with your Smartphone.

Configuring Your Personal Internet Email Account (POP3 or IMAP)

1   On the Home screen, select **Start**, **Messaging**, and then select an account.

2   Select **Menu** and then **Options**.

3   Select **Account Setup**, **Menu**, and then **New**.

4   In **Your name**, enter your display name for email messages.

5   In **E-mail address**, enter the email address for this account.

6   Select **Attempt to obtain e-mail settings from the Internet** if you want to set up your account automatically. If your account could not be set up automatically or you want to set it up manually, continue with step 7.

7   In **User name**, enter your user name. This is usually the first part of your email address, which appears before the "at" sign (@).

8   In **Password**, enter your password.

9   In **Domain**, enter the domain name, if required.

10 To save your password, so that you do not need to enter it each time you connect to your email server, select **Save password**.

11 Select **Next**.

12 In **Server type**, select the type of email server that hosts your mail box — POP3 or IMAP4 — and select **Next**.

13 In **Account name**, enter a name for this account. You must use a different name for each account that you set up.

14 In **Network**, select the type of network that your email server runs on and select **Next**.

15 Enter information about your email servers. If you are not sure what to enter, ask your network administrator.

16 Select the security options if necessary and select **Next**.

17 Select message download options and select **Next**.

18 Select a connection option, select **Next**, then **Finish**.

Checking and Viewing Your Email

Once you have set up the i920 or i930 to wirelessly send and receive personal Internet email, you are ready to begin.

To check your email:

1   On the Home screen, select **Start** and then **Messaging**.

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2   Select the Internet email account for which you want to send and receive messages.

3   Select **Menu** and then **Send/Receive**. The Smartphone connects to your Internet email server and sends and receives your messages.

4   **Tip:** To stop this process, select **Menu** and then **Stop Send/Receive**.

To view your email:

1   On the Home screen, select **Start**.

2   Select **Messaging**.

3   Select the account you want to view.

The Inbox message list displays your received messages.

Quick Tips

The recommended Synchronization Schedule is "Every 30 minutes" because:

- When your i930 is synchronizing (in a data session), you cannot receive cellular service (an incoming call, for example). A less frequent Synchronization Schedule will reduce the chances that you may miss a call.

- Every time you synchronize there is a reduction in battery life. A less frequent Synchronization Schedule will keep your battery life stronger, for a longer period of time.

- You can always initiate a manual sync in case you need to make sure you have the latest information.