

A man with grey hair and a beard, wearing a suit, is shown in profile, resting his chin on his hand in a thoughtful pose. The background is a soft, out-of-focus grey.

implementation **for enterprise** guide **mobile messaging**

Mail for Exchange for Nokia Devices and
Microsoft Exchange ActiveSync

NOKIA

Nokia for Business

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INTRODUCTION

Enterprise mobile messaging— Nokia devices

Business is on the move and the new office can be virtually anywhere, anytime. In the age of mobile voice, email, SMS, Instant Messaging, and the Internet, quick access to information and people is a necessity. Employees are increasingly expecting these communication channels to be unified in a single mobile device. With Mail for Exchange for Nokia devices, Nokia offers a cost-effective, easy-to-use-and-deploy solution for businesses with Microsoft infrastructure that delivers access to critical email and personal information management data throughout the day.

Mail for Exchange for Nokia devices involves implementation of the Microsoft over-the-air protocol, Exchange ActiveSync. This protocol enables the synchronization of end-user mailbox content (email, contacts, calendar, and tasks) between Microsoft Exchange servers and Nokia devices. The Mail for Exchange client is supported by the newest Nokia devices, Nokia E66 and Nokia E71, as well as by a wide range of existing S60 devices offered by Nokia, designed to meet the needs of mobile professionals. These devices are intuitive and easy to use, equipped with necessary business communication tools, and loaded with the multimedia features consumers desire.

Entries in your Exchange account are easily kept up-to-date on your Nokia device by keeping your device online or through the process of manual and scheduled synchronization. In order to enable Exchange account synchronization, Nokia device users will need an Exchange email account, which is enabled for synchronization by their Exchange administrator. In order to set up the synchronization, Nokia device users should contact their administrator or email account provider for details.

Infrastructure foundation—Microsoft Exchange Server and Exchange ActiveSync

Microsoft's approach to infrastructure foundation is different from the traditional industry pattern in several ways. First, the mobility software is embedded as part of Microsoft Exchange Server, which is the industry-leading messaging platform. There is no requirement to purchase additional server software or client licenses for users already licensed through an Exchange Client Access License. Second, Microsoft has licensed the Exchange ActiveSync protocol to mobile device manufacturers, like Nokia, to provide a direct connection between a wide range of devices and Microsoft Exchange servers. Third, because all necessary components are included with the Exchange Server and the mobile device, there is no further requirement for an outside network operations center or a special data network.

The Exchange Server mobile messaging features are implemented using the Exchange ActiveSync protocol, which consists of two separate components. The server component is included as part of the Exchange installation process. The client component may be included with the operating system on a mobile device, or it may be made available as a separate download from the device manufacturer, the mobile network operator, or a third-party independent software vendor.

Enterprise mobility management— Nokia Intellisync Device Management

To make the most of business mobility solutions such as mobile email, companies need a management platform specifically designed to accommodate mobile devices, provide IT administrators with a flexible and comprehensive solution, and simplify the end-user experience. Nokia Intellisync Device Management is a cost-effective, reliable, fully integrated platform designed to meet these needs.

With Nokia Intellisync Device Management, administrators can manage Mail for Exchange deployments to large numbers of users from a central point, removing the burden of manually configuring each device with the correct Microsoft Exchange Server settings. The solution supports over-the-air installation of the Mail for Exchange client application and configuration of the required settings that enable the synchronization of email, contacts, calendar, and task entries between Exchange Server and Nokia devices.

Nokia Intellisync Device Management lets administrators manage the mobile solution life-cycle from the initial device provisioning and security policy configuration, to application management and continual device software and configuration updates. With over-the-air management features that drive administrative efficiency and security such as theft-loss protection and recovery, automatic backups, and asset collection and reporting, Nokia Intellisync Device Management protects business assets while streamlining deployment and ongoing mobile device administration.



Nokia E71

FOR CORPORATE MARKETING AND SALES

Benefits of mobile messaging

Historically, business processes required employees to stay in the same place each day and remain relatively immobile. Until recently, for many employees it was not efficient or practical to work any other way. However, over the last several years, the rapid deployment of broadband cellular and mobile data networks and the increasing prevalence of laptops and mobile devices have made the technology needed for mobile email squarely within reach of companies of all sizes. At the same time, the pace of business operations has increased, placing a high premium on the ability to be productive from a wider range of locations. Additionally, business professionals and field sales force personnel are increasingly demanding mobile access to email, contacts, calendar, and task lists to give them more options as they balance work, travel, and personal time. Companies are searching for mobile messaging solutions that address these needs at an acceptable cost and with sufficiently high security levels. Mail for Exchange for Nokia devices delivers this.

Mail for Exchange for Nokia devices offers some key benefits for both companies and their employees:

- **Employees can turn downtime into productive time** by using Nokia devices with Mail for Exchange to stay in touch with coworkers, customers, and business collaborators. This enables faster response times and greater customer satisfaction.
- **Organizations can increase their agility and flexibility** by using Nokia devices with Mail for Exchange to keep their mobile or field staff up-to-date when they are away from the traditional desktop or laptop work environments.
- **Executives and other key decision-makers can stay better informed** and better connected by using Nokia devices with Mail for Exchange to stay ahead of changes and activities in their businesses.
- **Users can quickly find and act on needed information** on their mobile devices no matter where they are.
- **Unified messaging systems like Exchange Server 2007 can deliver multiple information types** such as email, contacts, calendar, tasks, voice mail, and fax data to a single inbox on a mobile device, reducing wasted time and missed communications by the end-user.
- **Nokia devices** can also serve as an application deployment platform that allows line-of-business applications to be deployed and used by mobile users. Examples include customer relationship management (CRM) and sales management applications designed to be used by field customer support and sales staff. Nokia devices can extend the reach of both off-the-shelf and custom line-of-business applications.

FOR CORPORATE END-USERS

Mail for Exchange for Nokia devices

Mail for Exchange for Nokia devices involves implementation of the Microsoft over-the-air protocol, Exchange ActiveSync. This protocol enables the synchronization of end-user mailbox content (email, contacts, calendar, and tasks) between Microsoft Exchange servers and Nokia devices.

This email solution utilizes the wireless Exchange ActiveSync protocol available in Microsoft Exchange Server 2003 or later versions. Mail for Exchange, a client application integrated to native email, provides an end-to-end solution for enterprises deploying Microsoft back-end technologies.

Quick start: How do I use Mail for Exchange?

The basic steps for using Mail for Exchange for Nokia devices include:

- Check your corporate policy for mobile email support.
- Collect all settings details for the setup process from your IT administrator or email account provider. Install and start Mail for Exchange on your Nokia device.
- Create a synchronization profile that controls what and when you synchronize.
- Synchronize to get your email, contacts, calendar, and task entries replicated to your Nokia device from your account on the Exchange Server.
- Start using your email, contacts, calendar, and tasks on your Nokia device.

How to find settings information for the setup process

Contact your IT administrator or email account provider for settings details. You will need the domain name and the Exchange Server name to complete the setup process.

Installing Mail for Exchange

In the event that Mail for Exchange is not embedded in your Nokia device as it is with Nokia E66 and Nokia E71 devices, you can install the software using one of the following methods:

Installation from Nokia Download!

You can install the Mail for Exchange client wirelessly by using the "Download!" application on your device. Select the **Download!** folder > **Office** > **Mail for Exchange** from your Nokia device menu and follow the instructions. If you do not see Mail for Exchange in your Download! folder, select **Options** > **Refresh** to update the list. Mail for Exchange should appear after the list has been updated.

Installation from the Internet

If you received a Mail for Exchange installation package on a CD or other media, visit http://businesssoftware.nokia.com/mail_for_exchange using your Nokia device browser or your PC to download the most current version of the software. Follow the instructions to complete the installation. For more information about transferring applications from your PC to your device, see the user guide for your specific Nokia device.

Installation from a memory card

If the Mail for Exchange installation file came on a memory card, insert the card into your mobile device's memory card slot. Navigate to the installation file on your device and open it to install Mail for Exchange. For information about using a memory card, see the user guide for your specific Nokia device.

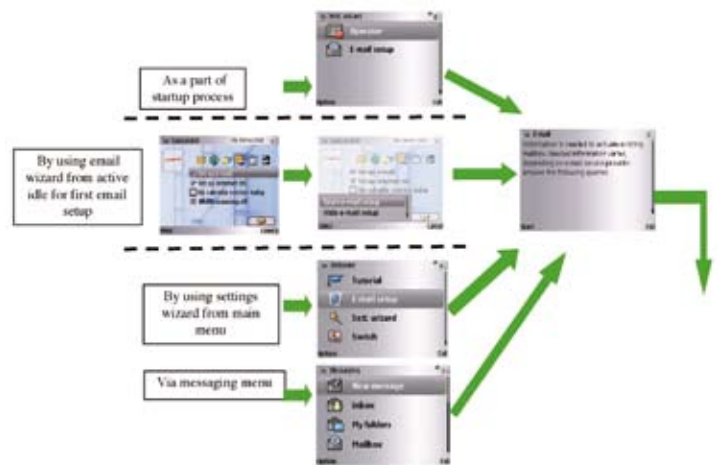
The correct Mail for Exchange installation file depends on your device model. Check for a compatible version at http://businesssoftware.nokia.com/mail_for_exchange. If you try to install a file that is not compatible with your device, you will receive the following error message: "The Mail for Exchange software you are trying to install is not compatible with this device."

After installing and using Mail for Exchange on your Nokia device, you should not use any other method, such as Nokia PC Suite, to synchronize email, contacts, calendar, or task entries. Simultaneous use of other synchronization methods may cause data loss, duplication, or corruption.

Starting Mail for Exchange setup with Nokia devices

How to set up Mail for Exchange on Nokia E66 and Nokia E71 devices

There are several places to start the setup process of Mail for Exchange on Nokia E66 and Nokia E71 devices:



How to set up Mail for Exchange on Nokia E51 and Nokia Nseries devices

To set up Mail for Exchange on Nokia E51 and Nokia Nseries devices, select **Configure email** from the active idle screen.



- Mail for Exchange is preloaded in the device as a “.sis” file and will be installed during setup.
- No server-assisted help is necessary when defining the account.
- Mail for Exchange setup is always a separate flow from the native email flow.

How to set up Mail for Exchange on other S60 devices developed for Nokia

To set up Mail for Exchange on other S60 devices developed for Nokia, select **Configure email** from the home screen.



- Mail for Exchange will be installed and then configured via the Mail for Exchange settings application.

Installing Mail for Exchange for languages other than English

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 your device, Mail for Exchange will still appear in the language in which it was originally installed. To change the Mail for Exchange language to match the language of your device, you will need to reinstall Mail for Exchange.

Additional language versions available for Mail for Exchange include: Arabic, Chinese Hong Kong, Chinese Simplified, Chinese Traditional, Croatian, Czech, Danish, Dutch, English British, Estonian, Finnish, French, French Canadian, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Latvian, Lithuanian, Malay, Norwegian, Polish, Portuguese, Portuguese Brazilian, Romanian, Russian, Serbian, Slovak, Slovene, Spanish European, Spanish Latin American, Swedish, Tagalog, Thai, Turkish, and Ukrainian.

Upgrading Mail for Exchange

To upgrade to a newer version of Mail for Exchange, you will need to acquire a new installation file and install it on your Nokia device. This installation will overwrite the current Mail for Exchange installation while retaining your existing profile and personal information.

Details of Mail for Exchange settings

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 below marked with an asterisk (*).

Connection settings

For connection settings, you must specify the name of the Microsoft Exchange Server your account uses and the Internet access point; other connection settings are optional.

Microsoft Exchange Server*	Your mobile device connects with this Exchange Server. In order to get the name of your Exchange Server, contact your system administrator or email account provider.
Secure connection	This setting must match the SSL setting for the server.
Access point*	Enter the Internet access point that your mobile device will use to connect with the Exchange Server. For information about your access point, contact your wireless operator.
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: <ul style="list-style-type: none"> • No. Synchronization does not occur while roaming unless you wish to manually synchronize. • Yes, peak only. Synchronization while roaming occurs only during the peak hours you have defined. • Yes, always. This is the default setting. Automatic synchronization occurs according to the synchronization schedule even while roaming. • Use default port. This setting is to 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.

Credential settings

Credentials identify you to the Microsoft Exchange Server and provide privacy. For credentials settings, you must specify your username.

Username*	This field is initially empty. To obtain your username, contact your system administrator or email account provider.
Password	This 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 domain setting is optional.

Sync content settings

Sync content settings allow you to select what to synchronize—such as email, contacts, calendar, or tasks—and what to do in case of content conflicts during the synchronization process.

If a user stores personal information management data in the mobile device only, and does not synchronize it with the server, then PIM sync is set 'off.' In this case, the user can transfer data from an old device by using backup/restore or switch application.

If a user stores personal information data on the server, then PIM sync is set 'on.' In this case, the user should not use backup/restore nor switch applications for transferring data from an old device, since this may cause duplication of calendar and contact data.

Synchronize email	Enable or disable the synchronization of email.
Synchronize contacts	Enable or disable the synchronization of contacts.
Synchronize calendar	Enable or disable the synchronization of calendar entries.
Synchronize tasks	Enable or disable the synchronization of task entries.
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. A conflict may occur when an item has been changed on both the mobile device and the Exchange Server since the last synchronization. Note: If an entry is deleted on one side (either on the server or on the device) and modified on the other, the entry is deleted regardless of this setting.

Sync schedule settings

Sync schedule settings let you configure when to synchronize your Nokia device and the Exchange Server based on a defined 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, for example—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 promptly notifies your mobile device and you get the latest content. Your mobile device automatically checks every few minutes for updates, or will automatically check for updates at regular intervals, and synchronizes changes to the server. Interval options range 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: <ul style="list-style-type: none"> • Peak days. Define which days have peak hours, Monday through Sunday. • Peak start time. Define the time of day when peak hours start; for example, 8 a.m. • Peak end time. Define the time of day when peak hours end; for example, 5 p.m. • Heartbeat interval. This is not the same as the interval you can select for peak synchronization schedule or off-peak synchronization schedule. For more information, see further discussion on page 11.

Email settings

Email settings let you define how you want your email to operate.

Email address	Enter your email address and Mail for Exchange will exclude it from the list of recipients when you select Reply > To all .
Show new mail pop-up	Enable or disable an alert pop-up that appears each time you receive a new email. This setting may be affected by other settings on the device.
Use signature	This will include the text in the Signature field automatically within the body of the email message you send.
Signature	Enter text to be used as a signature that is appended to the email message you send when you enable Use signature .
When sending mail	Select one: Send immediately , if you want to send email messages at once, regardless of the synchronization schedule. Send at next sync only , if you want to wait to send email messages until the next scheduled synchronization occurs.
Sync messages back	Specify how many email messages are to be synchronized. Note: Synchronizing a large number of email messages may affect the device's performance. Reduce this setting to improve performance.

Contact settings

Contact settings let you specify how you want to synchronize your contacts.

Initial sync	<p>Specify whether you want to keep existing contacts on the device or delete those entries and replace them with the entries from your account on the Exchange Server when you conduct the first (initial) synchronization. To keep existing contacts on your mobile device, select Keep items on phone.</p> <p>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 existing contact entries that are stored only on your device.</p>
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Calendar settings

Calendar settings let you specify how you want to synchronize your calendar.

Sync calendar back	<p>Specify how far back in time your calendar entries are to be synchronized. You can specify a range of weeks or months.</p>
Initial sync	<p>Specify whether you want to keep existing calendar entries on the device or delete those entries and replace them with the entries from your account on the Exchange Server when you conduct the first (initial) synchronization. To keep existing calendar entries on your mobile device, select Keep items on phone.</p> <p>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 existing calendar entries that are stored only on your device.</p>

Task settings

Task settings allow you to set how you want to synchronize your tasks.

Sync completed tasks	<p>Specify whether you want to synchronize your completed tasks. If you disable this setting, only working tasks are synchronized.</p>
Initial sync	<p>Specify whether you want to keep existing tasks on the device or delete those entries and replace them with the entries from your account on the Exchange Server when you conduct the first (initial) synchronization. To keep existing tasks on your mobile device, select Keep items on phone.</p> <p>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 existing task entries that are stored only on your device.</p>

Editing a profile

To change the settings in a profile, select **Options > Edit profile**. When this is selected, a list of profile settings categories appears. Select the category you want and change the values in it. Be aware that 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 at this time, you will be prompted to create a profile whenever you start Mail for Exchange. When you delete your profile, your contacts, calendar items, and tasks will remain on your device but emails are deleted.

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 re-synchronize the content on your 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. 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 and whether it was successful, and provides a summary about which entries were synchronized.

Working with email

After you have created your profile, **Mail for Exchange** automatically creates a Mail for Exchange folder within your device's **Messaging** folder, which is located on the device's main menu.

Opening a message

To open an email message in the **Mail for Exchange** folder, select the message. If a message is large, only a portion will download 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**).
- Extract and save items such as email addresses, phone numbers, and URLs (**Options > Automatic find on**).
- Stop using special items (**Options > Automatic find off**).

Composing a message

Depending on your device, in order to compose a new message, select either **Options > Create message > Email**, or **Options > Create message > Mail for Exchange**.

After the message has been composed, you can:

- Send the 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**).

Adding a contact from the company directory

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

Viewing details of a selected contact in the company directory

To display the contact information of a selected contact in the company directory, choose **Options > View details**. If you want 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 then added to your device contacts.

Shortcuts

If your mobile device has a full messaging 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:

- 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, indicated by a paper clip icon in the message list. Mail for Exchange does not automatically download an attachment to your device when you open the email with the attachment; however, 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. Nokia devices are able to open most common attachments.

Retrieving an attachment

To retrieve an attachment, open the email with the attachment and 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.

Opening an attachment

Once you have retrieved an attachment, highlight the attachment from the displayed list and select **Options > Open**. The attachment will open only if the device has the application that is associated with the attachment.

Saving an attachment

Once you have retrieved an attachment, highlight the attachment from the displayed 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).

Deleting 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, but not from the server. If needed, you can download the attachment again by following the steps for retrieving an attachment.

Including an attachment in an email

To attach a file to an email, select **Options > Insert**. Select the location of the file you want to attach and then select the file itself.

Working with meeting requests

You can view and respond to a meeting request just as you would any other email message; however, you cannot initiate a meeting request from your mobile device.

Opening a meeting request

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

Accepting a meeting request

To accept a meeting request, select **Options > Response > Accept**. The meeting will be added to your device calendar, if you have selected to synchronize calendar entries.

Tentatively accepting a meeting request

To tentatively accept a meeting request, select **Options > Response > Tentative**. The meeting will be added to your device calendar, if you have selected to synchronize calendar entries.

Rejecting a meeting request

To reject a meeting request, select **Options > Response > Decline**. The meeting will not be added to your device calendar.

Conflict notification

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

Meeting cancellations

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

How email is synchronized

Your email is synchronized according to the following rules: The **Inbox** of your account on the server is synchronized with the **Mail for Exchange** folder on your device, while the **Sent** folder on the device is not synchronized with the Sent Items folder of your account on the server.

Working with search functionality

With your device's search functionality, you can search for information in Mail for Exchange email located in the **Inbox** and **Sent** folders. For more information about the use of Search, see the user guide for your mobile device. Please note that Search can only be used with Mail for Exchange on certain Nokia devices.

Working with calendar

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

Working with contacts

When using Mail for Exchange to synchronize your contacts, you can use your device contacts as described in the user guide of your mobile device. You can also search for contacts within your company's directory, with or without Mail for Exchange, as described below.

Accessing the company directory

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

Adding a contact from the company directory

To add a contact from the company directory, go to the **Mail for Exchange** folder and select **Comp. dir. > Options > Search**. Enter a few letters of the contact's first 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 then added to your device contacts.

Viewing details of a selected contact

To view the details of a selected contact, choose **Options > View details**. Contact information for the selected contact is displayed.

Calling a selected contact

To call a selected contact, choose **Options > Call**. Select a phone number from the list of numbers displayed and choose **OK**.

Sending a message to a selected contact

To send a message to a selected contact, choose **Options > Create message**. Select the type of message to be sent from the list of message types and proceed as appropriate for the message type selected.

Contacts with Company Directory

If you have installed the stand-alone Company Directory application without Mail for Exchange, you will need to create a Company Directory profile before you can use the application. You cannot send email via Mail for Exchange from the stand-alone Company Directory.

FOR IT PROFESSIONALS

When you design, plan, and deploy a managed enterprise mobile messaging infrastructure, there are four main considerations:

- End-user productivity
- User experience satisfaction
- Centralized mobile device management
- Unified end-user device management

Advantages of Exchange Server mobility

Microsoft first introduced integrated mobile messaging support with Exchange Server 2003. This provided Exchange customers with a low-cost, easy-to-manage mobile messaging solution as part of their Exchange deployments. Microsoft has continued with this solution in subsequent releases of Exchange Server 2003, Service Pack 2, and Exchange Server 2007.

There are four key advantages to implementing mobile messaging in the Exchange Server product family:

- **Exchange mobility reduces costs.** Support for mobile messaging is included as part of the server. There is no additional cost for this functionality. No additional server software is required, and users who are already licensed to use Exchange do not need additional client licenses. This is a significant contrast to third-party mobility solutions for Exchange and competing messaging products. With Exchange Server, mobility management is integrated with the same familiar user, server, and system management tools that administrators already know how to use, minimizing training and management costs.
- **Exchange mobility is highly scalable.** Microsoft has carefully tuned Exchange Server 2003 and Exchange Server 2007 to provide industry-leading scalability. This tuning extends to the Exchange ActiveSync implementation, which provides efficient communications between the client and the server. Unlike other mobile messaging servers that rapidly require the addition of more servers (both third-party mobile servers and core messaging servers) as the mobile user base expands, Exchange uses the same servers for mobility as well as Outlook Web Access and Outlook Anywhere. Each mobile user is simply equivalent to users of other access methods from a server sizing perspective. This allows the benefits of mobile messaging to be enjoyed by an ever-expanding portion of a company's organization. Additionally, Exchange ActiveSync works with virtually all types of mobile communication networks, including GSM, GPRS, UMTS, HSDPA, and CDMA.
- **Exchange mobility supports many different devices.** Microsoft has licensed the Exchange ActiveSync protocol to mobile device and software manufacturers, including Nokia devices and the Symbian operating system on Nokia devices. These manufacturers have implemented Exchange ActiveSync features in a wide range of their devices. This provides corporate customers an even broader choice of device styles, form factors, sizes, and capabilities at various price points.
- **Exchange mobility provides policy and security enforcement.** The Exchange ActiveSync protocol includes tools for policy and security management, including remote device wipe, password strength and age restrictions, and password-based device locking and lockout. The protocol delivers policies to the device, where device-based software can enforce and control them. Furthermore, Exchange ActiveSync also allows for external or third-party device management to control applications.

End-user productivity and user experience satisfaction: What users can do with Mail for Exchange for Nokia devices

The Exchange ActiveSync protocol allows mobile devices to receive timely updates when new data items arrive in a user's mailbox. Exchange ActiveSync works with email messages, contacts, calendar items, and tasks, although the exact set of supported data items may vary among devices. Users can select and configure the items they want to synchronize between their device and the Exchange Server.

Scheduled synchronization

The original version of Exchange ActiveSync supported in Exchange Server 2003 included the ability to perform manual and scheduled synchronizations. When synchronization was triggered, either manually or by a schedule, the device would initiate a connection to the Exchange Server and retrieve any new items in subscribed folders. These synchronization modes were, and remain, popular because they give users total control over their bandwidth usage and the amount of time the device radio is in use.

Direct Push

The versions of Exchange ActiveSync supported in Exchange Server 2003, Service Pack 2, and Exchange Server 2007 use a significantly different technology called Direct Push. Supported by Windows Mobile 5 (or later) with Messaging and Security Feature Pack (MSFP) and a number of Exchange ActiveSync licensees, Direct Push uses a client-created HTTPS connection to the server. The user's device creates a connection and keeps it open for a duration known as the heartbeat interval, sending an initial synchronization request when the connection is opened. The server then takes the following several actions:

- When the device makes an initial connection, it may send the heartbeat interval and a list of subscribed folders to the server. If the server receives these items, it stores them in an XML file in the user's mailbox; if it doesn't receive them, it retrieves them from the mailbox.
- The server will ask the mailbox server for notification of changes to items in the list of subscribed folders from the device.
- If there are unsynchronized changes on the server, the server promptly returns a status code that tells the client that changes are available; the client will then initiate synchronization and pull the new changes.
- If there are no changes since the last synchronization, the server does nothing.
- When the heartbeat interval expires, the server sends a notification to the client, which can then reestablish the connection.

Most packet-based mobile networks allow an unused data connection to go dormant, at which point the client radio can stop transmitting over its data channel to save power. When activity reoccurs, the mobile device is signaled to reestablish the connection. Because the server does not return a response until either the heartbeat interval has expired or a new item has arrived, the mobile device is free to let the persistent HTTPS connection go dormant while waiting for new items to arrive. This reduces battery usage and bandwidth consumption because the device radio only needs to be fully active during synchronizations, while still maintaining the HTTPS connection.

The mobile device can dynamically adjust the heartbeat interval used with the server, taking into account how long the mobile operator will allow a dormant connection to remain active and how long the enterprise firewall allows the connection to stay active. Administrators can adjust the time-outs used on their firewalls, if needed. Microsoft recommends a standard setting of 30 minutes for most applications.

While the connection is dormant, if items in a subscribed folder arrive or are changed, the server returns a response code to the client. The request to deliver data to the device causes the mobile network to signal that the connection should be reestablished, and the device does so. Once the client receives the response code, it initiates a synchronization to get the new or changed items.

Exchange ActiveSync client software

The server components of Exchange ActiveSync are complemented by software that runs on the device and implements the client-side support for the features of Exchange ActiveSync. The Exchange ActiveSync protocol itself is capable of transferring data (including email messages, contacts, calendar items, and tasks) and sending policies and commands to the client. The Exchange ActiveSync client implementation is responsible for requesting the kind of data it can execute. It is also responsible for implementing policy settings in a way that cannot be easily circumvented by the user.

Preparing your company for mobile messaging

- Prepare your infrastructure
 - Corporate policy
 - Network access and firewall configured
 - Exchange front-end naming e.g. (<https://mail.company.com/>)
- Set up devices
 - Deliver preconfigured settings for users
 - Preinstallation of the device
 - Manual configuration
 - Device management
 - Provide settings for end-users
 - User settings guidance
- Maintain the service
 - Set up support channel and documentation
 - Manage end-user devices

Mobile device management: configuring end-user devices

Scenario 1: Configure and administer Mail for Exchange on Nokia devices

By default, the Mail for Exchange client needs to be configured with the name of the Exchange Server, domain name, and other related settings before the client starts to synchronize email and personal information management data. The options to install and configure the client are:

- **Single user:** Download the client to the Nokia device and configure the needed details manually. Contact your administrator or email account provider for details.
- **Few users:** Use the Nokia Configuration Tool to set the details and copy them over Bluetooth or cable connection from a PC to the Nokia device.
- **Large number of users:** Install and configure the client over the air with Nokia Intellisync Device Management server. Please note that a separate agreement with Nokia will be needed for this service.

Scenario 2: Nokia Configuration Tool for Nokia Eseries devices

The Nokia Configuration Tool is a PC tool that enables users to configure various settings of Nokia Eseries devices. Settings are adjusted by transferring configuration profiles, which are groups of settings, to the connected device. The user can create many alternative profiles to fit

different occasions and different types of devices. Nokia Configuration Tool works well and the design of the user interface is easy to use. Supported devices for the Nokia Configuration Tool are Nokia 9300 (EA), Nokia 9300 (US), Nokia 9300i (EA), Nokia 9500 (EA), Nokia 9500 (US), Nokia E60 (EA), Nokia E61 (EA), Nokia E61i (EA), Nokia E62 (EA), Nokia E65 (EA), Nokia E70 (EA), and Nokia E90 (EA).

Scenario 3: Advanced and centralized device management

Nokia Intellisync Device Management

Nokia Intellisync Device Management can be used for managing a company's Nokia devices from the moment they are deployed until the end of their life-cycle. The solution manages configurations and settings, application distribution, installation, upgrades, and installation removal, as well as maintains security policies. Furthermore, a lost or misplaced device can be locked or wiped remotely. The Nokia Intellisync Device Management solution is available for enterprises of all sizes, either as part of an in-house corporate IT solution or as a hosted service from a service provider or a mobile operator.

How Nokia Intellisync Device Management benefits your business

- **Keeping your mobile workforce productive.** Quicker device adoption, increased productivity, and end-user satisfaction are critical for a successful solution rollout. Nokia Intellisync Device Management provides the tools for a user-friendly experience. End-users can feel confident that their device is configured properly, adheres to corporate security policies, has the latest revisions of key software applications and data, and is properly backed up. Troubleshooting end-user problems is simplified with automated hardware and software inventory, plus automated device restoration tools for replacing a lost device.
- **Maximizing end-to-end security.** With user authentication, secure communications, power-on password controls, password policy enforcement, and multiple levels of theft-loss protection, Nokia Intellisync Device Management provides an integrated solution to address corporate risks. If a device is lost, misplaced, or stolen, or if it has not been used for an usually long period of time, IT staff can remotely lock-out the device, disable applications, selectively delete email and personal information management data, erase removable storage media, and even reset the device to factory defaults.
- **Providing a cost-effective help desk solution.** The capability for easy troubleshooting and end-user training is a key element in supporting mobility deployments. Nokia Intellisync Device Management enables help desk administrators to take control of the devices over a wireless connection. During this remote-control connection, both the administrator and the end-user are able to view the end-user's device screen while the administrator uses the console to manage it remotely. Problems the end-users may experience with their devices while out of the office can be easily resolved without the need to visit the IT department.
- **Lowering your IT costs.** By removing barriers and complications while streamlining the administration of your device fleet, Nokia Intellisync Device Management allows you to reduce IT costs and helps to maximize the Return on Investment (ROI). And the easy-to-use administrative interface reduces staff time spent on deploying, maintaining, and supporting a diversity of mobile users and devices. The fully integrated platform promotes standardization and eliminates the need for a portfolio of mobile middleware point solutions and specialized, costly IT skills to implement those solutions. The powerful administration toolset facilitates remote configuration and deployment of mobile devices and applications, while enforcing your IT and security policies. Streamlined over-the-air software, files, and patch distribution simplify the initial deployment and subsequent updates, while asset management and reporting help you track your device inventory. Nokia Intellisync Device Management also provides a cost-effective way to resolve problems over a remote-control connection. Best of all, new users can be set up in just minutes.

Hosting Nokia Intellisync Device Management services

Nokia Intellisync Device Management is optimized for service providers supporting hosted environments with role-based administration and multi-tenant support. This enables service providers to offer new service packages to their business customers that meet the enterprise requirements.

There is a growing need in businesses for new services to take full advantage of business mobility. Routine IT maintenance of mobile devices is sometimes perceived as more challenging than that of desktop or notebook computers. Moreover, mobility raises new security concerns. Nokia Intellisync Device Management is optimized for service providers supporting hosted environments with role-based administration and multi-tenant support. This enables service providers to offer new service packages to their business customers that meet their enterprise-specific requirements.

Nokia Intellisync Device Management can be deployed as a revenue-generating service that enables a service provider's customer to understand and control their own mobile deployments, while providing opportunity for the service provider to become a trusted advisor to the customer about mobile strategy for the enterprise.

Devices supported by Nokia Intellisync Device Management

Nokia Eseries and Nokia Nseries devices are supported through Open Mobile Alliance (OMA) Device Management (DM) technology, delivering the advantages of a standards-based approach. OMA DM capability is implemented as part of the S60 device platform, eliminating the need to install separate device management client applications for Nokia devices. Nokia Intellisync Device Management also supports a range of additional device platforms, including Series 80 and UIQ on Symbian, Windows Mobile Pocket PC, Windows Mobile, and Palm.

Supporting Mail for Exchange deployments

Nokia Intellisync Device Management supports the delivery, installation, and configuration of Mail for Exchange to a large number of users. An IT administrator can centrally configure and manage email, contact, and calendar settings over the air on a compatible S60 device developed for Nokia. This removes the burden of manual configuration of the Microsoft Exchange Server from the end-user to the IT desk. This capability is an essential tool in large-scale enterprise Microsoft Exchange ActiveSync email deployments.

Unified end-user terminal management: Nokia Intellisync Device Management with Microsoft System Center

Microsoft Systems Management Server (SMS) is a Windows-based product designed to enable an organization to manage large groups of Windows-based computer systems and remote devices, deploy software, and manage assets. Nokia Intellisync Device Management integrates with Microsoft SMS 2003 or its successor product, System Center Configuration Manager (SCCM) 2007, to facilitate importing and distributing SMS packages to remote mobile users using both Nokia Intellisync Mobile Suite and SMS admin consoles.

Using Nokia Intellisync and Microsoft System Center together, companies can utilize a unified, integrated end-user terminal management system. Nokia Intellisync complements SMS 2003 and SCCM 2007 by:

- Providing support for Symbian, RIM, Palm, and BlackBerry
 - Providing device configuration (profile, set, maintain) and theft protection
 - Providing inventory and SWD for all devices
 - Making SMS competitive against others in device management space

- Providing an additional tie between SMS and Exchange device management
- Creating healthy competition with similar SMS device management providers

Mail for Exchange security

Connectivity security

SSL is used to encrypt the HTTPS connection between device and server. Security is handled by the company IT administrator—Exchange Server 2003 SP2 or later.

Theft-loss protection:

- Perform remote wipe (device and attached memory card)

Password security:

- Require password
- Define maximum inactivity time-out
- Define minimum password length
- Define maximum password attempts
- Perform local wipe after maximum attempts
- Require alphanumeric password
- Track password history
- Expire password after X days
- Prevent simple passwords

Device control:

- Sync when roaming

Personal information management control:

- Include past calendar items (set duration)
- Include past email items (set duration)
- Set email body truncation size
- Allow attachments to be downloaded to device
- Set maximum attachment size (KB)

Typical Exchange infrastructure and ActiveSync implementation architecture

Within an enterprise, the Microsoft Exchange Server and its services are typically offered to end-users as a messaging collaboration service by an internal IT department. A hosting collaborator such as a mobile operator can also offer this service. In this case, the Hosted Exchange is used and the general name for this service is Hosted Messaging and Collaboration.

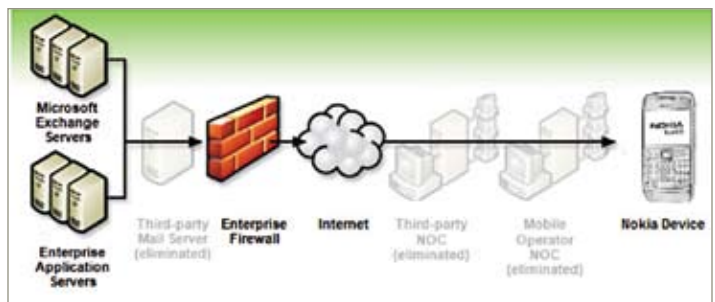
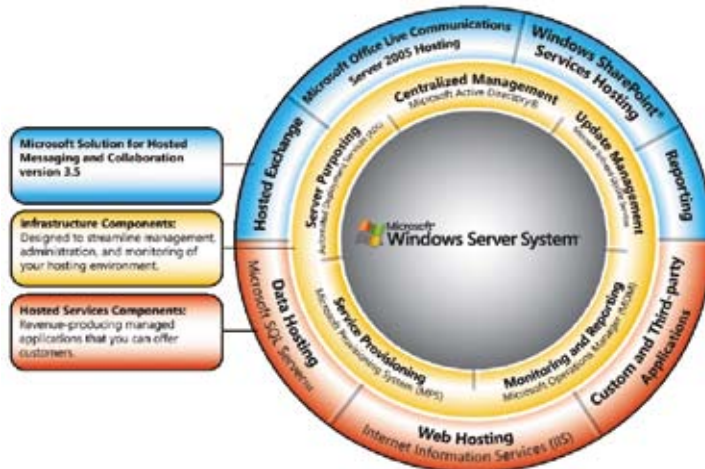


Figure: Direct Push directly links a Nokia device with your Microsoft Exchange Servers

Hosted Messaging and Collaboration—Hosted Exchange

Microsoft Exchange Server can be installed as an addition to stand-alone systems, serving only one organization at a time—as a Hosted Exchange version. This version is built on “normal” Exchange Server (it is not a separate product) and based on a Microsoft solution called Hosted Messaging and Collaboration (HMC). This solution alternative is not mandatory from an Exchange ActiveSync perspective, but it is often considered and offered by messaging service providers such as telecommunication companies. Hosted Exchange gives the service provider a possibility to consolidate their hosting platform into one logical and highly scalable system, which offers advanced messaging and calendaring services for multiple organizations and their users. From a user’s perspective, the functionality and user experience is similar to a typical, stand-alone system.



Connectivity requirements

Mail for Exchange can use any of the following data connections: GPRS, EDGE, UMTS, HSDPA, and WLAN.

Exchange Server requirements

To use Mail for Exchange, you need one of the following server combinations and Exchange ActiveSync must be enabled in your Exchange Server:

- Exchange Server 2003 SP2 AND Windows Server 2000 SP4
- Exchange Server 2007 SP1 AND Windows Server 2003 SP1 or Windows Server 2008

Supported Nokia devices

S60 devices developed for Nokia that are supported by Mail for Exchange include:

Nokia 6124, Nokia 6220 classic, Nokia E50, Nokia E51, Nokia E60, Nokia E61, Nokia E61i, Nokia E62, Nokia E65, Nokia E66, Nokia E70, Nokia E71, Nokia E90 Communicator, Nokia N73, Nokia N76, Nokia N77, Nokia N78, Nokia N81, Nokia N81 8GB, Nokia N82, Nokia N95, Nokia N95 8GB, and Nokia N96

The latest information on supported Nokia devices can be found at: http://www.businesssoftware.nokia.com/mail_for_exchange.php

Mail for Exchange client distribution mechanisms

- An embedded .sis file or an embedded client is currently available with Nokia E66 and Nokia E71.
- By using Nokia Download application! End user can download Mail for Exchange application in to Nokia device
- Mail for Exchange installation file can be deployed in device memory card.
- Mail for Exchange installation file can be downloaded through Nokia for Business websites.

Wireless operators can choose which delivery method serves the purpose best.

APPENDIX 1: Mail for Exchange Features

Mail for Exchange 2.5—new features

- Follow-up flag support
- Out-of-office notification setup
- Support for new corporate security policies
 - Sync when roaming
 - Track password history
 - Expire password after a specified number of days
 - Prevent simple passwords
 - Set email body truncation size
 - Allow attachments to be downloaded to device
 - Set maximum attachment size (KB)
 - Include past calendar items (set duration)
 - Include past email items (set duration)

Mail for Exchange features

- Global Address List (GAL) lookup
- Stand-alone GAL installation (a .sis file that only has a GAL application and no email or data sync)
- Learned heartbeat interval (the client automatically configures the heartbeat based on network time-outs)
- Meeting request accept/reject
- Meeting request conflict indication
- Installation of Mail for Exchange in its own folder
- Device setup wizard integration
- Support for tasks
- Reduction in the number of clicks when replying to an email with an edited attachment
 - Allows a user to edit an attachment right from the inbox and reply back with the changes without saving the attachment locally
 - Requires Quickoffice to be installed
- Support for Exchange Server 2007, Exchange Server 2003, and Small Business Server
- Composing, sending, receiving, and viewing email messages
- Email signature
- Configurable sync window for email
- Synchronization of calendar events
- Configurable sync window for calendar
- Synchronization of personal contacts
- Always-on, timed, and manual sync modes
- User-configurable ping interval for always-on sync mode
- Schedule peak and off-peak synchronization windows

- Re-synchronization of all data from server to device
- User-configurable conflict resolution (server or device wins if conflict in synchronization)
- Synchronization logs
- Controls for sync while roaming
- Automatically fetch more of a message
- Message reply/forward by reference
- Message read status replication
- Message deletion replication
- New message notification
- Mark messages unread
- Enhanced attachment support
 - Receiving
 - Sending
 - Viewing
 - Editing
 - Storing
- URL, phone numbers, and email address links from viewer
- Messages saved to sent items folder
- Local search
- Support for different access points (GPRS, WLAN)
- VPN support
- IT administrator support (only on Nokia Eseries devices)
 - Perform remote wipe (device and attached memory card)
 - Require password
 - Define maximum inactivity time-out
 - Define minimum password length
 - Define maximum password attempts
 - Perform local wipe after maximum attempts
 - Require alphanumeric password

Language versions currently available for Mail for Exchange client

Arabic, Chinese Hong Kong, Chinese Simplified, Chinese Traditional, Croatian, Czech, Danish, Dutch, English British, Estonian, Finnish, French, French Canadian, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Latvian, Lithuanian, Malay, Norwegian, Polish, Portuguese, Portuguese Brazilian, Romanian, Russian, Serbian, Slovak, Slovene, Spanish European, Spanish Latin American, Swedish, Tagalog, Thai, Turkish, and Ukrainian

Internet connection and security requirements

Exchange ActiveSync works with all types of mobile communication networks, including GSM, GPRS, UMTS, HSDPA, and CDMA.

* Mail for Exchange 2.5 is supported on the following S60 devices: 3.0, 3.1, and 3.2.

* Microsoft Exchange Server 2007 is required for features listed above.

Work together. Smarter.

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