



# Sprint Mobile Email Work

## Quick Start Guide

Sprint Mobile Email Work is an extension of Sprint Mobile Email that provides secure access to corporate email and contacts (in addition to your personal accounts) from selected Sprint phones—all with the convenience of easy-to-use, always-on access.

This document provides instructions for activating the Sprint Mobile Email Work service on your compatible mobile phone. Phones currently eligible for this service include:

- LG: LX260 (Rumor), LX550 (Fusic)
- Motorola: RAZR, KRZR
- Samsung: M500, M520, M800 (Instinct), A900, A900m
- Sanyo: SCP-6600 (Katana), SCP-6650 (Katana II), SCP-8400

Your phone might qualify for the program even if it is not listed. Visit [www.sprint.com/mobileemail](http://www.sprint.com/mobileemail) for more information.

## Getting Started

If you need assistance during this procedure, see the *Helpful Hints* section of this document.

1. **For Samsung Instinct phones:** Choose **Main | Email**, and respond to the prompts for service activation.
2. **For LG Rumor phones:** Choose **Messaging | Email**, and respond to the prompts for service activation.
3. **For all other phones:**
  - a. Choose **Main Menu | My Content | IM & Email | Get New IM & Email** to display the Sprint software download page.
  - b. Choose the **Sprint Mobile Email (AOL, Gmail, MSN, Yahoo! and more)** link to display the software details.
  - c. Choose **Get** or **Download**.
  - d. Choose **Run** to install the Sprint Mobile Email software.

**Note:** When prompted to provide permission to access various features during the activation process, choose **Always Allow**.

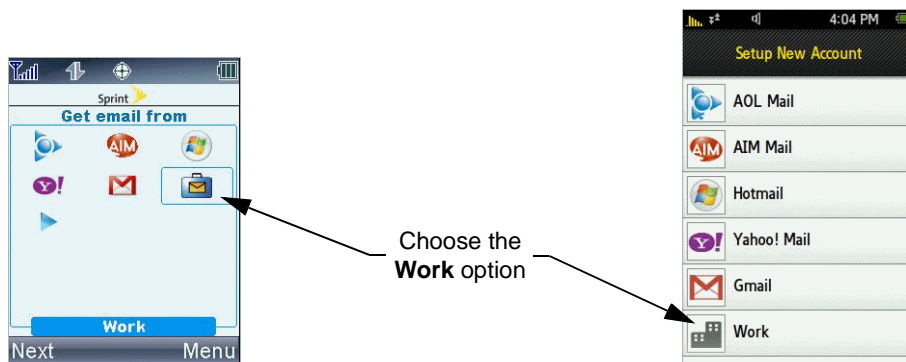
Be aware that when you eventually exit the Sprint Mobile Email application, the download success screen might still be present. Press the **End** (or “hang-up”) key to exit this screen.

- e. Choose **Main Menu | Messaging | IM & Email | Sprint Mobile Email**, and respond to the prompts for service activation.

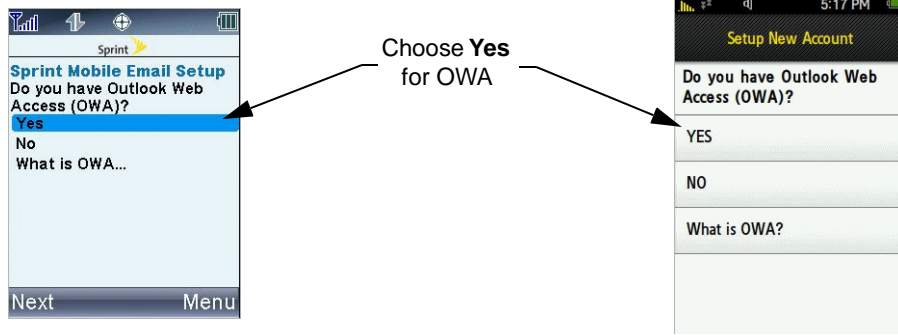
**Note:** When prompted for your phone number, enter all ten digits of the full number with area code (but no spaces, hyphens, or other characters) only if it is not already specified or you are directed by a Sprint representative to do so.

4. When prompted to select your email service, choose **Work** to activate your corporate email account.

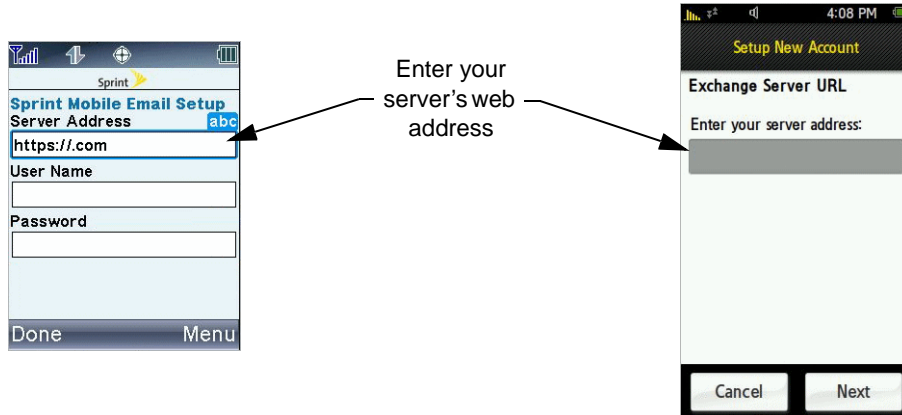
The following examples show the Work option's location; your phone's screen might look different.



5. When prompted about Outlook Web Access (OWA), choose **Yes**.



6. Enter the web address for your corporate email server when prompted.

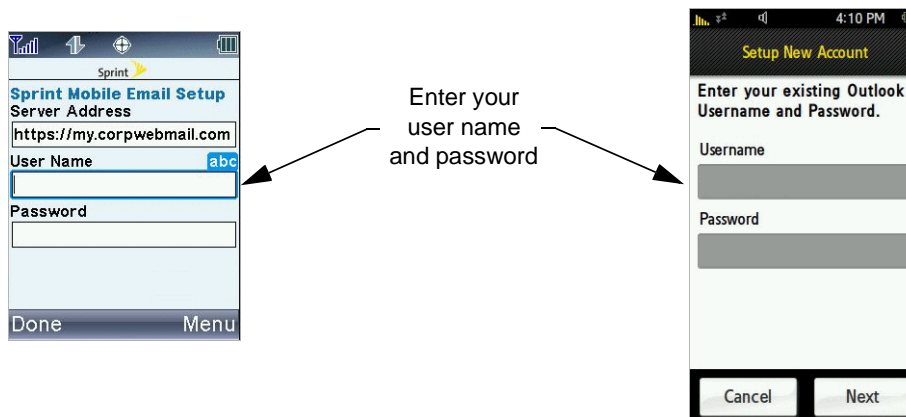


The server address can be used to access email through the web. If you use corporate webmail, this address is the same.

When entering your address and user data, be aware of the following:

- Passwords are often case sensitive. For many mobile phones, you can press the asterisk (\*) or Shift key to switch between upper-case and lower-case letters.
- To enter symbols on many phones, press the 1 key to cycle through the available characters. For other phones, you might have a colored function key to enter symbols.
- To enter numbers on many phones, press the corresponding key multiple times to cycle through the available characters. For some phones, you can press and hold the key to enter the number.

7. Enter your user name and password when prompted.



Some email servers require the domain name to be included with the user name—with the two separated by either a forward slash (/) or backward slash (\). If you experience a problem with this step, you can verify the correct format by logging in to your email through a web browser and trying the following variations of your user name:

- <user name>
- <domain name>\<user name>
- <domain name>/<user name>

After your account is activated, your mailbox is displayed. You can now access your corporate email and contacts through your phone. To access contacts, choose the Contacts tab.

You can also access other email accounts through your Sprint Mobile Email service by using the Add Account functionality.

8. **If you are unable to successfully access your account:** See the *Helpful Hints* or *Troubleshooting Sprint Mobile Email Work for OWA* section later in this document.

## Sprint Mobile Email Desktop Connector

In some circumstances, using Sprint Mobile Email Work through Outlook Web Access might not be right for you. These situations include the following:

- You use Lotus Notes to access your corporate email.
- Your email client uses the POP or IMAP protocols to connect to your corporate email server.
- When you access your corporate network through a web browser, you must log in to a portal or gateway first.

If you are unable to access your account through OWA by using the *Getting Started* procedure, install the Sprint Mobile Email Desktop Connector software on a PC in your corporate network by using the following procedure.

1. Access the email application on your Sprint phone according to the first steps of the *Getting Started* procedure.
2. When prompted to select your email service, choose **Work** to activate your corporate email account.
3. When prompted about Outlook Web Access (OWA), choose **No**.
4. When prompted to sign in to the desktop connector, choose **How do I get ready?**
5. Enter your corporate email address when prompted.

An email is sent to your address with further instructions.

6. Download and install the desktop connector software on your PC:
  - a. Use the information in the email you receive to access the Sprint software download web site.
  - b. Enter all the required information on the software download web page, and click **Next**.
  - c. Click **Download**.

You are prompted to run or save the installation program.

- d. Install the connector software on your PC by opening the installation program and following the prompts.

When the software has been installed, the desktop connector window is displayed.

7. Configure the desktop connector software on your PC:
  - a. Enter your Sprint Mobile Email user name and password (which you established when you registered with the Sprint software download web site, not your corporate credentials), and click **Next**.
  - b. Specify the type of email server used by your company, and click **Next**.
  - c. Optionally, specify a directory to provide mobile access to documents on your PC, and click **Finish**.

**Note:** The desktop connector software creates a secure connection between your PC and the Sprint Mobile Email service. It must be running and your PC connected to the Internet for you to access your email on your mobile phone. Disable automatic sleep or hibernation settings on your computer, because they prevent the connector software from staying connected. If you are logged into the network, you can lock your workstation by pressing Ctrl + Alt + Delete and choosing **Lock Computer**.

For more information about the Sprint Mobile Email Desktop Connector software, open the desktop connector application by choosing **Start | Programs | Sprint Mobile Email | Desktop Connector**, and then choose **Help | User Guide**.

8. On your Sprint phone, continue the service activation process by choosing **Next**.

If you need to restart the activation process from the beginning, choose **Yes I Am** when prompted to sign in to the desktop connector.

9. Enter your Sprint Mobile Email user name and password when prompted.

After your account is activated, your mailbox is displayed. You can now access your corporate email and contacts through your phone. To access contacts, choose the Contacts tab.

You can also access other email accounts through your Sprint Mobile Email service by using the Add Account functionality.

## Helpful Hints

- **If you cannot find the Work option during the service activation process:**
  - Verify with your Sprint representative that your phone is eligible for the Sprint Mobile Email Work service. You might have to remove the battery of your phone to locate the model number.
  - Ensure that you have the latest version of the Sprint Mobile Email software on your phone. If you are activating an email account on your Sprint phone for the first time, you might be prompted to allow the latest version to be installed. If you are already a Sprint Mobile Email user, verify that you have the latest version by displaying your current mailbox and using the command sequence appropriate for your phone:
    - Choose **Menu | Settings | Update Check**.
    - Choose **Menu | Settings | Advanced | Check for Upgrade**.
- **If you are not prompted for Outlook Web Access after you choose the Work option:**
  - Verify with your Sprint representative that your phone is eligible for the Sprint Mobile Email Work service. You might have to remove the battery of your phone to locate the model number.
  - Ensure that you have the latest version of the Sprint Mobile Email software on your phone. If you are activating an email account on your Sprint phone for the first time, you might be prompted to allow the latest version to be installed. If you are already a Sprint Mobile Email user, verify that you have the latest version by displaying your current mailbox and using the command sequence appropriate for your phone:
    - Choose **Menu | Settings | Update Check**.
    - Choose **Menu | Settings | Advanced | Check for Upgrade**.
- **If you do not know the web address of your Exchange server:**
  - If you can log in to your corporate email through a web browser, use the information displayed in the address field at the top of your browser when you do so.
  - Contact your IT representative, and request the address for Outlook Web Access.
- **If you receive an error that says “URL not recognized” during the service activation process:**
  - If you can log in to your corporate email through a web browser, use the information displayed in the address field at the top of your browser when you do so to try the service activation process again.
  - Ensure that you are correctly entering the data requested during activation. It is very common for “typos” to occur.
  - Contact your IT representative, and request verification of the Exchange server requirements detailed in *Troubleshooting Sprint Mobile Email Work for OWA*.
- **If you receive a login error during the service activation process:**
  - If you can log in to your corporate email through a web browser, use the information displayed in the address field at the top of your browser when you do so to try the service activation process again.
  - Ensure that you are entering your user name in the correct format. Some email servers require the domain name to be included with the user name. Contact your IT representative if you do not know the domain name to use.
  - Ensure that you are correctly entering your password. It is very common for “typos” to occur.
  - Contact your IT representative, and request verification of the Exchange server requirements detailed in *Troubleshooting Sprint Mobile Email Work for OWA*.
- **If you receive an error that says “Invalid MDN” during the service activation process:**
  - Ensure that you are correctly entering the data requested during activation. It is very common for “typos” to occur.
  - Verify with your Sprint representative that there are no issues with your account.
- **If you receive an error that says “This product version is not available for purchase on this device” during the service activation process:**
  - If you recently upgraded to an eligible service plan (Simply Everything and other Everything plans, Talk/Message/Data Share plans, or the \$30 PRO Pack), you might have to wait 24 hours for the change to be reflected in the system before you can activate the Sprint Mobile Email Work service.
  - If your account profile does not allow you to purchase premium content from Sprint, contact your Sprint representative (or the person who manages your account) to enable this ability.
  - Verify with your Sprint representative that there are no issues with your account.
- **If your IT department requires information about technical requirements:** Send the Exchange server requirements detailed in *Troubleshooting Sprint Mobile Email Work for OWA* to your IT representative for verification.

## IT Reference Information

This section provides detailed troubleshooting procedures for the two access scenarios covered previously.

---

### ***Troubleshooting Sprint Mobile Email Work for OWA***

If you are unable to access your account by using the *Getting Started* procedure, ensure that your corporate email server is properly configured according to the requirements outlined in this section. *If any of the following requirements cannot be met, you must use the *Sprint Mobile Email Desktop Connector* procedure to activate your Sprint Mobile Email Work service.*

1. Confirm that you are able to access email through OWA by opening a web browser, entering your corporate webmail address, and logging in.
2. Retry the service activation procedure in the *Getting Started* section.
3. **If you are still unable to access your account:** Send the following requirements to your IT representative for verification:
  - a. Verify the web address that can be used to access your Microsoft Exchange server through Outlook Web Access (OWA).
  - b. Verify which of the following is the correct user name format, and obtain the domain name if necessary:
    - <user name>
    - <domain name>\<user name>
    - <domain name>/<user name>
  - c. Verify that your company is using one of the following versions of Exchange as your email server:
    - Microsoft Exchange 2007 SP1
    - Microsoft Exchange 2003 SP1 and SP2
    - Microsoft Exchange 2000 SP3 with Post-Service Pack 3 Rollup
  - d. Verify that your Exchange server includes the following configuration settings:
    - OWA enabled
    - TCP/IP connectivity enabled
    - Internet email enabled
    - UDP port 7878 enabled for outbound traffic
    - No portal or secure gateway implementations
  - e. **If your Exchange server is version 2007:** Verify that the following additional requirements have been met:
    - The */exchange* and */owa* virtual directories must be present and use the same authentication type.
    - The client access server on the front end and the mailbox server on the back end must both be running Exchange 2007.
4. **If your Exchange server does not meet all the requirements specified in the previous step:** Proceed to *Sprint Mobile Email Desktop Connector*, and follow the instructions.
5. After you have successfully verified all the above requirements, retry the procedure in *Getting Started*.
6. **If you are still unable to successfully access your account:** Use the procedure in *Sprint Mobile Email Desktop Connector* to activate your Sprint Mobile Email Work service.

---

### ***Troubleshooting Sprint Mobile Email Desktop Connector***

If you are unable to access your corporate email account by using the procedure in *Sprint Mobile Email Desktop Connector*, ensure that your environment meets all the requirements outlined in this section.

1. Verify that the PC you install the desktop connector software on meets the following minimum specifications:
  - Microsoft Windows 2000 Professional or Windows XP Professional operating system
  - 233 MHz Pentium II processor or equivalent (300 MHz Pentium III if hosting connections)
  - 128 MB RAM
  - 16 MB hard disk space

- A connection to the Internet
  - A connection to your corporate email server
2. Verify with your IT department that your corporate email server supports one of the following platforms:
    - Microsoft Exchange 5.5, 2000, or 2003
    - Lotus Domino R5, R6, R6.5, or R7
    - POP3
    - IMAP4
  3. Verify that the PC you are installing on includes the appropriate mail client application for your environment:
    - For Microsoft Exchange: Outlook 2000, XP, 2003, or 2007
    - For Lotus Domino: Notes R5, R6, R6.5, or R7

**Note:** For Exchange, Outlook must be the default mail client. PE does *not* support Outlook configurations that are set up to deliver mail directly to a PST file without retaining the original messages on the server.

If you are using Outlook 2003, you must disable Cached Exchange mode. See the Outlook 2003 online help for instructions.

Contacts are not available for some email servers, such as POP, IMAP, and Exchange 5.5. See your IT department for more information.

4. Send yourself a test message to verify that you are able to receive email.
5. Verify that the desktop connector is currently connected to Sprint:
  - a. Open the desktop connector application by choosing **Start | Programs | Sprint Mobile Email | Desktop Connector**.
  - b. If the connector software does *not* display a green icon (which indicates a current connection), choose **File | Connect**.
  - c. If the connector software cannot connect, contact your IT department to verify your Internet connection.

---

Contents Copyright © 2002-2008 SEVEN Networks, Inc. All Rights Reserved.

This publication, in whole or in part, may not be reproduced, stored in a computerized or other retrieval system, or transmitted in any form, or by any means whatsoever without the prior written permission of Seven Networks, Inc.

Information in this publication is subject to change without prior notification.

**Trademarks:** SEVEN, System SEVEN, System SEVEN Server Connection, System SEVEN Personal Edition, System SEVEN Network Connection, SEVEN Manage, Powered by SEVEN, Powered by SEVEN logo, and SEVEN Slingshot are trademarks of SEVEN Networks, Inc.

Compaq and the names of Compaq products are either trademarks and/or service marks or registered trademarks and/or service marks of Compaq. Domino is a trademark, and Lotus is a registered trademark of IBM Corporation. Ericsson is the trademark or registered trademark of Telefonaktiebolaget LM Ericsson. Eudora is a registered trademark of the University of Illinois Board of Trustees. Handspring is a trademark of palmOne, Inc. Microsoft, Outlook, Windows, and Windows NT are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and/or other countries. Nokia is a registered trademark of Nokia Corporation. Openwave is a trademark, and InterMail is a registered trademark, of Openwave Systems Inc. WebTrends is a registered trademark of WebTrends Corporation. Other product and company names mentioned herein may be trademarks or trade names of their respective owners, and are mentioned for identification purposes only.

Patents: Seven Networks, Inc. is the owner of U.S. Patents: No. 5,704,029, No. 5,857,201 and No. 6,324,542 B1. Additional patents pending in the United States and other territories.

**Disclaimer:** This document is provided “as is” without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. SEVEN will not, in any event, be responsible for possible errors in this document or for any damages, incidental or consequential (including, but not limited to monetary losses), that might arise from the use of or inability to use the document or the information in it, even if SEVEN has been advised of the possibility of such damages.

Version: 6.6.7

SEVEN Networks, Inc.  
 901 Marshall Street  
 Redwood City, California 94063 USA  
 Phone +1 650.381.2500  
 Fax +1 650.216.6422  
<http://www.seven.com>

Date	Document Number	Revision Description
7/25/08	1.667.0708	New document