MPDS Configuration Sheet
MS Outlook 2000 Mail Client

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Connecting Microsoft Outlook to an IMAP server.

Pre-requisites:

That the MPDS terminal is already connected to the Internet as described in previous integration documents, Microsoft Outlook is Installed, and you have a valid e-mail server that supports IMAP.

Notes:

Outlook 2000 supports IMAP4 only in the "Internet Only " format. This can be checked by opening Outlook and pressing the menu item "Help ->About Microsoft Outlook". If the format is "Corporate or Workgroup", complete the next section, otherwise proceed to 3'.

This document is based on the Windows 2000 Professional operating system and Microsoft Outlook 2000 service release1 (9.0.0.3821) in "Corporate or Workgroup" mode initially.

1. Start Outlook and Select "Tools-> Options" Select the "Mail Services" tab and click <Reconfigure Mail Support>. This will start the "Email Services Options" wizard.

2. Select "Internet Only" and Click "<Next>". A warning is then displayed. Read the warning to see how it will affect your circumstances. If you decide to continue then click "<Yes>" Outlook will then close. Restart Outlook. At this point Outlook may ask for the Outlook Installation disk so have this to hand.

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3.   From within Outlook select the "Tools->accounts", click "<Add>" and pick "Mail" item from the menu. This starts the "Internet connection Wizard" Fill in the Display name in the box provided and click "<Next>".

4.   Enter the "E-mail address" as supplied by the service provider (LESO) and click "<Next>".

5.   From the "My incoming mail server is…" select "IMAP". Enter the "Incoming mail (POP3 or IMAP) server" and the "Outgoing mail (SMTP) server" details as supplied by the service provider and click "<Next>".
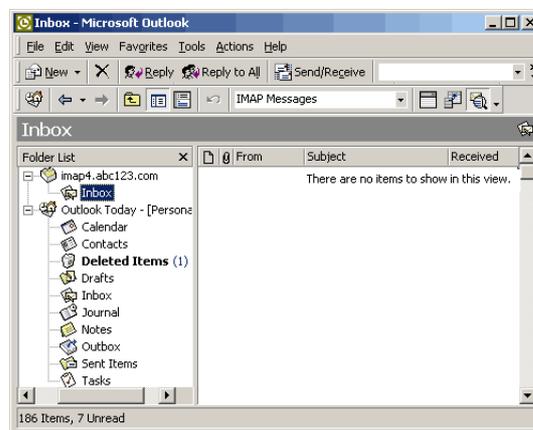

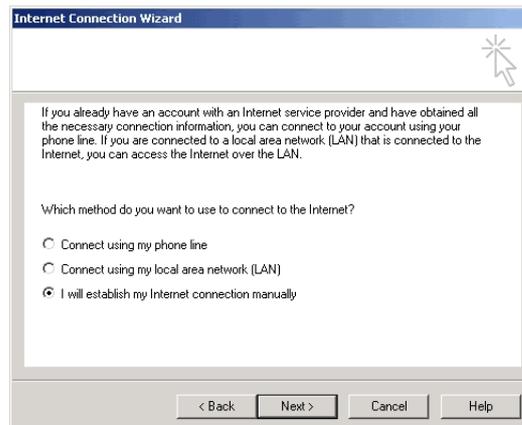6.   Enter the "Account name" and "Password" as supplied by the service provider tick the "Remember password" box if required, Leave the "Log on using Secure Password Authentication (SPA)" un-ticked unless instructed by the service provider. Click "<Next>".

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7.   The next screen gives the opportunity to decide how to connect to the Internet. Selecting the "Connect using my phone line" will cause the computer to dial the default connection when Outlook is opened. "Connect using my local area network (LAN)" will not work in this instance and "I will establish my internet connection manually" would be the preferred option. Click "<Next>".

8.   The "Congratulations" screen is displayed informing that the account has been set up. Click "<Finish>" and "<Close>" A new folder will be displayed in the folder list with an Inbox below it. Outlook will then attempt to connect to the IMAP server to download any folders already created. If Outlook fails See Troubleshooting IMAP4 connections further on.

Optimisation tips

Mobile Packet Data is charged by the data bit so the less data sent and received, the less the cost. It is clear that any optimisation to reduce the amount of data transmitted or received will therefore lower the cost.

a.   Do not add signatures to e-mail. Send only plain text rather than HTML. This is set from within Outlook "Tools->Options" select the "Mail Format" tab. In the "Mail Format" section select "Plain Text".

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b.   By default, Outlook checks the message store for new mail every 10 minutes. A mail check transmits and receives 1.2kbytes on each go. Increase the "Check for new messages every…" to 30 minutes. This can be done from within Outlook "Tools->options". Select the "Mail Delivery" tab and in the "Mail account options" tick Check for new messages every…" and set to 30 minutes.

c.   Send multiple mail messages together (also known as batching).   Un-tick "Send messages immediately when connected". This causes Outlook to send the contents of the outbox at the same time rather than as they are created.

d.   Restrict the size of mail messages downloaded until you are sure you want the message: tick "Don't download messages larger than …" and set to 5KB

e.   Never send "Read receipts" these can be switched off under "Tools->Options" by clicking on the "Preferences" tab and then "<E-mail Options>" and "<Tracking Options>" button, in the "Use this option to decide how to respond to requests for read receipts" select "Never send a response".

f.   Importantly
Download Headers only, this can be done from within Outlook "Tools->Download->Headers" Spam and Junk mail can be deleted before being completely downloaded.

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Troubleshooting IMAP Connections

Some common error messages and their likely causes.

Problem	LikelyCause	Possible Solutions
Outlook reports "There was a hardware failure in the modem (or other connecting device)"	Outlook is unable to connect to the Mail server specified in the Outlook configuration settings.	Check that the PC and the MPDS terminal are connected to the Internet. Check that the details given by the service provider have been correctly transcribed to the "Servers" tab this is accessible from within Outlook "Tools-> services", select Internet E-mail and press the "<Properties>". Select the "Servers" tab and check the settings against the ones supplied by the service provider Note: any changes to settings will require Outlook to be restarted
A mail message with the subject "Undeliverable" is returned to Outlook	The mail server was unable to deliver the mail message to the intended recipients because the e-mail address was incorrectly spelt or did not exist.	Check the e-mail address is correct
Outlook is unable to update its folder list from the IMAP server	Outlook was unable to contact the IMAP4 server	Check that the details given by the service provider have been correctly transcribed to the "Servers" tab this is accessible from within Outlook "Tools->Accounts" select "Account" and press "<Properties>". Select the "Servers" tab and check the settings against the ones supplied by the service provider