

# MPDS Configuration Sheet

## MS Outlook Express Mail Client



Connecting Microsoft Outlook Express to an POP3 server.

Pre-requisites:

That the MPDS terminal is already connected to the Internet as described in other integration documents, Microsoft Outlook is Installed, and you have a valid e-mail server running POP3 .

Notes:

This document was written using Windows 2000 Professional and Outlook Express version 6.0.

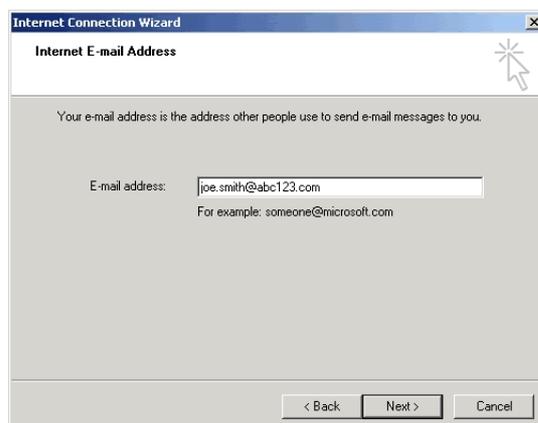
1. From within Outlook Express select the “Tools->Accounts”.  
Click <Add> and pick the “Mail” item from the menu.  
This will start the “Internet Connection Wizard”.



2. Fill in the 'Display name' in the box provided and click <Next>.



3. Enter your “E-mail address” as supplied by the service provider and click <Next>.



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4. From the “My incoming mail server is...” prompt, select “POP3”.  
Enter details of the “Incoming mail server” and the “Outgoing mail (SMTP) server” as supplied by your service provider (LESO) and click <Next>.

A screenshot of the "Internet Connection Wizard" dialog box, specifically the "E-mail Server Names" step. The window title is "Internet Connection Wizard". The main heading is "E-mail Server Names". Below the heading, there is a dropdown menu for "My incoming mail server is a" with "POP3" selected. Below that is a text box for "Incoming mail (POP3, IMAP or HTTP) server:" containing "pop3.abc123.com". Another text box for "Outgoing mail (SMTP) server:" contains "smtp.abc123.com". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

5. Enter your “Account name” and “Password” as supplied by your service provider.  
Tick the “Remember password” box if required and leave the “Log on using Secure Password Authentication (SPA)” un-ticked unless instructed by the service provider.  
Click <Next>, then <Finish> to complete the wizard.  
Click <Close> to return to the main Outlook Express Program.

A screenshot of the "Internet Connection Wizard" dialog box, specifically the "Internet Mail Logon" step. The window title is "Internet Connection Wizard". The main heading is "Internet Mail Logon". Below the heading, there is a text box for "Account name:" containing "joe.smith". Below that is a text box for "Password:" with masked characters. A checkbox labeled "Remember password" is checked. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

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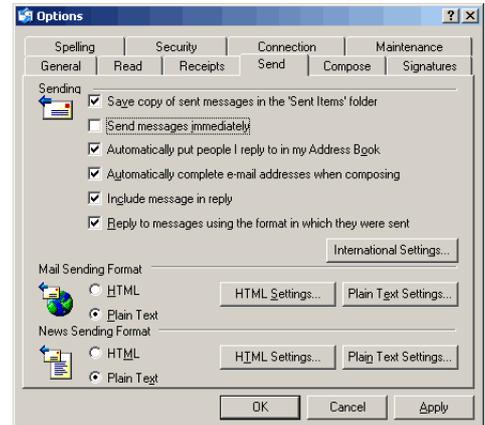


### Optimisation tips

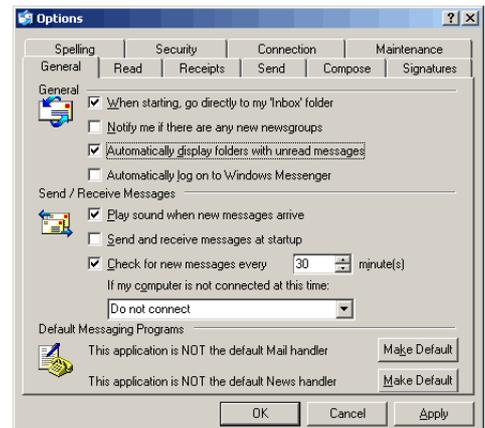
Mobile Packet Data is charged by the data bit so the less data sent and received, the lower the cost. This is what is meant by optimisation: taking steps to reduce the amount of data transmitted or received.

- a. Do not add signatures to e-mail.

Send only plain text rather than HTML. This is set from within Outlook Express “Tools->Options” menu, select the “Send” tab. In the “Mail Format” section select “Plain Text”.



- b. By default, Outlook Express checks the message store for new mail every 10 minutes. A mail check transmits and receives approximately 1.2KBytes. To reduce this overhead change the frequency of checking: from within Outlook: “Tools-> Options”, select the “General” tab and in the “Send/Receive Messages” tab tick “Check for new messages every...” and set to 30 minutes or some other period.



- c. Never send or request read receipts. These can be switched off in the “Tools->Options” menu. Select the “Receipts” tab and un-tick “Request a read receipt for all sent messages” and select “Never send a read receipt”.

- d. Send multiple mail messages together (as a batch). This can be done from within Outlook Express “Tools-> Options” menu, select the "Send" tab. In the “Sending” section un-tick “Send messages immediately”. This causes Outlook Express to send all mail in the Outbox when the <Send/Recv> button is pressed, and not when you press the "send" button when completing a message.



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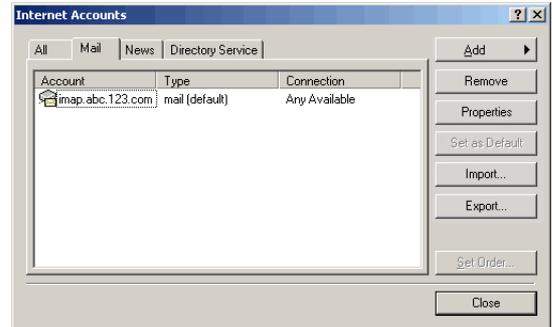
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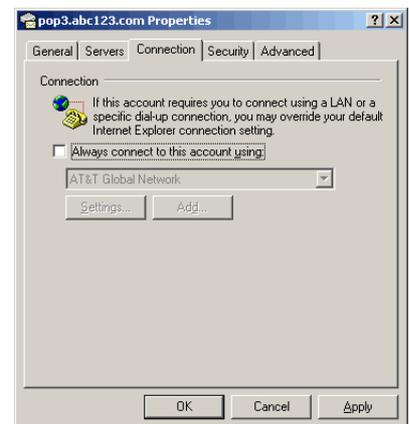
### Advanced Settings

There are some minor tweaks that can be applied to IMAP settings that are not available from the “Internet Connection Wizard” and which are beneficial when using MPDS.

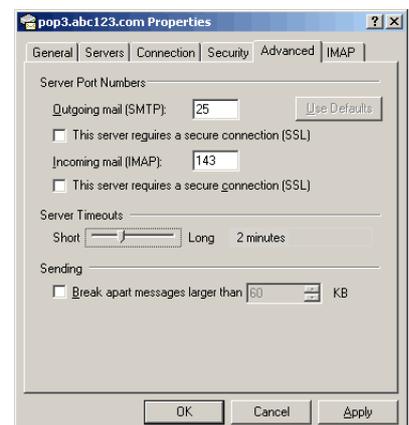
- e. From within Outlook Express, select the “Tools->Accounts” menu and then select the “Mail” tab. Highlight your account and click <Properties>.



In the “Connection” tab, leave the “Always connect using this account” un-ticked if you intend the MPDS terminal to always be online.



- f. In the “Advanced” tab extend the “Server Timeouts” to 2.30 minutes.



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### Troubleshooting POP3 Connections

Troubleshooting the POP3 mail system can be broken down into 2 sections.

- o Sending mail
- o Logging into the mail server to retrieve mail.

Problem	LikelyCause	Possible Solutions
<p><b>Sending mail</b></p> <p>Outlook Express reports "Your 'Inbox' folder was not polled for its unread count. The host 'imap.abc123.com' could not be found. Please verify that you have entered the server name correctly. Account: 'imap.abc123.com', Server: 'imap. abc123.com', Protocol: IMAP, Server Response: ", Port: 143, Secure(SSL): No, Error Number: 0x800CCC0D</p> <p>A mail message with the subject "Undeliverable" is returned to Outlook Express.</p> <p>A mail message with the subject "Mail delivery failed: returning message to sender" is returned to Outlook Express.</p>	<p>Outlook Express is unable to connect to the Mail server specified in the Outlook configuration settings.</p> <p>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.</p> <p>The mail server was unable to deliver the mail message to the intended recipients because the email address was incorrectly spelt or did not exist.</p>	<p>Check that the PC and the MPDS terminal are connected to the Internet.</p> <p>Check that the details given by the service provider have been correctly transcribed to the "Servers" tab this is accessible from within Outlook "Tools -&gt;Accounts" select "Account" and press the &lt;Properties&gt; button.</p> <p>Select the "Servers" tab and check the settings against the ones supplied by the service provider</p> <p>Note: any changes to settings may require Outlook to be restarted.</p> <p>Check the e-mail address is correct</p> <p>Check that the email address is correct.</p>

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Troubleshooting continued

Problem	LikelyCause	Possible Solutions
<p>Outlook Express reports, The message could not be sent because; the server rejected one of the recipients. The rejected e-mail address was 'abc123@asdf.gf.com'. Protocol: SMTP, Server Response: '550 Cannot route to &lt;abc123@asdf.gf.com&gt;', Port: 25, Secure(SSL): No, Server Error: 550, Error Number: 0x800CCC79</p> <p>Receiving mail</p>	<p>The mail server was unable to deliver the mail message to the intended recipients because the email address or domain was incorrectly spelt or did not exist.</p>	<p>Check that the email address is correct.</p>
<p>Pressing the &lt;Send/Recv&gt; to retrieve mail causes a dialogue box to appear with the “User name” and “Password” already filled in.</p>	<p>Either the “Account name” and or “Password” are incorrect.</p> <p>The service provider has not set-up the mail account.</p>	<p>Check the documentation from the service provider. Re-enter the “User Name” details and “Password” in the box provided. If this corrects the problem you will need to change the details from within Outlook Express from “Tools-&gt;Accounts” select the “Mail” tab, highlight the account name and press &lt;Properties&gt; select the “Servers” tab and re-enter the “Account name” and “Password” in the fields provided.</p> <p>Confirm the details with your service provider.</p>