

Connecting Microsoft Outlook to a POP3 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 POP3.

Notes:

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

1. Open Outlook using “Start ->programs->Microsoft Outlook”. The “Microsoft Outlook Set-up Wizard” will start.
Select the option “Use the following information services” and tick “Internet E-mail” click <Next> to continue.



2. On the next page, click the <Set-up Mail Account>.



3. In the “General” tab fill in the “Mail Account” field with the name of the server or any other relevant name, the “Name” field with the person’s name, the “Organisation” field if required, the “E-mail address” field with the address allocated by your service provider, and the “Reply address” field if different from the “E-mail address”.



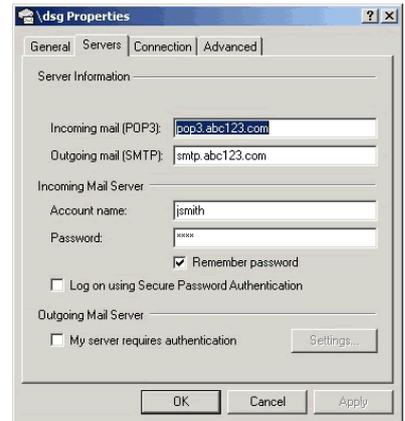
MPDS Configuration Sheet

MS Outlook 2000 Mail Client



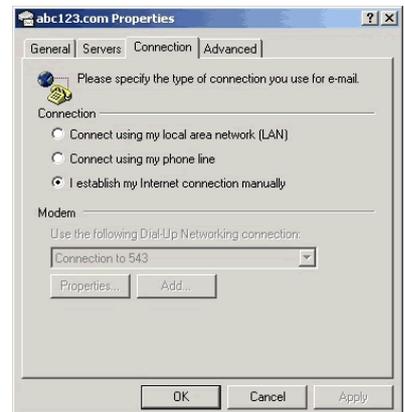
- In the “Servers” tab, fill in the “Incoming mail (POP3)” and the “Outgoing mail (SMTP)” in the “Server Information” section with the details given by your service provider (LESO). Fill in your “Account name” and “Password” for the e-mail account in the “Incoming Mail Server” section.

Tick “Remember password” if required and “Log-on using Secure Password Authentication” and “My server requires authentication” if your service provider instructs you to do so.

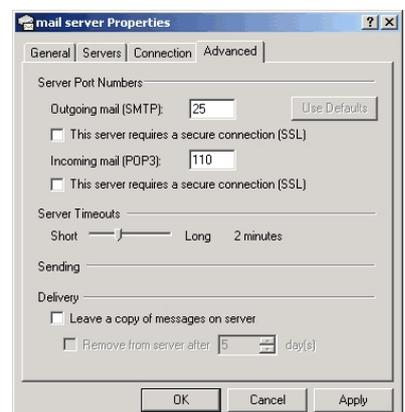


- The connection tab gives the opportunity to decide how to connect to the Internet. Selecting the “Connect using my phone line” option will cause the computer to dial the default connection when Outlook is opened.

If you wish Outlook to connect automatically, then select this option; otherwise, to control the connection manually, select “I will establish my Internet connection manually”.



- In the “Advanced” tab move the “Server Timeouts” slider to display about “2 minutes”. Click <OK> to return to the “Microsoft Outlook Set-up Wizard”.



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7. Click <Next> to set-up “Personal Folders”. Accept the default path and file name, unless a different location is required.



8. Click <NEXT>, a “Done“ message is displayed showing which items have been set-up. Click the <Finish> button to exit the wizard and start Microsoft Outlook.



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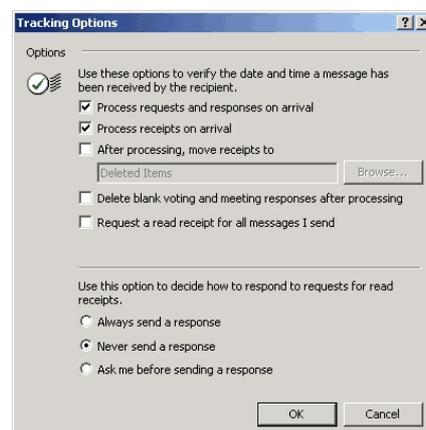
b. By default, Outlook checks the message store for new mail every 10 minutes. A mail check transmits and receives 1.2kbytes on each go. Increase the “Check for new messages every...” to 30 minutes. This can be done from within Outlook “Tools->options”. Select the “Mail Delivery” tab and in the “Mail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



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
Sending mail		
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.	<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-> 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</p> <p>Note: any changes to settings will require Outlook to be restarted</p>
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
Receiving mail		
Pressing the "<Send/Receive>" button to retrieve mail causes a dialogue box to appear with the "User name" and "Password" already filled in.	<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</p> <p>Confirm the details with your service provider.</p>