

NOKIA

Nokia Email Client Release Notes

Version 2.0

Published June 9, 2008

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Introduction

Nokia Email version 2.0 is a client release for S60 3rd Edition platform devices. This release addresses some known issues in previous releases, adds localization support for most of the client application, and provides online help on the device client.

Upgrade Scenarios

This client release requires Nokia Intellisync Mobile Suite server version 9.0 or later; servers operating on version 8.0 SP3 are not supported.

What's New in Nokia Email Version 2.0

The new S60 3rd Edition client provides a new user interface design, greatly reduced memory requirements, and support for a new Fast Push protocol that reduces data traffic and increases battery life. This client eliminates the use of the Java interpreter, which leaves more free memory on the device and gives better performance.

The S60 3rd Edition client features the following enhancements:

- New user interface with an enhanced look and feel, including the following features:
 - While browsing a folder, you can now do the following:
 - Left-press the center soft key to select the folder you want to browse
 - Right-press the center soft key to select a sort order
 - Highlight a message and long press the center soft key to display the Action menu
 - Preview the email subject when the message list layout is 1 line per message
 - Group email messages using title dividers in email folders
 - Use shortcut keys in the message list viewer and message viewer. For a list of shortcut keys, refer to [“New S60 3rd Edition Shortcut Keys”](#) on page 5.
- Fast Push protocol support
- PIM synchronization to and from the device (calendar and contact data)
- Remote address/directory lookup application (query remote server for a person's details)
- Device management features, such as power-on password and remote control support
- Email setup wizard to guide the user through configuring email on the device
- SMS provisioning with Nokia Email server
- Incoming meeting request handling, which involves sending an Accept, Tentative, or Decline response to incoming meeting requests
- Backup and restore device data to a remote server
- File sync application for synchronizing administrator-defined device files to a remote server
- New animated icons on the launcher
- Enhanced settings features, such as new tabs for grouping settings
- Right-left language support

- White label branding support
- Yahoo! branding support; the Inbox is branded when using a Yahoo! account

New S60 3rd Edition Shortcut Keys

The following shortcut keys are available in this release.

Table 1 Email Shortcut Keys

Hard Key	Action
Clear key	<p>In the folder viewer:</p> <ul style="list-style-type: none"> • Deletes the selected message if there are no marked messages. • Deletes the marked message if at least one message in the list is marked. <p>In the message viewer:</p> <ul style="list-style-type: none"> • Deletes the open message. <p>Note: Depending on the value of the “Warn Before Delete” option in Settings, the message is either deleted or the “Delete message?” confirmation appears.</p>
a	Reply All
b	Go to the bottom
c	Compose a new email message
d	Delete
e	Accept a meeting invitation
f	Forward
g	Tentatively accept a meeting invitation
h	Display the online help
i	Expand or collapse the list
j	Up
k	Down
l	Flag the list
m	Move a message to a folder
n	Displays the next message in the list
o	Open an email message
p	Display the previous message in the list

Table 1 Email Shortcut Keys

Hard Key	Action
q	Folder options
r	Reply to an email message
s	Search
t	Top
u	Mark a message as either read or unread depending the current status
v	Decline a meeting invitation
w	Sort options
x	Unassigned
y	Display the folder list.
z	Synchronize
1	Open the message composer to reply to a sender
2	In the folder viewer: <ul style="list-style-type: none"> • Moves the focus to the first message in the list In the message viewer: <ul style="list-style-type: none"> • Moves the focus to the top of the message
3	Screen page up
4	In the folder viewer: <ul style="list-style-type: none"> • Display the flag list query In the message viewer: <ul style="list-style-type: none"> • Open the message viewer and display the previous message in the list.
5	In the folder viewer: <ul style="list-style-type: none"> • Toggle the read/unread status of the selected message if there are no marked messages, or toggle the read/unread status of marked messages if at least one message is marked In the message viewer: <ul style="list-style-type: none"> • Toggle the read/unread status of the open message within the viewer
6	Open the message viewer and display the next message in the list
7	Open the message composer to reply to a sender and all other recipients.

Table 1 Email Shortcut Keys

Hard Key	Action
8	In the folder viewer: <ul style="list-style-type: none"> • Move the focus to the last message in the list In the message viewer: <ul style="list-style-type: none"> • Move the focus to the bottom of the message
9	Screen page down
0	Open the composer to create a new message
*	Move the focus to the Sort Order drop-down list in the control bar
#	Mark or unmark the selected message
Space key	Mark or unmark the selected message

Certified Devices

The following Nokia devices are certified for this release.

Table 2 Certified Nokia Devices

Nokia Device Model	Supported Server
E71	Nokia Email service 2.0 Nokia Intellisync Mobile Suite 9.0
E66	Nokia Email service 2.0 Nokia Intellisync Mobile Suite 9.0
E51	Nokia Email service 2.0 Nokia Intellisync Mobile Suite 9.0
N73	Nokia Email service 2.0 Nokia Intellisync Mobile Suite 9.0
N81 8GB	Nokia Intellisync Mobile Suite 9.0

Supported Devices

The following Nokia devices are supported in this release for Nokia Email service 2.0, Nokia Intellisync Mobile Suite 9.0, and Nokia Intellisync Device Management.

Table 3 Supported Nokia Devices

Nokia Device Model
E51
E61
E61i
E65
E90
N73
N76
N80
N95

Support and Installation Notes

The following sections provide information on uninstalling and installing and S60 3rd Edition client.

Uninstalling an Existing Client Version

Use the following steps to uninstall an existing S60 3rd Edition client version from your device.

To uninstall an existing client

Use the following steps to uninstall an existing S60 3rd Edition client version from your device.

1. From your device, turn off or disable your existing email client.

Note

If your existing client version is version 8.0.55.252, you can disable the email application choosing Options > Exit from the launcher, and then checking the Go Offline option.

2. End any active data connection by pressing and holding the red end key on your device.
3. On your device select Menu > Installations, select the client you want to remove, and then choose Options > Remove.

Note

The procedure for removing a client may be different on your device. Refer to your device manufacturer's documentation for information on managing applications.

4. Open your Calendar and choose Options > Delete entry > All entries.
5. Open your Contacts and choose the option to select (or mark) all contact entries, and then delete all entries.
6. Turn the power off on your device and then turn it on again.
7. Install the new client.

Client Installation Instructions

Use the following instructions to install the client application on your device.

1. Copy the .sis installation file to your device. For example, you can use Bluetooth or a USB cable to copy the file.
2. On your device, browse to the location where the .sis file is stored and open it.
3. When the prompt "Install Nokia Email?" appears, select Yes.
4. When prompted with additional installation details, select Continue to finish the installation. When the installation is complete, the email setup wizard starts automatically.
5. Follow prompts in email setup wizard to finish configuring the client application.

Client Installation and Application Notes

- If you experience issues while upgrading from a previous version, or the device has another email client installed, Nokia recommends removing the previous application and removing the PIM data (calendar and contacts) before installing this release. For more information, refer to ["Uninstalling an Existing Client Version"](#) on page 8.
- Users must reboot the device after the installation completes.
- The Lock Application and PIN code features are removed in this release. Users should use the device lock feature.
- This client version does not encrypt data stored on the device.

Server Installation Notes

- This client release requires Nokia Intellisync Mobile Suite server version 9.0 or later; servers operating on version 8.0 SP3 are not supported.

Issues Resolved in This Release

This section contains a list of issues that are resolved in this release.

- The email setup wizard could not configure a behind-the-firewall email account due to server issues. This issue is resolved.
- The Travel Info application does not function properly. This issue is resolved.
- If you select Details when setting a password, the application may stop functioning. This issue is resolved.
- The Cancel Sync command does not work on the first attempt. This issue is resolved.
- If the client Inbox is configured to download only the header, the body section of email messages does not automatically download. This issue is resolved.
- Occasionally, the backup and restore applications may not function properly. This issue is resolved.
- The restore application shows only the last backup file available for restoring data. This issue is resolved.
- On the When to Sync screen in Settings, if all the days are unchecked you cannot enable these days until you reinstall the client. This issue is resolved.
- The client sometimes synchronizes even if there is no activity, which causes higher than normal battery consumption. This issue is resolved.
- The client sometimes indicates an online status yet no data is being transferred. This issue is resolved.
- Selecting Cancel in the File Sync application without an ongoing synchronization causes the application to exit and become unusable. This issue is resolved.
- The recipients list does not open if you choose Options > Show recipients. This issue is resolved.
- Email messages assigned a High/Low priority on the device are forwarded with a Normal priority. This issue is resolved.
- On some devices, the device may stop functioning after installation, which requires rebooting the device. This issue is resolved.
- Attachments larger than the server maximum size never finish downloading. This issue is resolved.
- Calendar synchronization of recurring entries is now improved.

Known Issues in This Release

This section contains a list of known issues in this release.

- After the email setup wizard completes, the client prompts for a password.
- In some instances, the backup fails for Calendar and Notes.
- In some instances when using secondary authentication, you must restart the device.
- When upgrading from the version 8.0 client, some devices require a restart to complete authentication.

- For devices that synchronize with a Device Management-only licensed server, SMS provisioning sometimes freezes on the device.
- Occasionally, reoccurring meetings duplicate or do not synchronize correctly to the device.
- Attachments larger than the server maximum size sometimes never finish downloading.
- An all day meeting request updates the device calendar as a reminder.
- In some instances, anniversaries are not synchronized to the device
- In some cases when the client is in offline mode, the client tries to synchronize with the server.
- Synchronization when the client is in offline mode doesn't always work when using WLAN.
- Pasting several lines of text from a message application into the email message composer address field causes improper scrolling.
- If the correct time zone is not available on the server, the client does not prompt for the correct time zone.
- In some instances, draft email messages remain on the device.
- Email messages remain in the Outbox folder if messages are composed while the device is offline and then switched to online.
- The email message composer opens slowly when you "reply all" to a large number of recipients.
- Incoming calls are redirected to voice mail during active data synchronization in a 3G network.
- The Directory Lookup online help menu option does not work correctly.
- In some instances, the Sent items are not synchronized to the device; the user must perform a manual synchronization session from the launcher.
- All details for contacts with non-standard detail fields are not synchronized to the device.
- Email flags are visible only when the email is highlighted in the message list view.
- In some instances the priority of a Task is not synchronized correctly.
- On some non-QWERTY devices, the user must long press the "*" key to access the special characters list during setup.
- During the setup, some users receive the "Unable to connect to server" error message after entering an email address and password. In this situation the user may have entered the password incorrectly.