

## JAZZ MAIL SERVICE DETAILS

### 1. Subscription to the service:

The user will be able to subscribe to this service by sending “Mail” (not case sensitive) by MMS to the short code 889.

The user will send “Mail” by MMS to 889. Upon registering, the user will receive an acknowledgment MMS from 888, stating that the service has been activated and the “preferred e-mail address is [9230XXXXXXXXX@mobilinkworld.com](mailto:9230XXXXXXXXX@mobilinkworld.com)”. The e-mail address is the MSISDN of the customer.

The user will also receive a Welcome message on his/her phone.

### 2. Setting up the account and enabling the e-mail collection

There are 3 methods for setting up the account and enabling the e-mail collection, as follows:

- a. **Sign up & manage the account using the WEB**
- b. **Sign up & manage the account using the MMS/SMS**
- c. **Sign up & manage your account using the WAP Self Care User Interface**

#### 2. a Sign up & manage the account using the WEB

After subscribing to the service, the user will be able to sign up in order to manage his profile by accessing the following link: [www.mobilinkworld.com/jazzmail](http://www.mobilinkworld.com/jazzmail) redirected to <http://mobile.mobilinkworld.com> (using a WEB browser). He/she will need to enter his/her mobile phone number. After clicking on “Don’t have a password”, he/she will receive an SMS containing a unique authorization code.

In order to be able to access this account and manage his profile, the user will need to enter both his phone number (already registered for this service) and the correct authorization code on the Web interface.

After accessing his account, the user will be able to set up his/her password and manage his account. The following functionalities will be available:

1. Enable collection of e-mails from mailboxes (GMail, Yahoo Premium & Hotmail Plus).
2. View the e-mails from the configured mailboxes.
3. Allow e-mails from certain users
4. Block certain users
5. Summary notifications
6. Auto Allow
7. Configure sleep and active periods
8. Configure the e-mail options: set up an e-mail signature, configure the “From” name etc.
9. Configure a Jazz E-mail account and add an external e-mail account

10. Change the password
11. View of the account history

### 1. Enable e-mail collection using the WEB:

The user should first log in, then go to “Email accounts” and click on “Add an Account”. He/she will be requested to enter the correct email address and password of a mailbox. The service will try to access the mailbox to start collection of emails. If the service can access the mailbox then the collection configuration will be complete. If the service will not be able to access the mailbox it will request other information, so it can try again. When the user will try to collect e-mails from Yahoo and Hotmail, he/she will see a notice stating that accessing yahoo.com and hotmail.com requires premium accounts.

In order to be able to collect e-mails from these accounts, the user needs to make sure that the mailbox is accessible **via POP3**.

In order to enable the POP3 for their GMail account, the user must login to his/her GMail mailbox and click on the "Settings" and then on "Forwarding and POP". In the section "POP Download:" he/she should select "Enable POP for all mail" and save the change. The Yahoo Premium and Hotmail Plus are already POP3 enabled.

If the service can access the mailbox then the collection configuration will be complete and the user will be able to collect his/her e-mails.

The user will receive a confirmation stating that all the e-mail received in his/her account will be delivered to his/her phone. The user will have the option to receive all the e-mails from his e-mail account or to receive only e-mails from selected people. In the 1<sup>st</sup> case, the user needs to reply to ALL in order to activate the option or RESTRICT in order to activate the 2<sup>nd</sup> option.

### 2. View the e-mails from the configured mailboxes:

The user needs to sign in with his MSISDN and a valid password. Once signed in, he/she needs to click on “Email accounts”. Upon accessing the tab, he/she should be able to view all the e-mails from the configured mailboxes.

N.B. these e-mails will be automatically received on the handset as MMS.

### 3. Allow e-mails from certain users:

In order to be able to receive e-mails on their handset, the user will need to first allow receiving e-mails from certain users. After signing in, the user needs to click on “Contacts”, then click on “Show” in the “Contact Option” tab, add the email address of certain users and click on “Allow”.

The added contact will be shown in the list at the bottom page and it will be marked as “Allowed”.

In order to facilitate the process, the user has the option to enable certain domains, such as @mobilink.net, @yahoo.com, @gmail.com, @hotmail.com etc, using the tab labeled as “Partial e-mail address”.

This activity needs to be done only once, after that the settings will continue to run until the user is changing them.

#### 4. Add an e-mail address to the list of blocked senders:

The user needs to sign in first, access the “Contacts”, then click on “Show” in the “Contact Option” tab, add the email address of certain users and click on “Block”.

The added contact will be shown in the list at the bottom page and it will be marked as “Blocked”.

#### 5. Receive a summary notification on the handset:

- A) The sender is not in the Allow List
- B) Several senders not in the Allow List are sending e-mails.

A) The user will be able to configure his account in order to enable sending a notification message to his/her phone when receiving [X] e-mails from any **new** contact. If the sender of the e-mail is not in the Allow List, the user can receive a notification after X e-mails are being sent by the new contact. The value of the X is configurable.

The user needs to click on Contacts/Preferences/New Contact Notification and flag the box “Send a notification message to my phone when I receive [X] mails from any new contact”, then choose the X value and click on “Save”.

B) The user will be able to configure his account in order to enable sending a notification message to his/her phone when receiving e-mails from more than X contacts not in the Allow List.

The user needs to click on Contacts/Preferences/New Contact Notification and flag the box “Send a notification message to my phone when I receive mails from more than [X] contacts. No more than 1 summary notification will be sent each day.” After choosing the X value, the user needs to click on “Save”.

#### 6. Auto Allow:

Once the user is signed in and the email collection configured, he/she can choose to automatically add addresses of the persons he/she e-mails from the phone to the allowed contacts list.

The user needs to click on Configure in Contacts/Preferences/Auto Allow, flag the box

“Automatically add addresses I've emailed from my phone, to my allowed contacts list.” And click on “Save”

#### 7. Configure the active & sleep periods:

After signing in, the user needs to click on Profile/Service Options/Active Periods and define the preferred active and sleep periods. After making the desired changes, the user needs to click on “Save Changes”. During the “sleep” periods, messages will not be delivered to the phone.

#### 8. Configure the e-mail settings:

After signing in, the user needs to click on Profile/E-mail Options in order to be able to set his signature, choose the “From” name and allow a BCC copy of the message to be sent to the user e-mail address.

#### 9. Configure a Jazz E-mail Account and add an external e-mail account:

The user will be able to create a Jazz E-mail Address (maximum size 500 MB), by signing in, and clicking on E-mail Accounts/Jazz E-mail Account. The chosen user name should be entered in the following form: **John**.

By accessing the same tag, the user will be able to add an external e-mail account from which to have mail collected and delivered to the phone.

#### 10. Change the password:

After signing in, the user will have the option to change his/her old password with a new one.

#### 11. View the account history:

After signing in, the user will have the option to view the account history, containing all the recent messages sent or received.

### 2. b Sign up & manage the account using the MMS/SMS

Once subscribed to the service, the user will be able to configure and manage his/her account by using MMS/SMS command messages. The following commands will be available:

1. Set-up e-mail collection - GET
2. Add an e-mail address to the list of blocked senders – BLOCK
3. Add an e-mail address to the list of allowed senders – ALLOW
4. Allow certain e-mail domains – ALLOW ANY
5. Check if e-mails from a particular sender will be received on the phone – CHECK
6. View the e-mail settings and information on the service - STATUS
7. Suspend the e-mail receiving on the phone – STOP

8. Restart the e-mail receiving on the phone – START
9. Modify the address that appears on the e-mails sent – FROM
10. Set the e-mail signature – SIG
11. Unsubscribe from Jazz Mail - EXIT

In order to be able to collect e-mails from the desired accounts, the user needs to make sure that their mailbox is accessible **via POP3**.

In order to enable POP3 for their GMail account, the user must login to his/her GMail mailbox and click on the "Settings" and then on "Forwarding and POP". In the section "POP Download:" he/she should select "Enable POP for all mail" and save the change. The Yahoo Premium and Hotmail Plus are already POP3 enabled.

### 1. Set-up email collection

The phone must already be signed up. The user needs to send an MMS message with the word GET to 888. The user will receive a message asking for the email address to collect e-mails from. The user needs to reply to this message with an MMS containing the email address, keeping the same subject and including the e-mail address as text. A new reply message asking for the password of the mailbox will be received. The user needs to reply back without changing the subject. When the service has received the email address and password, it will try to find and connect to the mailbox specified by the user. If the attempt is successful in finding and connecting to the mailbox then the service will send a reply message to say that email collection has been configured successfully. If the service cannot find and connect to the mailbox, the service will send a reply message to the user requesting more information about the mailbox: server name, protocol, port etc.

### 2. Add an email address to the list of blocked senders

The user needs to send an MMS/SMS message containing the following command in order to block a specific user: BLOCK <email address> and send to 888. Once the command is sent, the address will be added to the list of blocked senders and further e-mails from that sender will not be pushed to the phone anymore.

### 3. Add an email address to the list of allowed senders

The user needs to send an MMS/SMS message containing the following command in order to allow a specific user: ALLOW <email address> and send to 888. Once the command is sent, the address will be added to the list of allowed senders and further e-mails from that sender will be pushed to the phone.

### 4. Allow certain e-mail domains

The user needs to send an MMS/SMS message containing the following command in order to allow certain domains: ALLOW ANY <partial> where <partial> is a list of partial strings, for

example: @Mobilink.net or @yahoo.com or @gmail.com or @hotmail.com etc. Once the command is sent, the supplied substring(s) will be added to the user's allow partial list.

#### 5. Check if e-mails from a particular sender will be received on the phone

The user needs to send an MMS/SMS message containing the following command in order to check if e-mails from a particular sender will be received on the phone: CHECK <email address> and send to 888. A reply will be received with the status of the sender (either allowed or blocked).

#### 6. View the e-mail settings and information on the service

The user needs to send an MMS/SMS message containing the following command in order to view the e-mail settings and information on the service: STATUS and send to 888. A reply will be received stating that the mobile service is active or inactive and the preferred e-mail address is [MSISDN@mobilinkworld.com](mailto:MSISDN@mobilinkworld.com)

#### 7. Suspend the e-mail receiving on the phone

The user needs to send an MMS/SMS message to 888 containing the following command in order to suspend his e-mail aggregation: STOP. Once the command is sent, the e-mail aggregation will be stopped until further changes.

#### 8. Restart the e-mail receiving on the phone

The user needs to send an MMS/SMS message to 888 containing the following command in order to resume his e-mail aggregation: START. Once the command is sent, the e-mail aggregation will be resumed until further changes.

#### 9. Modify the address that appears on the e-mails sent

The user needs to send an MMS/SMS message to 888 containing the following command in order to modify the address that appears on the e-mails sent: FROM <chosen name>. Once the command is sent, a reply mentioning that the sender of the e-mail is set to <chosen name > will be received.

#### 10. Set the e-mail signature

In order to set up the signature, the user needs to send an MMS/SMS message to 888 containing the following command: SIG < chosen signature>. A reply mentioning that the signature has been set to <chosen signature > will be received upon the successful completion.

## 11. Unsubscribe from Jazz Mail service

In order to unsubscribe from the service, the user needs to send an MMS/SMS message to 888 containing the following command: EXIT. The user will receive a reply stating that he unsubscribed from the Jazz Mail service.

## 2. c Sign up & manage your account using the WAP Self Care User Interface

The user will be able to configure and manage his account using the WAP Self Care User Interface. Once the phone is signed up, the user needs to send an MMS/SMS message that contains the command SET to 888. The user will receive an SMS directing him/her to the WAP SC UI: “To access your settings, select the link provided: <http://202.163.67.76/cp/ps/MM>”. The user needs to access the link in order to configure his/her account.

## 3. Receiving e-mails on the mobile phone

1. Receiving a collected email on the phone (allowed user)
2. Receiving a collected email on the phone (blocked user)
3. Receiving a collected email on the phone from an unknown user
4. Receiving a collected email on the phone – HTML
5. Receiving a collected email on the phone – sound
6. Receiving a collected email on the phone – video

### 1. Receiving a collected email on the phone (allowed user)

If the phone is signed up, the e-mail collection has been configured and the sender is in the Allow List, the user will receive the e-mail in a form of an MMS in his Inbox from the specific e-mail address. The status of the message will be shown in the account history.

### 2. Receiving a collected email on the phone (blocked user)

If the phone is signed up, the e-mail collection has been configured, but the sender of the e-mail is in the Blocked List, the user will not receive any e-mail from the specific e-mail address. The status of the message will be shown in the account history.

### 3. Receiving a collected email on the phone from an unknown user

If the phone is signed up, the e-mail collection has been configured and the option Contacts/Preferences/New Contacts is flagged on “Allow”, the user will receive the e-mail from the new contact in a form of an MMS and the status of the message will be shown in the history.

If the phone is signed up, the e-mail collection has been configured and the option Contacts/Preferences/New Contacts is flagged on “Block”, the user will not receive the e-mail from the unknown contact in a form of an MMS. The status of the message will be shown in the history.

#### 4. Receiving a collected email on the phone – HTML

If the phone is signed up, the e-mail collection has been configured and the sender sending an e-mail containing HTML content is in the Allow list, the user will receive an MMS from the respective email address.

#### 5. Receiving a collected email on the phone – sound

If the phone is signed up, the e-mail collection has been configured and the sender sending an e-mail containing a WAV format sound attachment is in the Allow list, the user will receive an MMS containing the sound file from the sender. The MMS will contain the sound file OR if the attachment exceeds the maximum size allowed by the service, the MMS will state that the attachment was removed.

#### 6. Receiving a collected email on the phone - video

If the phone is signed up, the e-mail collection has been configured and the sender sending an e-mail containing an AVI format video attachment is in the Allow list, the user will receive an MMS containing a video file. The MMS will contain a video file OR if the attachment exceeds the maximum size allowed by the service, the MMS will state that the attachment was removed

### 4. Sending an e-mail from the mobile phone

1. Sending an e-mail address from the mobile phone (signed up)
2. Sending an e-mail address from the mobile phone (not signed up)
3. Sending an e-mail address from the mobile phone – sound attachment
4. Sending an e-mail address from the mobile phone – video attachment

#### 1. Sending an e-mail address from the mobile phone (signed up)

If the phone is signed up and the user is sending an MMS to an e-mail address, the message will be received as an e-mail at the e-mail address sent, with all the necessary conversions made by service platform. The e-mail will contain the Jazz Mail logo.

#### 2. Sending an e-mail address from the mobile phone (not signed up)

If the phone is NOT signed up and the user is sending an MMS to an e-mail address, the message is received as an e-mail at the default e-mail address, with no conversion made.

#### 3. Sending to an email address from the mobile phone – sound attachment

If the phone is signed up and the user is sending an MMS containing an AMR sound file to an e-mail address, the message is received as e-mail at the intended email address, with the sound attachment converted to WAV format.

#### 4. Sending to an email address from the mobile phone – video attachment

If the phone is signed up and the user is sending an MMS containing a 3GPP video format file to an e-mail address, the message is received as e-mail at the intended email address, with the video attachment converted to AVI format.

#### 5. Replying from the mobile phone to an MMS received from an e-mail address

If the phone is signed up and the user has received an MMS that was pushed to the phone from e-mail, he/she will be able to reply to the MMS message. The reply message will be received as an e-mail at the reply e-mail address, with the Jazz Mail logo attached to it.