

1. BEFORE YOU START	01
1.1 Introduction	01
1.2 The Checklist	02
1.3 Business Mail Requirements	03
1.4 Downloading & Installing Outlook 2003	04
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

BEFORE YOU START

1.1 INTRODUCTION

[1.1.1 Who this Guide is For](#)

[1.1.2 What's in this Guide](#)

[1.1.3 How to Use this Guide](#)

[1.1.4 Terms Used in this Guide](#)

[1.1.5 Syntax](#)

[1.1.6 On Line Help](#)

1.1.1 Who this Guide is For

This guide is for anyone who wishes to configure Email applications for use with Telstra Business Mail.

You will need a basic understanding of email.

1.1.2 What's in this Guide

This User Guide includes configuration information for:

- Microsoft Outlook 2003® (“**Outlook 2003**”) or Microsoft Outlook.
- Microsoft Outlook Express® (“**Outlook Express**”) and Microsoft Windows Mail® (“**Windows Mail**”)
- Configuration information for Business Mail on Windows Pocket PC or BlackBerry® handheld devices is also included.

1.1.3 How to Use this Guide

You will need to perform a number of steps to complete the configuration of your Business Mail services.

You should use **The Checklist** in the next section to guide you through these steps.

1.1.4 Terms Used in this Guide

Administration of Business Mail is performed with a browser using **Mission Control**.

Users can change their passwords with **DeskControl**. DeskControl also provides access to Business Mail and Business Online POP mail (web mail)

Outlook Web Access is a means of accessing your Telstra Business Standard and Advanced Mail from the Internet using a standard browser.

The **Global Address List** (GAL) is the address list of all users and groups in your organisation that are represented on Business Mail Standard and Advanced.

1. BEFORE YOU START	01
1.1 Introduction	01
1.2 The Checklist	02
1.3 Business Mail Requirements	03
1.4 Downloading & Installing Outlook 2003	04
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

BEFORE YOU START

This guide describes the configuration of:

Outlook 2003 using **MAPI** (Messaging Application Programming Interface) implemented using **RPC over HTTPS** to communicate with the Business Mail servers. (for Business Mail Advanced).

Windows Mail and **Outlook Express** using **POP3** Post Office Protocol 3) and **SMTP** (Simple Mail Transfer Protocol) for Business Mail Standard and Business Mail POP.

A POP3 mailbox is a mailbox which supports POP3 mail retrieval. All Business Mail mailboxes support POP3 mail retrieval.

1.1.5 Syntax

Within the description of the procedures in this guide, the names of screens, windows, dialog boxes, and controls (menus, buttons, checkboxes etc) are in **boldface** type. **Boldface** type is also used to emphasize terms or headings where appropriate.

1.1.6 On Line Help

After logging into Mission control, documentation regarding the configuration and operation of Business Mail can be downloaded from the Help page.

1.2 THE CHECKLIST

The Checklist below briefly describes the steps required to setup your Business Mail mailboxes after your Business Mail Account and domain have been activated.

Step 1

Ensure your computer(s) & software meet the minimum requirements for Business Mail. Refer to **Business Mail Requirements** in this User Guide.

Step 2

Create your user mailboxes. Refer to the **Business Mail Administration Guide**.

Step 3

If you are using an Advanced Mailbox, you may wish to download and install Outlook 2003. Refer to **Downloading & Installing Outlook 2003** in this User Guide.

Step 4

Configure your email application to work with Telstra Business Mail as outlined in this User Guide. You may wish to install a different email application. See Appendix 1, Email Clients. You will now be able to access your mailbox.

1. BEFORE YOU START	01
1.1 Introduction	01
1.2 The Checklist	02
1.3 Business Mail Requirements	03
1.4 Downloading & Installing Outlook 2003	04
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

BEFORE YOU START

1.3 BUSINESS MAIL REQUIREMENTS

[1.3.1 Operating System](#)

[1.3.2 Mission Control](#)

[1.3.3 Firewall Configuration](#)

1.3.1 Operating System

You will require Windows XP with Service Pack 2 or better.

1.3.2 Mission Control

To access Mission Control, you will need a browser with equivalent functionality to Internet Explorer 6. (Internet Explorer 6 or greater; or Firefox, any version) You must have cookies enabled on your browser.

1.3.3 Firewall Configuration

[Business Mail Advanced with Outlook 2003](#)

For normal operation, your firewall must only be configured to allow TCP traffic on port 443. In some cases you may need port 135 open during initial configuration.

[Business Mail Advanced or Business Mail Standard with Outlook Web Access.](#)

TCP traffic on port 443.

[For Business Mail Advanced, Business Mail Standard or Business Mail POP using POP and SMTP](#)

TCP traffic on ports 25 and 110.

1.3.4 Email Access

[Business Mail Advanced Mailboxes](#)

The full range of enhanced features of Business Mail such as shared calendars & appointments are only available using

- Outlook 2003 or
- Outlook 2007

as MAPI clients.

Business Mail Advanced mailboxes can also be accessed with POP3 or IMAP 4 clients if required.

1. BEFORE YOU START	01
1.1 Introduction	01
1.2 The Checklist	02
1.3 Business Mail Requirements	03
1.4 Downloading & Installing Outlook 2003	04
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

BEFORE YOU START

Business Mail Standard Mailboxes

Business Mail Standard Mailboxes provide similar functionality to Business Mail Advanced mailboxes when accessed online with Outlook Web Access. Outlook Web Access Premium requires Microsoft Internet Explorer 6 or greater. Other browsers support Outlook Web Access Basic.

Business Mail Standard mailboxes can also be accessed with POP3 or IMAP 4 clients if required.

Business Mail POP and Business Online POP Mailboxes

The Business Mail POP Mailboxes and Business Online POP mailboxes can be accessed with any standard POP3 mail client. Examples are:

- Outlook Express, Windows Mail
- Entourage
- Mozilla Thunderbird

The DeskControl webmail client can also be used to access any of the above mailboxes online.

Handheld Devices

Windows based Pocket PC's can use **Active Sync** to synchronize mail, calendar, and tasks with both Standard and Advanced Mailboxes.

BlackBerry handsets can be used to receive email from both Standard and Advanced Mailboxes.

1.4 DOWNLOADING & INSTALLING OUTLOOK 2003

1.4.1 Introduction

To take full advantage of the features of Business Mail Advanced, you will need Outlook 2003 or Outlook 2007. Users of Business Mail Advanced may download Outlook 2003 from Mission Control.

If you already have Outlook 2007, you may use it instead of Outlook 2003.

1.4.2 Important

- Outlook 2003 installed with the Telstra License Key must only be used by users with Business Mail Advanced mailboxes.
- If a user wishes to continue using Outlook 2003 after ceasing to use their Advanced Mailbox, they must own a registered copy of this Outlook 2003.
- Users of Outlook 2003 installed with the Telstra License Key must follow the terms and conditions displayed on the Outlook 2003 download page.

1. BEFORE YOU START	01
1.1 Introduction	01
1.2 The Checklist	02
1.3 Business Mail Requirements	03
1.4 Downloading & Installing Outlook 2003	04
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

BEFORE YOU START

1.4.3 Downloading Outlook 2003

To download Outlook 2003:

- Select Mail Server from the Main Menu in Mission Control
- From the displayed list of users, click on **Edit** in the **Action** column (Figure 1)

Figure 1 Selecting Edit

Search Results					
Fullname	Number	Mailbox Type	Status	Export Status	Action
John Doe	mb263596a	Business Mail Advanced	On		Edit
John Sample	mb263596b	Business Mail Standard	On		Edit

- Click on the Terms and Conditions Link next to the Users mailbox number.

Figure 2 The Terms and Conditions Link

General Settings	
Search: mb263596a	
Status: ☒ On ☐ Off	Purge Mailbox
Terms and Conditions apply to the use of Outlook 2003.	
Exchange Type: ☐ Business Mail Standard	
☒ Business Mail Advanced	

- Click on the link under the displayed Terms and Conditions to download Outlook 2003

1.4.4 Installing Outlook 2003

To start the installation of Outlook 2003, double click on the Outlook 2003 installation file you have downloaded. Installation files will be copied to your computer, and the Outlook 2003 Installation will be started.

Follow the screen prompts to install Outlook 2003. When prompted for the Product Key, enter the Key supplied.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.1 OUTLOOK PROFILES

[2.1.1 What is a Profile?](#)

[2.1.2 Working with Profiles](#)

[2.1.3 Creating the First Profile](#)

[2.1.4 Creating Additional Profiles](#)

[2.1.5 Adding the Profile](#)

[2.1.6 Naming the Profile](#)

[2.1.7 Removing a Profile](#)

2.1.1 What is a Profile?

Profiles are the means by which Outlook stores a user's configuration information. Using profiles, a single user can have multiple configurations in a single mail client or multiple users can each have their own account configured on a single machine.

Generally, a single user will have a single default Outlook profile.

This section describes the use of profiles with Outlook 2003.

If you have Outlook 2007, some of the screens will be different.

2.1.2 Working with Profiles

If you wish to open, create, edit or delete a profile this is done from the Control Panel:

- From the **Start Menu**, open the Control Panel
- Double click on the Mail icon

2.1.3 Creating the First Profile

- If you have not yet created a profile, the Add Profile Window will open when you double click on the Mail icon
- Select the **Add...** button
- The Mail Setup Wizard will start.

Complete the profile configuration as described in the following sections.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.1.4 Creating Additional Profiles

- From the Control Panel double click on the Mail icon:

Figure 3 Mail Setup

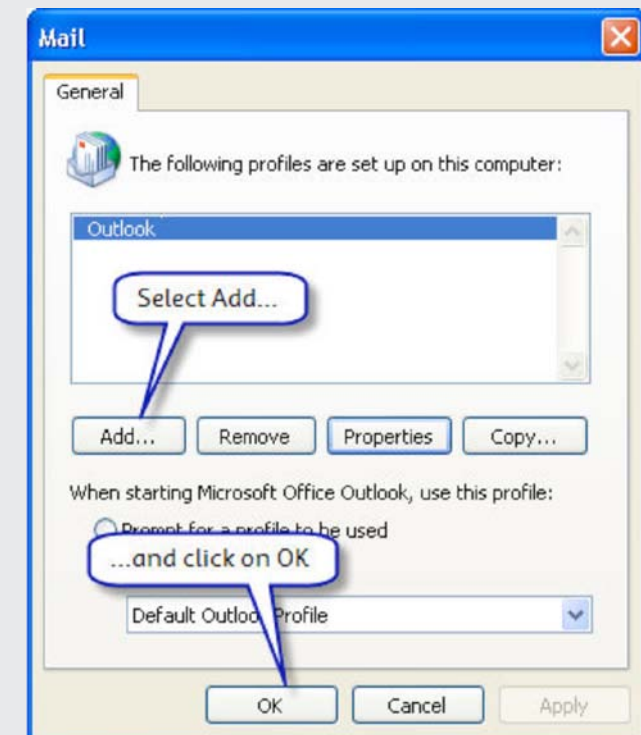


- Click on the **Show Profiles** button.
- The **Add Profile** window will open

2.1.5 Adding the Profile

- From the **Mail** window, select **Add...**

Figure 4 Adding A New Profile



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.1.6 Naming the Profile

- You will be prompted for a Profile Name.

Figure 5 Creating a profile name



- Enter a name for the profile and click on OK.
- Complete the profile configuration as described in the following sections.

2.1.7 Removing a Profile

Important Note: If you remove a profile you will lose all the data stored in that profile, including mail and contact details.

To Delete a profile, go to the **Mail** window as described above.

Select **Remove...** and click on **OK**.

When prompted, confirm that you wish to remove the profile.

2.2 CONFIGURING OUTLOOK 2003

[2.2.1 If You've Done It Before](#)

[2.2.2 In more detail](#)

[2.2.3 The Mail Setup Wizard](#)

[2.2.4 Selecting a Mail Server Type](#)

[2.2.5 Exchange Server Settings](#)

[2.2.6 User Authentication](#)

[2.2.7 Specifying an HTTP Connection](#)

[2.2.8 HTTP Exchange Proxy Settings](#)

[2.2.9 Confirming Your Connection to Business Mail](#)

[2.2.10 Done!](#)

2.2.1 If You've Done It Before

Create your Outlook 2003 user profiles using the settings in this section.

Go to **In More Detail** for step by step configuration instructions.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

Table 1 User Profile Settings – RPC over HTTP

USER SETTINGS	
User Name	Use the Full Name as configured in Mission Control e.g. John Sample.
Login User Name Format	Use the user's primary email address e.g. jsmith@acme.com
Password	As created by Administrator
SERVER SETTINGS	
Microsoft Exchange Server	mail.pm.telstra.com
Exchange Proxy Server	mail.pm.telstra.com
OTHER SETTINGS	
Authentication when connecting to proxy Server	Basic Authentication
Mutually authenticate the session when connecting with SSL	On
On slow networks connect using HTTP first, then connect using TCP/IP	On
On fast networks connect using HTTP first, then connect using TCP/IP	On

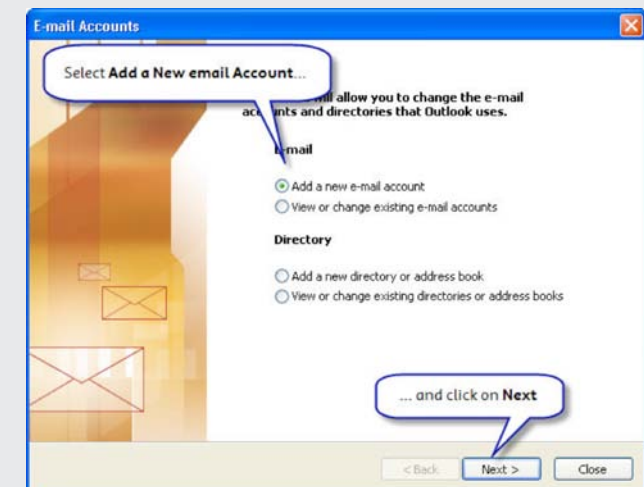
2.2.2 In more detail

Create a user profile as described in **Outlook 2003 Profiles**. After creating a new profile, the **Mail Setup Wizard** will start automatically.

2.2.3 The Mail Setup Wizard

In the **E-Mail Accounts** dialog, select the **Add a new e-mail account** radio button.

Figure 6 Outlook 2003 Email Accounts Wizard



Click on the **Next** button to continue.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

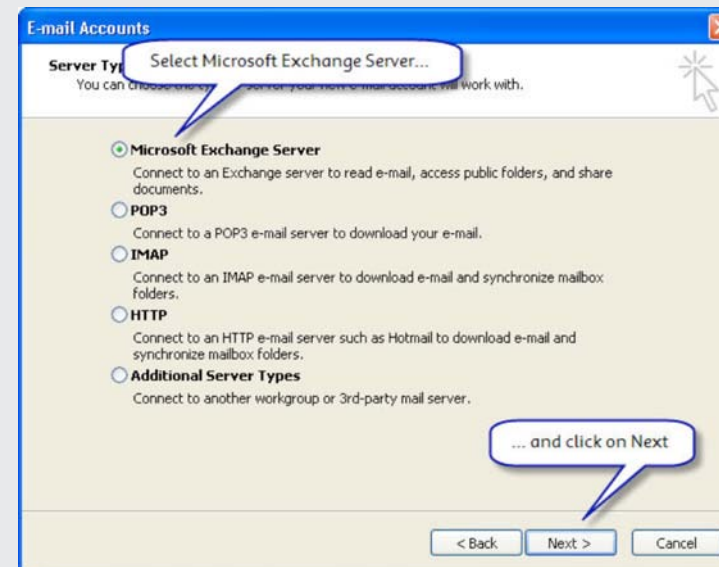
QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.2.4 Selecting a Mail Server Type

- Select **Microsoft Exchange Server** as the mail server type.

Figure 7 Outlook 2003 Mail Server Types

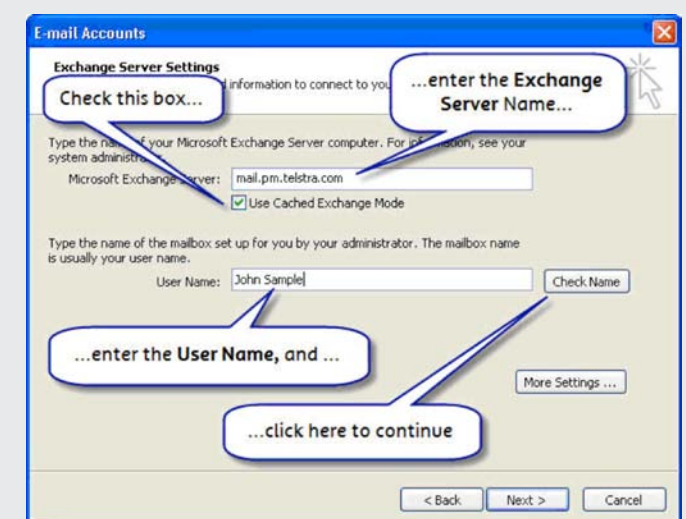


Click on **Next** to continue.

2.2.5 Exchange Server Settings

Complete the **Exchange Server** Settings:

Figure 8 Exchange Server Details



- Enter mail.pm.telstra.com in the **Microsoft Exchange Server** field.
- Ensure the **Use Cached Exchange Mode** box is checked.
- Enter the **Full User Name** in the **User Name** field.
- Click on **Check Name** to continue.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.2.6 User Authentication

When prompted, enter your username and password:

Figure 9 User Authentication



2.2.7 Specifying an HTTP Connection

In the **Microsoft Exchange Server** dialogue box, select the **Connection** tab, and:

- Check the **Connect to my Business Mailbox using HTTP** box
- Click on the **Exchange Proxy Settings...** button to continue.

Figure 10 Specify HTTP Connection



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

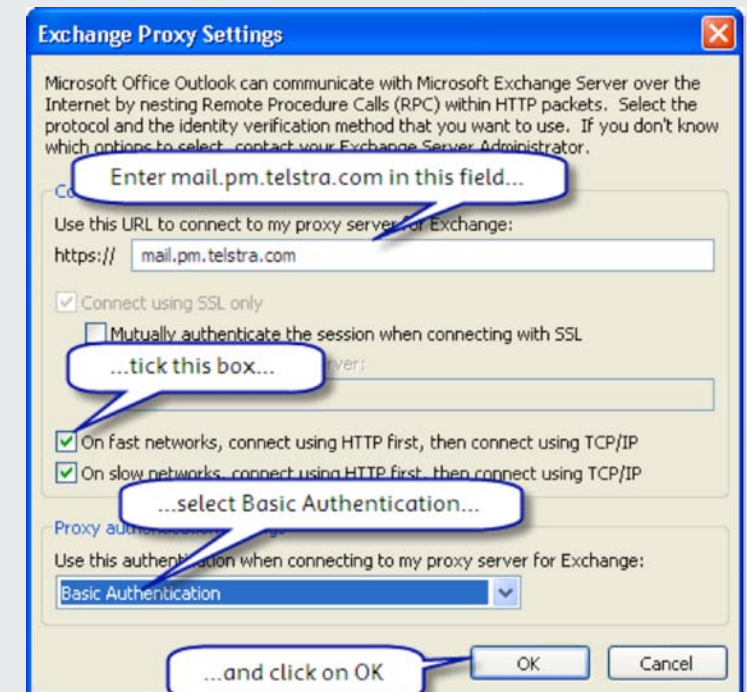
MICROSOFT OUTLOOK CONFIGURATION

2.2.8 HTTP Exchange Proxy Settings

In the **Exchange Proxy Settings** dialog, make the following entries:

- In the **Use this URL to connect to my proxy server for Exchange** field, enter mail.pm.telstra.com
- Check the **Connect using SSL only** checkbox.
- Check the **On Fast Networks, connect using HTTP first, then Connect using TCP/IP** checkbox.
- In the **Use this authentication when connecting to my proxy server** box, select **Basic Authentication**.

Figure 11 RPC over HTTP Exchange Proxy Settings



- Click **OK** to close the Exchange Proxy Settings dialog and Microsoft Exchange Server dialog boxes.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.2.9 Confirming Your Connection to Business Mail

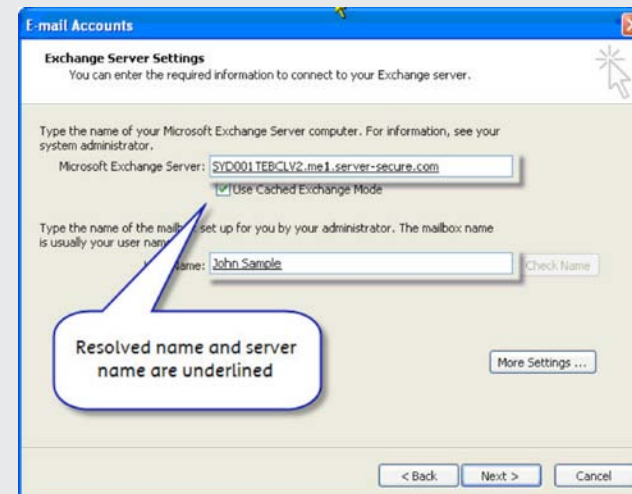
Click on the **Check Name** button. If you are prompted, enter your username & password (Figure 9)

Connection is confirmed when the names in the Microsoft Exchange Server field and User Name fields are underlined. (Figure 12). Note that the name in the **Microsoft Exchange Server** field will change to the name of the server where the user's mailbox resides.

2.2.10 Done!

You are now ready to use Business Mail. On starting Outlook 2003, you will be prompted for your password. After entering your password Outlook 2003 will open and connect with Business Mail.

Figure 12 Exchange Server Settings Resolved



Click on **Next** to complete the mailbox configuration.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.3 TROUBLESHOOTING OUTLOOK 2003 OR OUTLOOK 2007 CONFIGURATION

[2.3.1 If the Connection is Not Confirmed](#)

[2.3.2 Verifying Connection to Business Mail](#)

[2.3.3 Verifying Port 135 Connection to Business Mail](#)

[2.3.4 Wrong Mailbox Type](#)

2.3.1 If the Connection is Not Confirmed

If the connection is not confirmed;

- Check the spelling of the user name
- Check the spelling of server names you have entered
- Note:** If you are using an incorrect username or password, you will receive the login prompt again.
- Ensure any host file entries you have made are correct
- Ensure that the user is configured as Business Mail Advanced in Mission Control
- Ensure that your network is not blocking the ports 135 or 443. (See also **Verifying Connection to Business Mail** and **Verifying port 135 Connection to Business Mail**)
- Ensure that you do not have a personal firewall or virus scan application which blocks these ports.

2.3.2 Verifying Connection to Business Mail

To ensure you have connection to Business Mail:

- From the **Start** Menu select **Run**
- Enter **cmd** and click on **OK**
- At the DOS prompt, enter:
`telnet mail.pm.telstra.com 443`
- If your connection is successful, a telnet session will open with a blank screen and a prompt.

Type Control] (hold down the Control key with the] key) to close the connection

Type quit and enter to quit the telnet session.

- An unsuccessful connection is indicated by the error:
`Connecting To mail.pm.telstra.com...Could not open a connection to host on port 443 : Connect failed`

If your connection to Business Mail is not successful, check that mail.pm.telstra.com can be resolved by your PC, and that there are no network issues (e.g. firewalls blocking access), please consult your IT Specialist if you do not know how to do this.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
2.1 Outlook Profiles	06
2.2 Configuring Outlook 2003	08
2.3 Troubleshooting Outlook 2003 or Outlook 2007 Configuration	14
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

MICROSOFT OUTLOOK CONFIGURATION

2.3.3 Verifying Port 135 Connection to Business Mail

Repeat the above procedure, using the command

```
telnet mail.pm.telstra.com 135
```

to ensure port 135 is open to Business Mail

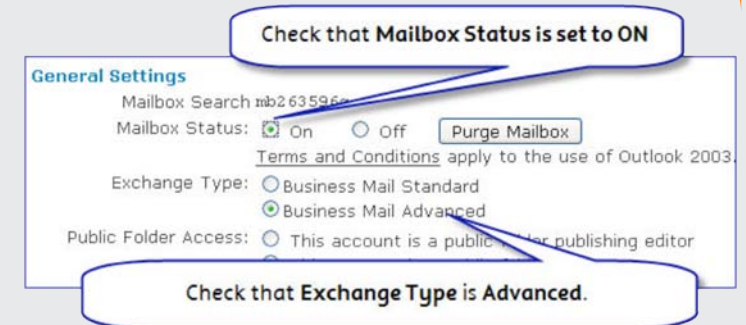
2.3.4 Wrong Mailbox Type

If you receive this error, open Mission Control and check that the mailbox has been set up as an Advanced mailbox.

Figure 13 Check that the mailbox is correctly configured



Figure 14 Mailbox configuration



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

3.1 CONFIGURING OUTLOOK EXPRESS AND WINDOWS MAIL

- [3.1.1 Overview](#)
- [3.1.2 If You've Done It Before](#)
- [3.1.3 Additional Settings](#)
- [3.1.4 In More Detail](#)
- [3.1.5 Starting the Wizard](#)
- [3.1.6 Your Name](#)
- [3.1.7 Your Email Address](#)
- [3.1.8 Email Servers](#)
- [3.1.9 Login Details](#)
- [3.1.10 Closing the Wizard](#)
- [3.1.11 SMTP Server Authentication](#)
- [3.1.12 Changing the Account Name](#)
- [3.1.13 Done!](#)

3.1.1 Overview

This section describes the configuration of Microsoft Outlook Express for use with POP3 mail retrieval from Business Mail. If you are using POP3, you will also be using SMTP as the mail delivery protocol.

Note: It is important that you use the correct SMTP settings. If you are using Business Mail POP or Business Online POP you will have the option of:

- Telstra's SMTP facility (smtp.telstrabusiness.com)
- SMTP Mass Email (smtp-au.server-mail.com)
- Business Mail Standard or Business Mail Advanced SMTP (mail.pm.telstra.com)

The Section **If You've Done It Before** has the configuration details for configuring Business Mail POP, Business Mail Online, Business Mail Standard and Business Mail Advanced.

The detailed description (**In More Detail**) describes configuration for Business Mail POP. If you wish to use POP3 retrieval with Business Mail Advanced, Business Mail Standard, or Business Online POP you should refer to the tables in the **If You've Done It Before** and **Additional Settings** sections.

If you are using Business Mail Advanced or Standard, POP3 can also be configured in a secure mode (POP3 S), in which case your mail retrieval sessions will be encrypted.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

3.1.2 If You've Done It Before

The configuration details required for Outlook Express and Windows Mail are:

Please use the following details if you received your "Welcome to your hosting service" email on and from **31st July 2009**.

USER SETTINGS	BUSINESS MAIL POP & BUSINESS ONLINE POP	BUSINESS MAIL STANDARD OR ADVANCED
Name & Internet Email Address		
Display Name This name appears as part of the "from" address of the emails sent by you.	Example: Bill Smith	Example: John Sample
Email Address. This name appears as part of the "from" address of email sent by you.	Example: bsmith@bizmail.com	Example: jsample@bizmail.com

USER SETTINGS	BUSINESS MAIL POP & BUSINESS ONLINE POP	BUSINESS MAIL STANDARD OR ADVANCED
Email Server Names		
Incoming Mail Server	n/a	mail.pm.telstra.com
Outgoing Mail (SMTP) Server	n/a	mail.pm.telstra.com
Incoming Mail Server	pop.telstrabusiness.com	n/a
Outgoing Mail (SMTP) Server	smtp.telstrabusiness.com	n/a
Outgoing Mail (SMTP) Server (Mass Email)	smtp-au.server-mail.com	n/a
Internet Mail Logon		
Account Name	Example: bsmith@bizmail.com	Example: jsample@bizmail.com
Password	As created by Administrator	As created by Administrator

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

Please use the following details if you received a "Welcome to your hosting service" email **before 31st July 2009**.

USER SETTINGS	BUSINESS MAIL POP & BUSINESS ONLINE POP	BUSINESS MAIL STANDARD OR ADVANCED
Name & Internet Email Address		
Display Name This name appears as part of the "from" address of the emails sent by you.	Example: Bill Smith	Example: John Sample
Email Address. This name appears as part of the "from" address of email sent by you.	Example: bsmith@bizmail.com	Example: jsample@bizmail.com

USER SETTINGS	BUSINESS MAIL POP & BUSINESS ONLINE POP	BUSINESS MAIL STANDARD OR ADVANCED
Email Server Names		
Incoming Mail Server	n/a	mail.pm.telstra.com
Outgoing Mail (SMTP) Server	n/a	mail.pm.telstra.com
Incoming Mail Server Applies to Business Mail POP included in Telstra Business Broadband package	pop.telstrabusiness.com	n/a
Incoming Mail Server	pop.pm.telstra.com	n/a
Outgoing Mail (SMTP) Server	smtp.telstrabusiness.com	n/a
Outgoing Mail (SMTP) Server (Mass Email)	smtp-au.server-mail.com	n/a
Internet Mail Logon		
Account Name	Example: bsmith@bizmail.com	Example: jsample@bizmail.com
Password	As created by Administrator	As created by Administrator

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

3.1.3 Additional Settings

The information in this section is used to complete the properties settings of Outlook Express.

USER INFORMATION	BUSINESS ONLINE POP & BUSINESS MAIL POP	BUSINESS MAIL STANDARD OR ADVANCED
Servers		
Outgoing Mail Server authentication	Selected	Selected
Advanced – Standard Configuration		
Outgoing mail (SMTP) Port	25	25
Outgoing mail server requires secure connection (SSL)	Not Selected	Not Selected
For POP3, Incoming mail Port	110	110
Incoming mail server requires secure connection (SSL)	Not Selected	Not Selected

USER INFORMATION	BUSINESS ONLINE POP & BUSINESS MAIL POP	BUSINESS MAIL STANDARD OR ADVANCED
Advanced – Secure Configuration		
Outgoing mail (SMTP) Port	Not Applicable	25
Outgoing mail server requires secure connection (SSL)	Not Applicable	Not Selected
For POP3, Incoming mail Port	Not Applicable	995
Incoming mail server requires secure connection (SSL)	Not Applicable	Selected

3.1.4 In More Detail

To create a Business Mail POP account with Outlook Express the **Internet Connection Wizard** is used.

- Start Outlook Express.
- If this the first account you are creating with Outlook Express, the Internet Connection Wizard Starts automatically. Otherwise, the Wizard must be started manually.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

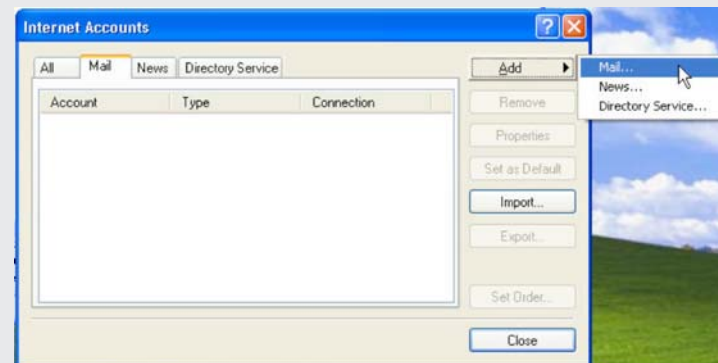
QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

3.1.5 Starting the Wizard

- To start the Internet Connection Wizard manually, from the **Tools** menu, select **Accounts**.
- From the **Internet Accounts** dialog, select **Add, Mail**
- Choose the **Mail** tab.

Figure 15 Internet Accounts Dialog



The **Internet Connection Wizard** will start.

3.1.6 Your Name

- Enter your name in the **Display Name** field. This name is in the From name of your outgoing emails. The name does not correspond to a particular Business Mail field.
- Click **Next** to continue.

Figure 16 Enter your name



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

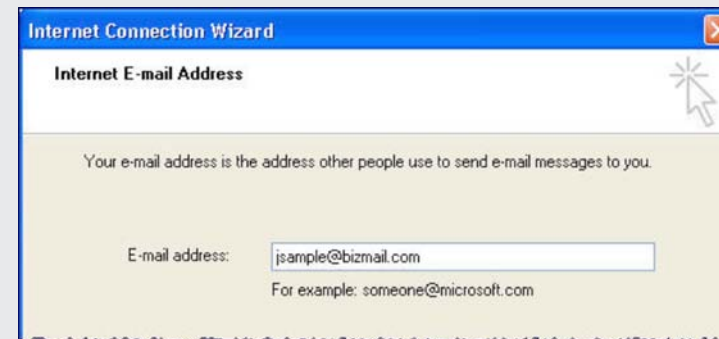
QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

3.1.7 Your Email Address

- In the **Email address** field, enter your email address. This address will be displayed as the originating email address on the messages you send. If a recipient of a message uses the automatic reply to your message, it will go to this address.

Figure 17 Email Address Field



- Click on **Enter** to continue.

3.1.8 Email Servers

In the **Email Server Names** window enter the server addressing information:

- Select POP3 from the **My incoming mail server is a server** drop-down box.
- Use the table below to complete the Incoming server and Outgoing server fields.

Please use the following details if you received your “Welcome to your hosting service” email **on and after 31st July 2009**.

USER SETTINGS	BUSINESS MAIL POP & BUSINESS ONLINE POP	BUSINESS MAIL STANDARD OR ADVANCED
Incoming Mail Server	n/a	mail.pm.telstra.com
Outgoing Mail (SMTP) Server	n/a	mail.pm.telstra.com
Incoming Mail Server	pop.telstrabusiness.com	n/a
Outgoing Mail (SMTP) Server	smtp.telstrabusiness.com	n/a
Outgoing Mail (SMTP) Server (Mass Email)	smtp-au.server-mail.com	n/a

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

Please use the following details if you received your “Welcome to your hosting service” **before 31st July 2009**. You should also refer to the following details if you signed up to Business Online and Business Mail **before 30th June 2009**.

USER SETTINGS	BUSINESS MAIL POP & BUSINESS ONLINE POP	BUSINESS MAIL STANDARD OR ADVANCED
Incoming Mail Server	n/a	mail.pm.telstra.com
Outgoing Mail (SMTP) Server	n/a	mail.pm.telstra.com
Incoming Mail Server	pop.pm.telstra.com	n/a
Outgoing Mail (SMTP) Server	smtp.telstrabusiness.com	n/a
Outgoing Mail (SMTP) Server (Mass Email)	smtp-au.server-mail.com	n/a

Figure 18 Outlook Express POP3 Server Details



- Click on the **Next** button to continue.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

3.1.9 Login Details

- In the Internet Mail Logon dialog (Figure 19), enter your authentication details.

The **Account Name** is the user's Email Address. The password is that created by the administrator.

Figure 19 Outlook Express Authentication Details

- If you check the **Remember password** checkbox, you will not be prompted for a user name or password when logging on. If you do not check this box, you will be prompted for your password only.
- Do not check the **Log on using Secure Password Authentication (SPA)** box.

3.1.10 Closing the Wizard

- Click on the **Next** button to continue.
- Click on the **Finish** button.

If you are not using SMTP, you will now need to select SMTP authentication, and optionally, rename the account and select secure connection.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

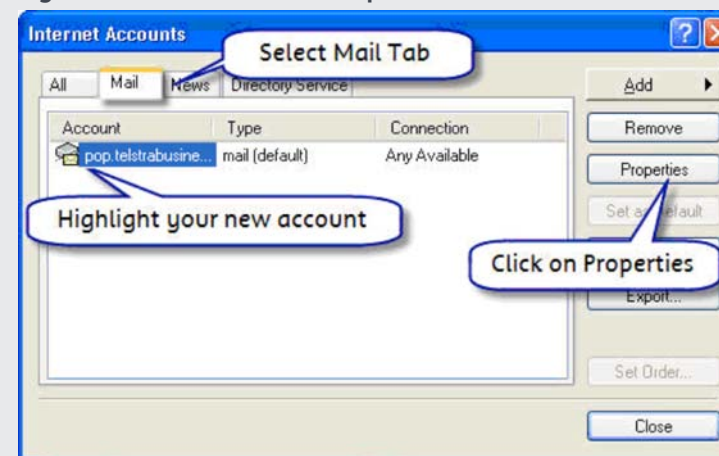
QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

3.1.11 SMTP Server Authentication

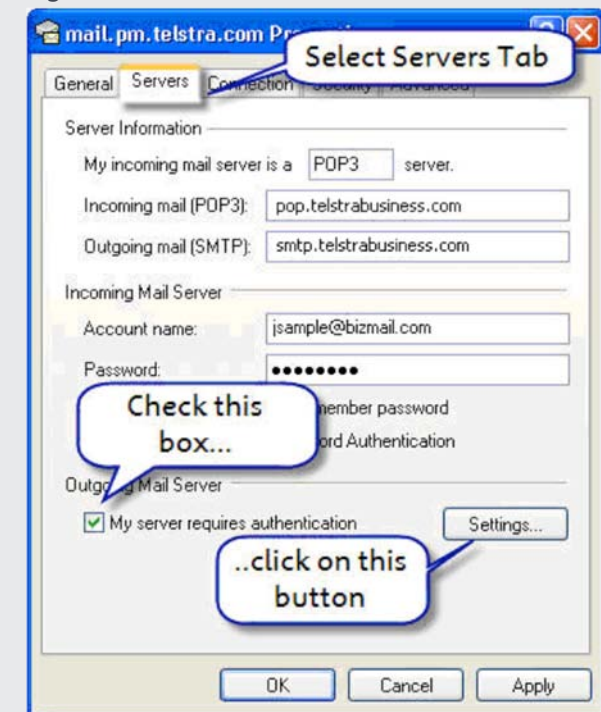
- From the **Tools** menu, select **Accounts** and then choose the **Mail** tab. Highlight the account you have just created. (Figure 20)

Figure 20 Internet Account Properties



- Click on the **Properties** button.
- Select the **Servers** tab. Under the **Servers**, check the **My server requires authentication** box (Figure 21).

Figure 21 Server Details



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
3.1 Configuring Outlook Express and Windows Mail	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OUTLOOK EXPRESS OR WINDOWS MAIL

- Click on the Settings button. In the Outgoing Mail Server dialog box, check that **Use the same settings as my incoming mail server** is selected.
- Click on **OK** to close the **Outgoing Mail Server** dialog box.
- Click on the **Apply** button to confirm the change.

3.1.12 Changing the Account Name

- To change the name of the email account, select the **General** tab. (Figure 22 & Figure 23). You may choose any name you wish.

Figure 22 Mail Account Name

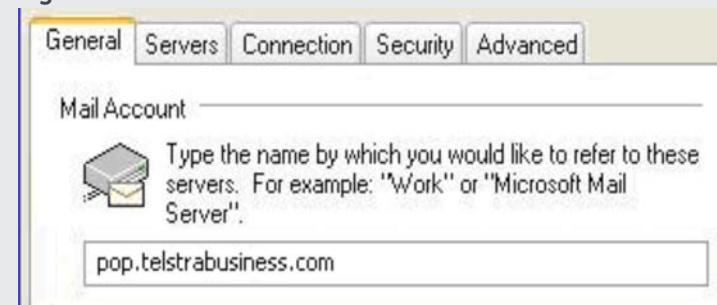
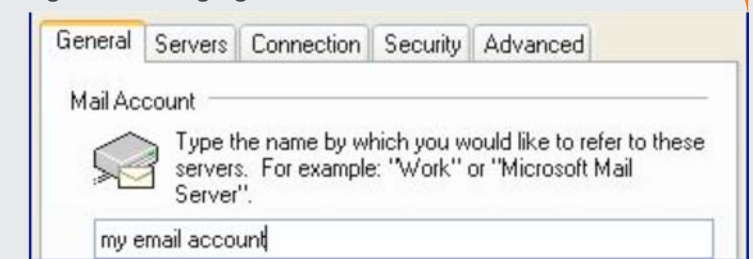


Figure 23 Changing the Name of the Mail Account



- Click **Apply** to confirm the change.
- Click **OK** to close the dialog box.

3.1.13 Done!

You are now ready to use Business Mail using Outlook Express.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
4.1 Other Clients	26
4.2 IMAP Connection	26
5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

OTHER POP3 EMAIL CLIENTS

4.1 OTHER CLIENTS

You should be able to setup Business Mail to work with POP3 clients other than Outlook Express. These include clients such as Mozilla Thunderbird and Microsoft Entourage.

4.2 IMAP CONNECTION

If required, you can use IMAP for retrieval and management with Business Mail Advanced and Standard.

USER INFORMATION	EXAMPLE
Name & Internet Email Address	
Email Address.	jsample@bizmail.com
Email Server Names	
Incoming Mail (IMAP 4) Server	mail.pm.telstra.com
Outgoing Mail (SMTP) Server	mail.pm.telstra.com
Internet Mail Logon	
Account Name	jsample@bizmail.com
Password	As created by Administrator

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.1 BEFORE YOU START

[5.1.1 Overview](#)

[5.1.2 What You Will Need](#)

5.1.1 Overview

This document describes the configuration of a Pocket PC or smartphone with ActiveSync.

The configuration described in this section is for an i-mate K-Jam. The configuration information applies to other Windows CE based PDA's and smartphones although some screens may vary depending on the make & model.

5.1.2 What You Will Need

The minimum requirements are:

- Pocket PC or smartphone with Windows Pocket PC 2003 or later operating system.
- A Business Mail mailbox. Business Mail Standard and Business Mail Advanced support Pocket PC & SmartPhone mail retrieval.
- Microsoft ActiveSync software for setup from a PC.

To configure your pocket device, you will also require:

- Your mailbox number. This is in the format mb123456xx
- Your Business Mail login password.
- The phone number of your device.



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.2 EXCHANGE SERVER SETTINGS

- [5.2.1 If You've Done It Before](#)
- [5.2.2 In More Detail](#)
- [5.2.3 Server Configuration](#)
- [5.2.4 Server Settings](#)
- [5.2.5 More Server Settings](#)
- [5.2.6 Configure your Synchronizing Options](#)
- [5.2.7 Scheduling the Synchronization](#)
- [5.2.8 Choosing your Schedule Details](#)
- [5.2.9 Done!](#)

5.2.1 If You've Done It Before

Configure the ActiveSync server for Pocket PC using the following details:

USER INFORMATION	EXAMPLE
Mail Server	mail.pm.telstra.com
User Name	User's mailbox number. Eg: mb987612aa
Password	Users login password
Domain	The domain for Business Mail is ME1

5.2.2 In More Detail

- From the **Start** menu, select **Programs**.
- Locate and tap on the **ActiveSync** icon.

This will open the **ActiveSync** window



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

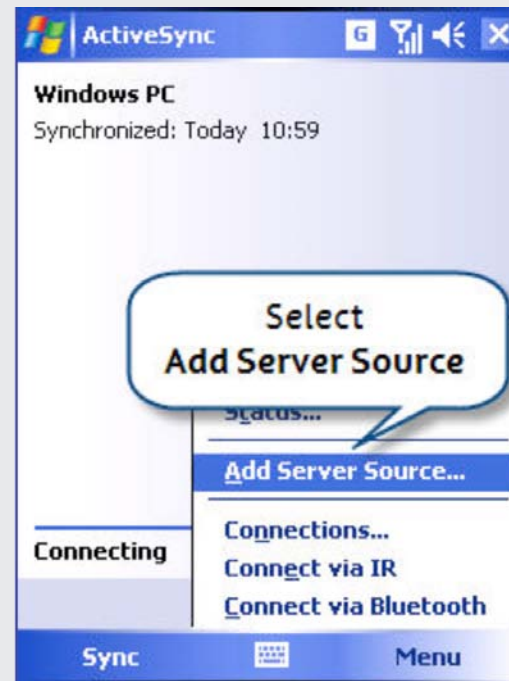
TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

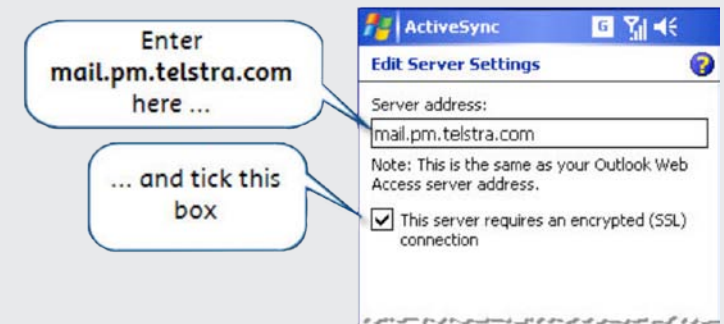
5.2.3 Server Configuration

- In the **ActiveSync** window, tap on the **Menu**.
- Select **Add Server Source** from the menu. If you already have a server configured, select the **Configure Server** item.



5.2.4 Server Settings

- Enter **mail.pm.telstra.com** in the **Server Address** field
- Tick the **This Server requires an encrypted (SSL) connection** box
- Select **Next** to continue.



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

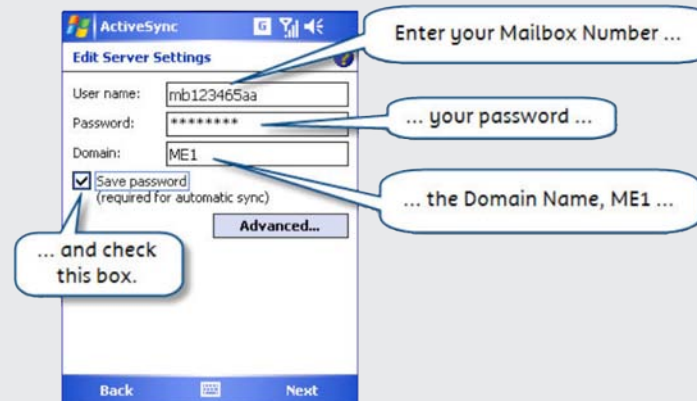
TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.2.5 More Server Settings

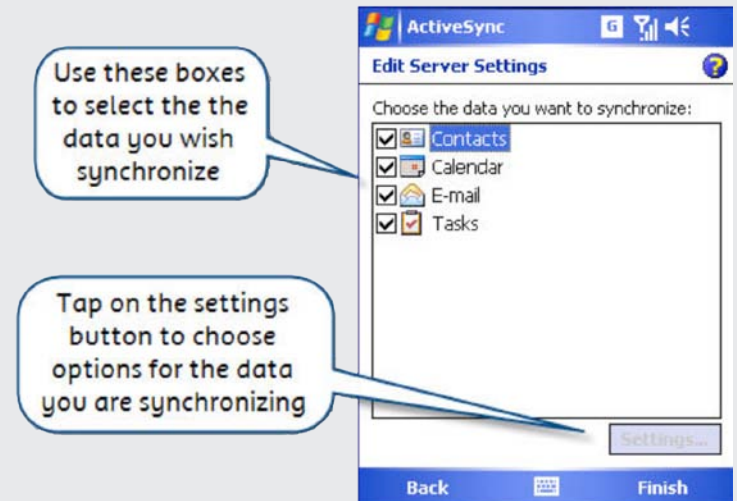
- Enter your **Mailbox Number** in the **User Name** field.
- Enter your Business Mail login password in the **Password** field.
- Enter **ME1** in the **Domain Name** field.



- Tap on **Advanced** to select options in the event of conflicts during Server Synchronisation, otherwise tap on **Next** to continue.

5.2.6 Configure your Synchronizing Options

- Configure each option as required.



- Tap on **Finish** to return to the ActiveSync screen.

Note: Take care to configure your settings so that you do not delete data unintentionally.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

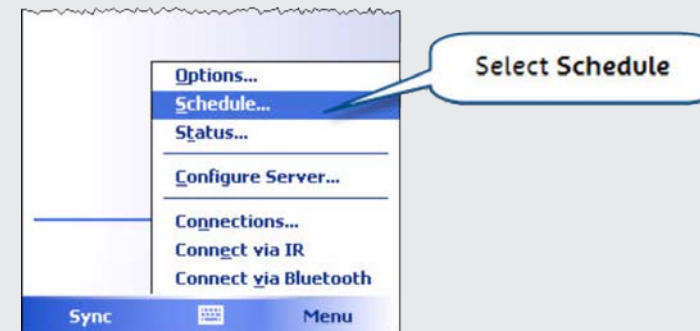
TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

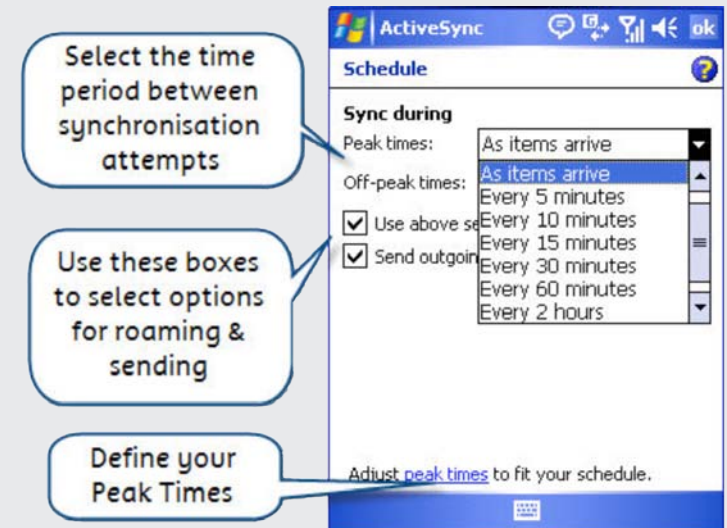
5.2.7 Scheduling the Synchronization

- From the ActiveSync screen menu, select **Schedule**.



5.2.8 Choosing your Schedule Details

From the Schedule screen, you can specify the schedule used by your Pocket PC to synchronise with the Business Mail server.



- Select your required settings and tap on **OK** to return to the ActiveSync screen.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

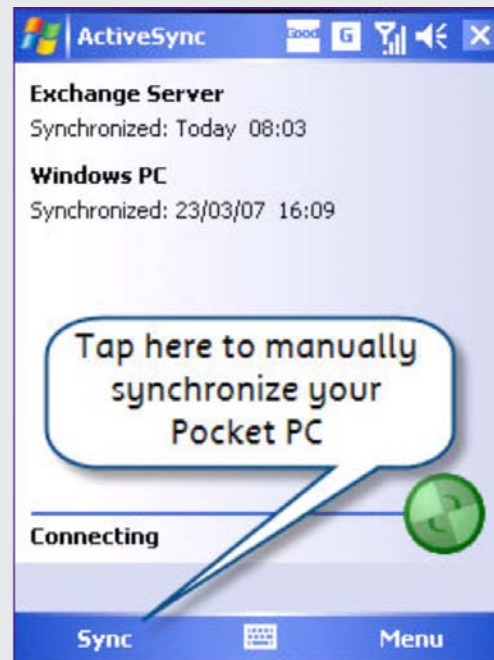
QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.2.9 Done!

Your Pocket PC should now be configured for operation with Business Mail and is ready for use.

From the ActiveSync screen, you can manually synchronize your Pocket PC with the Exchange Mail server by tapping on **Sync**.



5.3 USING YOUR BLACKBERRY WITH BUSINESS MAIL

[5.3.1 Overview](#)

[5.3.2 Prerequisites](#)

[5.3.3 Synchronizing Calendar items, tasks and notes](#)

[5.3.4 Account Validation](#)

[5.3.5 Limitations](#)

5.3.1 Overview

This section describes the configuration of your BlackBerry for use with Business Mail.

Once configured, you will be able to read, send and manage messages in your Business Mail mailbox.

5.3.2 Prerequisites

Before integrating your BlackBerry with an Business Mail account, you should take note of the following points:

- If you are using Microsoft Outlook as your desktop client, you should not be using the Cached Exchange Mode option.
- Your account should not be configured to redirect incoming messages to .pst files or folder other than your Inbox.



1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.3.3 Synchronizing Calendar items, tasks and notes

Calendar items, Contacts, Tasks and Notes in your Business Mail account are not synchronized wirelessly with your BlackBerry. Likewise, Calendar items, Contacts, Tasks and Notes created on your BlackBerry will not be synchronized wirelessly with your Business Mail Account.

If you wish to synchronize these items you may do so by connecting the handset and using the BlackBerry **Desktop Manager** software.

For further information on synchronization, see the User Guide on the **BlackBerry User Tools** CD.

5.3.4 Account Validation

When you are using your BlackBerry with Business Mail, you will receive an email every 90 days requesting that you validate your account. To validate your account, log in to <http://telstra.blackberry.com> and follow the instructions on the email.

5.3.5 Limitations

You can only send and receive email with your BlackBerry. As described above, Calendar items, Contacts, Tasks and Notes in your Business Mail are not synchronized wirelessly with your BlackBerry.

You may have difficulties receiving messages if you have more than 900 messages in your Business Mail Inbox, or you have messages with attachments of 8Mb or more in size.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.4 CONFIGURING YOUR BLACKBERRY FROM THE WEB

[5.4.1 Overview](#)

[5.4.2 Login](#)

[5.4.3 Set Up an Account](#)

[5.4.4 Enter Your Email Address](#)

[5.4.5 Select Additional Information](#)

[5.4.6 Select Your Mailbox Type](#)

[5.4.7 Web Browser Access](#)

[5.4.8 Enter your User Details](#)

[5.5.9 Done!](#)

[5.4.10 Clean Up your Old Account](#)

5.4.1 Overview

You can use BlackBerry's BIS (BlackBerry Internet Service) to receive mail from your Business Mail account.

5.4.2 Login

- Login in to <http://www.telstra.blackberry.com/>

Welcome to BlackBerry!

New Users

You need to create an account to begin sending and receiving email on your BlackBerry device. Please turn on your device and ensure that it is connected to the wireless network. Then click "Create New Account" below to begin.

[Create New Account](#)

Existing Users

To log in, please provide your user name and password below.

User name: [Require Assistance?](#)

Password: [Forgot Password?](#)

[Log In](#)

- Enter your username, password and click on the **Log In** button.
- If this is an Initial BlackBerry setup please press "**Create New Account**" enter handset details and follows the prompts to create your account.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.4.3 Set Up an Account

- Click on the **Setup an Account** button

Email Accounts
Manage the accounts you are using with your BlackBerry device.

Valid Email Account
✓ jsample@oldemailaddress.com You old email address

Add An Existing Email Account
Set up an existing work or personal email account for use with your BlackBerry device. ex. Yahoo!®, Gmail™, Microsoft Outlook®

Set Up Account Click here to add your Business Mail account

BlackBerry Device Email Address ⓘ
Create a new email address for your BlackBerry device.
Create Address

5.4.4 Enter Your Email Address

- Enter your email address in the **Email Address** field
- Leave the **Password** fields blank
- Click on **Next**

Set Up An Existing Email Account
Set up the BlackBerry Internet Service to deliver email messages from your personal or work email account to your BlackBerry device. Type your email address and the password you use to access the account. [Open help](#) to determine which password to type.

Email address: jsample@exchmail.telstra.com Enter your email address, leave the passwords blank ...

Password:

Confirm password:

Cancel **Next** ... and click on Next

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.4.5 Select Additional Information

- In the Additional Information Required window, select the **I will provide the settings to add this email account** radio button and click on **Next**

Additional Information Required

We were unable to configure jsample@exchmail.telstra.com. Choose one of the following options and select Next.

☐ Re-enter email address and password.

Email address:

Password:

☒ I will provide the settings to add this email account.

Select this option ...

... and click on Next

5.4.6 Select Your Mailbox Type

- Select **This is my work email account** and click on **Next**.

Select Account Type

We were unable to configure jsample@exchmail.telstra.com. Please select one of the following options:

☐ This is my personal email account.

☒ This is my work email account.

5.4.7 Web Browser Access

- Select **I can access my email account using a web browser**
- Click on the **Next** button

Set Up An Existing Work Email Account

We require additional information to configure your jsample@exchmail.telstra.com account. Please tell us how you access your email by selecting an option below, then click "Next".

Internet Service Provider Email (POP/IMAP)

☐ Automatically detect my Microsoft® Outlook™ or Outlook Express™ settings (Requires Microsoft Internet Explorer)

☐ I will provide the settings to add this account

Outlook® / Exchange®

☒ I can access my email account using a Web browser (Outlook® Web Access)

Select "I can access my email account using a Web Browser"...

...and click on Next

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.4.8 Enter your User Details

- In the next window, complete the following details

Set Up An Existing Outlook Web Access Account

In order to configure your email account, we need some additional information. Please complete the fields below.

Outlook® Web Access URL: ?
(e.g. https://me1-au.server-secure.com/exchange)
This is the URL you are using to access your mailbox.

User name: ?
(e.g. jdoe or domain\jdoe)

Password: ?
(Outlook or network login password)

Email address: ?
e.g. jdoe@domainname.com

Mailbox name: ?
(e.g. jdoe)

Notes: Email server for Business Mail must be:

<https://me1-au.server-secure.com/exchange>

Contact your administrator for your mailbox number

- Click the **Next** button

5.5.9 Done!

- Your Business Mail account will be confirmed:

Email Accounts

Manage the accounts you are using with your BlackBerry device.

Valid Email Account	Edit	Filters	Delete
✓ jsample@oldemailaddress.com			
✓ jsample@exchmail.telstra.com			

Add An Existing Email Account
 Set up an existing work or personal email account for use with your BlackBerry device.
 ex. Yahoo!®, Gmail™, Microsoft Outlook®

BlackBerry Device Email Address ?
 Create a new email address for your BlackBerry device.

- You will also receive an Email confirming the set up this account.

1. BEFORE YOU START	01
2. MICROSOFT OUTLOOK CONFIGURATION	06
3. OUTLOOK EXPRESS OR WINDOWS MAIL	16
4. OTHER POP3 EMAIL CLIENTS	26
5. WINDOWS POCKET PC & SMART PHONE	27
5.1 Before You Start	27
5.2 Exchange Server Settings	28
5.3 Using Your BlackBerry With Business Mail	32
5.4 Configuring your BlackBerry from the Web	34

TELSTRA BUSINESS MAIL

QUICK REFERENCE GUIDE

WINDOWS POCKET PC & SMART PHONE

5.4.10 Clean Up your Old Account

- When your old account is no longer receiving email, you can delete it.



1. BEFORE YOU START	01
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5. WINDOWS POCKET PC & SMART PHONE	27

TELSTRA BUSINESS MAIL

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