



E-mail User Guide

1. Getting Started

1.1 How do I subscribe to email?

3 easy steps for your convenience:

- Dial **888** from your mobile and listen to the voice menu.
- Choose your preferred language for listening to the menu.
- Press 1 from your mobile.

You now have a personal e-mail account on your Mobinil mobile. Your e-mail address is 012xxxxxxx@mobinil.net where xxxxxx is your Mobinil number. You are now able to send and receive e-mails directly from your Mobinil mobile to any e-mail address in the world. Note: Once you subscribe, a password will be directly sent to your mobile by an SMS. You will use this password afterwards only when you want to change your E-Mail box settings from the E-Mail web site at www.mobinil.net

2. Easy & Essential

2.1 Start sending and receiving e-mails

Through two simple methods.

Sending e-mails from your Mobinil mobile

- I want to send an e-mail to the address ahmed@hotmail.com
- As if you want to write an SMS, access the menu where you usually write an SMS on your mobile.
- Type the word "send" then ahmed@hotmail.com then enter the text you want.
- Send the content to the number 888.

Reading e-mails from your Mobinil mobile

- Dial the number 888 from your mobile.
- After choosing the language of the menu, press 1.
- You will receive directly on your mobile by SMS a list of all the received e-mails.
- Hang up.
- In the list you got in step 3, a number is written next to every received e-mail - memorize the number of the e-mail you want to read.

- Dial the number 888 again from your mobile.
- After choosing the language of the menu, press 2.
- Enter the number of the e-mail you want to read (from the list in step 5 above)
- You will receive the content of the e-mail directly on your mobile by SMS.

2.2 E-mail Notifications

How do I know if I received an e-mail?

As soon as you receive an e-mail you will get an SMS on your mobile to inform you: it is called e-mail notification. You can choose one of the following 3 types of e-mail notifications:

- Direct notification: you will receive an SMS notification as soon as you get an e-mail
- Periodic notification: you will receive an SMS notification every 1, 2, 4, 8, 12 or 24 hours depending on your need
- Triggered notification: you will be notified of incoming emails on your chosen specific subjects and senders.

Note: To choose any one of these types of notifications, please refer to section 3.2 or 3.4

2.3 Choose your own address (Alias)

What if I don't want my number to show on my e-mail address?

For your convenience, e-mail provides you with the option of choosing the name you want to appear in your e-mail address instead of your mobile number. After choosing any name you want (Ahmed for example), your address will look as follows: ahmed@Mobinil.net and/or 0123208765@mobinil.net Note: the availability of an Alias for identical names is based on a first come basis - to set it, please refer to the section 3.2 or 3.4.

3. Using My E-mail

3.1 Access e-mail through the special 888 number

This section includes advanced functions to tailor your e-mail box to your taste. We are giving you the convenience of customizing and accessing your e-mail box through:

- E-mail number 888.
- E-mail web site: www.mobinil.net
- A personal computer along with an e-mail software.
- SMS

3.2 E-mail web site (www.mobinil.net)

If you are an Internet addict, access the e-mail web site at www.mobinil.net, type in your E-Mail password and enjoy customizing your E-Mail box settings, you have the option to:

- Change your password
- Choose the name (ALIAS) you want in your e-mail address
- Create an address book up to 25 business cards
- Filter your e-mail notifications
- Set your e-mail notification on/off and choose its period
- Choose to always delete or store the e-mails from your e-mail box after reading them

Note: a detailed help on the site will guide you in your customizing process

3.3 Access E-Mail from your PC?

E-Mail provides you with the possibility of sending, reading, forwarding, deleting and replying to e-mails from your computer. All you have to do is to set-up your mail client (the e-mail software installed on your PC) with the following information:

Mail configuration	Value
Mail server address	213.131.69.43
User ID	Your mobile phone
Password	Your e-mail password

Note: you will need your personal computer or a communicator handset to read attachments you receive with your incoming mails on your e-mail box

3.4 Access e-mail through SMS"

You have the convenience of fully accessing your e-mail as well as customizing it the way you want via SMS. You only have to:

- Access the menu where you write an SMS on your mobile
- Write any of the SMS commands listed in the below table
- Send it to the number 888

SMS Command	Command Function Description	Example
LIST	List all e-mails in your mailbox.	LIST
LIST n Unread	List all unread messages	LIST UNREAD
READ n <e-mail number>	Read a specific e-mail from list.	READ 4
REPLY n <e-mail number> n <text>	Reply to a specific e-mail from list.	REPLY 4 Meeting confirmed
SEND n <e-mail address>n	Send an e-mail.	SEND Ali@hotmail.com

<text>		Hi.
FORWARD n <e-mail message number>n<e-mail address>n <text>	Forward a specific e-mail.	FORWARD 4 mohamed@hotmail.com
DELETE n <e-mail number>	Delete an e-mail from your mailbox.	DELETE 4
?	Display your E-Mail settings.	?
OFF	Stop receiving e-mail notifications.	OFF
ON	Resume receiving notifications.	ON
NL n 0	Switch to Direct Notification.	NL 0
NL n 51	Switch to Triggered Notification.	NL 51
NL n X	Specify your Periodic Notification (where x is 2, 4, 8, 12, or 24).	NL 2
FILTER n <filter number> n SENDER n <email address>	Block receiving notifications for e-mails from a specific address.	FILTER 1 SENDER peter@yahoo.com
FILTER n <filter number> n SUBJECT n <text>	Block receiving notifications for e-mails with a specific subject.	FILTER 2 SUBJECT win 1000 USD
TRIGGER n <trigger number> n SENDER n <email address>	Receive notifications only from a specific e-mail address.	TRIGGER 1 SENDER moemen@link.com.eg
TRIGGER n <trigger number> n SUBJECT n <text>	Receive notifications only for e-mails with specific subject.	TRIGGER 2 SUBJECT sales promotion
STORE	Store e-mails after reading them	STORE
PURGE	Delete e-mails after reading them	PURGE
ALIAS n <any name>	Set your E-Mail alias (up to 35 chr.)	ALIAS ahmed
ALIAS	Delete your E-Mail alias.	ALIAS
PW n <password>	Change your password (6 chr.)	PW sam456>

Note: The symbol n means space.

Tips:

- Before reading your e-mail, get the e-mail message number from your mailbox list by sending a list command.
- Before setting your triggers, switch to triggered notification: NL 51.
- Before setting your filters, switch to direct notification: NL 0.

4. Charges

4.1 How will I be charged for the use of e-mail?

There is a monthly subscription fee for e-mail. We will not charge you on any of the e-mails you receive. The monthly fee will be applied only on the number of e-mail notifications you wish to receive per day according to the table below. Based on your

needs, we tailored to your requirements 3 notification packages; just pick the one that suits you:

Type of usage	Notification /day	Notification /month	Monthly fee
Basic package	2	60	EGP 8
Standard package	5	150	EGP 15
	10	300	EGP 25

Note: notifications are counted per day. When they are all used-up, you will start receiving periodical notification. You will always be able to access your e-mail whenever you want and wherever you are. Other fees:

SMS commands related to the service are charged at LE 0.25/SMS

Calls to e-mail number 888 are charged at LE 0.25/min you can always listen to all this information by calling the number 800 from your Mobinil mobile free of charge.

5. Frequently Asked Questions

Q1- What is the difference between SMS and e-mail?"

With SMS you can only send a short message from your mobile to another mobile. With e-mail, you have your own e-mail account on the move. You can send, receive e-mails from your mobile to any e-mail address worldwide.

Q2- How do I activate my e-mail?"

The service is activated as soon as you call the number 888 or access www.mobinil.net (see section 1)

Q3- If I am an ALO subscriber can I use this service?"

This service is only available for monthly subscription customers (Light, Automatic, classic, 90 and 180).

Q4- Do I need to use any special handset?"

No, the e-mail service works on any type of handset.

Q5- Does my handset need any type of configuration?"

You don't need to configure anything from your handset, as soon as you subscribe, you can start sending and receiving e-mails on your new e-mail address to anywhere in the world.

Q6- How do I know if I received an email?"

You will be notified automatically by an SMS directly to your mobile for every e-mail you receive.

Q7- How do I read the received e-mails?"

Through SMS or through calling the number 888. You have to get the number of your e-mail you want to read from the list of your e-mail box and then you can read it through SMS or 888 by entering this e-mail number (see section 2.1).

Q8- I got a password, what is the use of the password?"

You will use the password only when you want to change your e-mail box settings from the e-mail web site, and when using E-Mail from your computer.

"Q9- I forgot my password, what should I do?"

No worries, you don't need to know it, you can enter a new one either through an SMS command (see section 3.4) or by calling the number 888.

Q10- Can I change my e-mail address?"

Yes, with e-mail you can always change your address. You can choose any name you want either through an SMS command or from the e-mail web site (see section 3.1 or 3.2).

Q11- I have another e-mail account, can I retrieve it on my Mobinil mobile?"

Of course, you will only need to set up your mail client on your PC with the e-mail configurations (See section 3.3).

Q12- Can I retrieve e-mails received on e-mail from outlook or any other mail client?"

Yes, you can either see them from a Communicator handset or from your Personal Computer (see section 3.3).

Q13- Is it possible to view any attachment from e-mail?"

This appears when you send any e-mail function command by SMS. You might have written incorrectly the command, please make sure of the correct command (see section 3.4).

Q14- I sent a message to 888 and got the message "syntax error", what does it mean?"

You sent, replied or forwarded an e-mail to a name referred to in your address book which does not exist. Please make sure of the reference you entered.

Q15- I got the message "Business card doesn't exist", what does it mean?"

You sent your e-mail to a wrong e-mail address. Please make sure of the spelling of the address you are sending to.

Q16- I got the message "e-mail bounced", what does it mean?"

At this time, you will start receiving periodical notifications every 3 hours. The next day, your notification will return automatically to the original set period.

Q17- What if I exceed the number of notifications per day, can I still be notified?"

It is the standard cost of sending an SMS: 0.25pt/message

Q18- How much does sending an e-mail cost me?"

You will not be charged for receiving e-mails. You will only be charged for sending and reading e-mails.

Q19- How much does receiving an e-mail cost me?

Of course you can, you only need to forward all the e-mails from the other address to your e-mail address. This depends upon the availability of this function from the other account.