

# My Windows® Phone 8



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Brien Posey

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# My Windows® Phone 8

Brien Posey



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800 East 96th Street,  
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# My Windows® Phone 8

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## About the Author

**Brien Posey** is a ten-time Microsoft MVP with two decades of IT experience. Prior to becoming a freelance technical writer, Brien served as CIO for a national chain of hospitals and healthcare facilities. He has also worked as a network administrator for some of the nation's largest insurance companies and for the Department of Defense at Fort Knox.

Since going freelance in 2001, Brien has become a prolific technical author. He has published many thousands of articles and numerous books on a wide variety of topics (primarily focusing on enterprise networking). In addition to his writing, Brien has provided consulting services to clients and speaks at IT events all over the world.

When Brien isn't busy writing, he enjoys traveling to exotic places around the world with his wife Taz. Together they have visited more than sixty different countries. In fact, portions of this book were written while visiting Panama, Guatemala, and Columbia.

Some of Brien's other personal interests include scuba diving, aviation, flying RC helicopters, and shredding waves in his Cigarette boat. Brien's most recent endeavor has been to pursue his lifelong aspiration of becoming an astronaut.

## Dedication

Over the past twenty years or so I have had the privilege of writing and contributing to dozens of books. Most of those books have focused on technology in some way. As you can imagine, technology has changed a lot in the last two decades. The one thing that has never changed is that I have dedicated every book that I have ever written to my wife Taz, whom I love very much. She really is the best wife that I ever could have hoped for.

This time around, however, I want to dedicate my book in loving memory of my sister, Cara. Sadly, Cara passed away while I was working on the last chapter of this book. Even though Cara was not an IT professional and probably didn't understand a lot of what she was reading, she read many of my books during her three-year battle with cancer. She often told me that my writing was a great cure for insomnia. Reading two or three pages was usually more than enough to put her to sleep. ;-)

Well, Cara, this one is for you!



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First and foremost, I would like to thank my wife Taz for her patience and understanding while I was writing this book. Writing a book is a time-consuming process that unfortunately results in friends, family, and household chores being neglected.

It was especially rough this time around because I was working on multiple books at the same time, while also doing a 30-city speaking tour (on top of my usual work). I feel fortunate to have a wife who has put up with my crazy writing schedule for the past eighteen years and understands when I have to dedicate extra time to my writing.

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Even though I left Fort Knox in the late 90s, Troy has remained one of my closest friends in spite of the fact that we live 500 miles apart. Troy has helped me with numerous projects like this one. I sleep well at night knowing that he is hard at work trying to keep my mistakes from making it into print.

Finally, I want to thank Todd Brakke, Krista Hansing, and the rest of the editorial and production team who has been hard at work behind the scenes to make this book the best it can be.

## We Want to Hear from You!

As the reader of this book, *you* are our most important critic and commentator. We value your opinion and want to know what we're doing right, what we could do better, what areas you'd like to see us publish in, and any other words of wisdom you're willing to pass our way.

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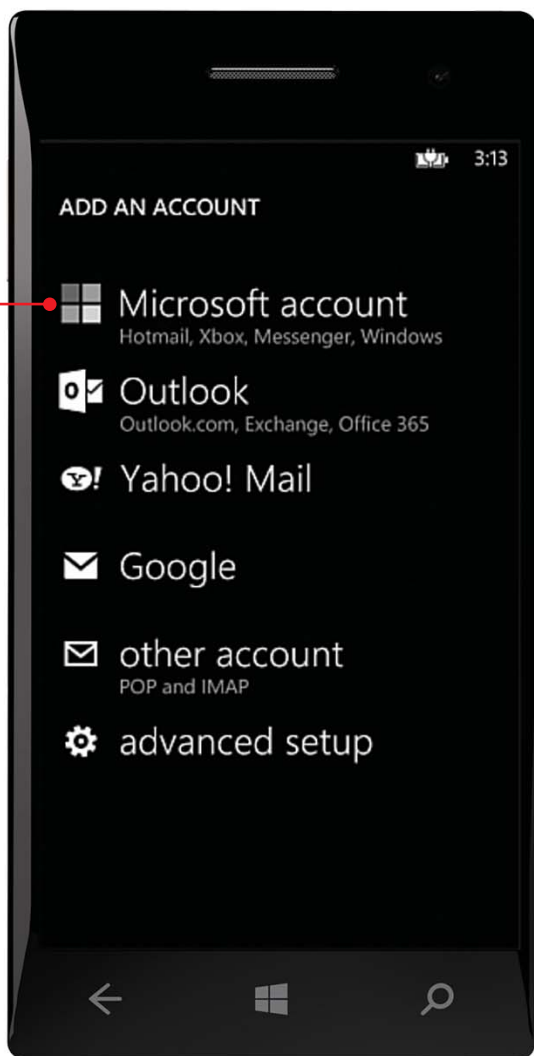
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Configure your phone to access all of your email accounts.



In this chapter, you will learn about Windows Phone 8's ability to send and receive email. Some of the topics covered in this chapter include:

---

- Setting up a Microsoft account
- Linking your phone to your email account
- Using Outlook Mobile to send and receive mail

# 3

## Messaging

Messaging is one area in which Windows Phone 8 really excels. Whereas many cellphones limit you to connecting to a single email account, Windows Phone 8 supports simultaneous connectivity to a virtually unlimited number of mailboxes. Furthermore, the phone offers native support for Microsoft Live, Office 365, Exchange Server, Yahoo!, and Gmail. Of course, you also have the option of connecting to just about any mail server using POP3 or IMAP4.



# Accessing Email Settings and Configuring Accounts

This chapter guides you through the process of setting up different types of email accounts. All of the accounts types are configured through the phone's Email+Accounts screen, which is accessible by going to the Apps List (swipe left from the Start screen), opening the Settings page, and tapping Email+Accounts.



From here, you can set up a Microsoft account or a variety of email account types, which I cover in the following sections.

---

## Microsoft Accounts

Although the use of a Microsoft account is optional, you can only get the full benefit of using your device if you use a Microsoft account. Microsoft accounts provide access to Hotmail, SkyDrive, Xbox, and Xbox Live, and they are also used for phone backups, phone location services, and even social networking.

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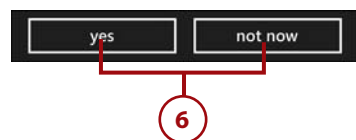
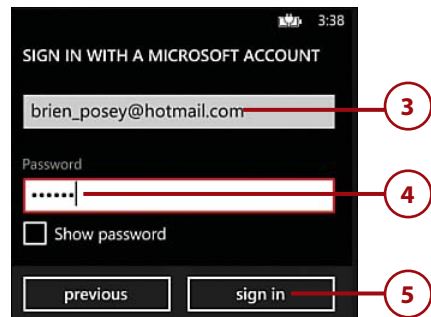
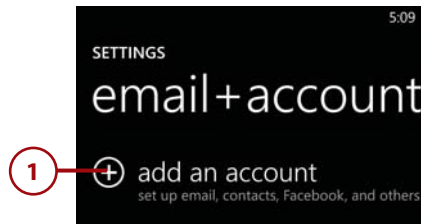
## Connecting Your Microsoft Account

Regardless of whether you use Microsoft's Outlook.com email service (or Live or Hotmail), you should configure your phone to use a Microsoft account. Microsoft accounts are required for using a number of the phone's features, such as backups and Find My Phone. You can link the phone to your existing Microsoft account by going to the Settings Email+Accounts screen and completing these steps:

1. Tap Add an Account.
2. Tap Microsoft Account.
3. Enter your email address.
4. Enter your password.
5. Tap Sign In.
6. Decide whether you want to back up your phone; tap either Yes or Not Now. At this point, your phone is configured to access your Microsoft account.

### Automated Setup

Depending on how you have used your Microsoft account in the past, you might find that Windows Phone 8 automatically sets up other types of accounts on your behalf. For example, when I provisioned my Windows 8 phone with my Microsoft account, the phone automatically set up Twitter and LinkedIn because those accounts were cross-referenced with my Microsoft account.



## Setting Up a Microsoft Account

If you don't have a Microsoft account, you can easily create one for free. To do so, go to <http://login.live.com> and click the Sign Up Now link.

## Setting Up Exchange Email

As you probably expect, Windows Phone 8 has the capability to connect to Microsoft Exchange Server using ActiveSync. Microsoft provides two different methods for connecting to Exchange Server. The first method is a simplified method that works only with Exchange Server 2007, 2010, and 2013. The second method is a little more advanced and is used for connecting to older Exchange Servers or attaching to Exchange Servers that do not fully support automatic configuration.

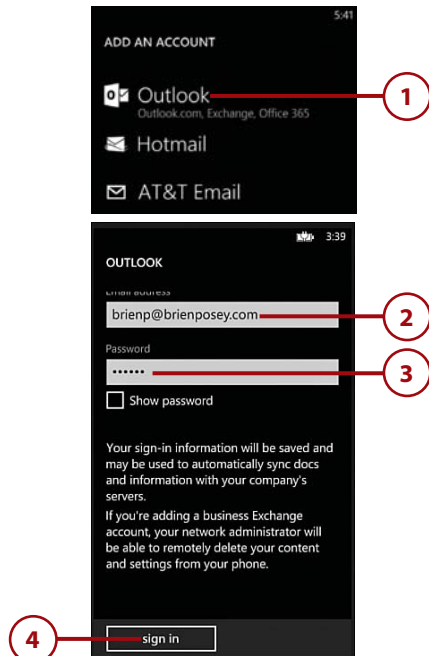
## What Is Microsoft Exchange?

Microsoft Exchange is Microsoft's email messaging server and is commonly used in corporate environments. If you are attempting to connect your Windows Phone 8 to a corporate email account, there is a good chance that you will need to follow the instructions for Exchange Server connectivity.

## Simplified Exchange Server Connectivity

If you have an Exchange Server 2007, 2010, or 2013 that supports automatic configuration for external clients, you can use the simplified connectivity method. To connect to your Exchange mailbox, go to the Email+Accounts screen, tap Add an Account, and complete the following steps:

1. Tap Outlook.
2. Enter your email address.
3. Enter your password.
4. Tap the Sign In button.



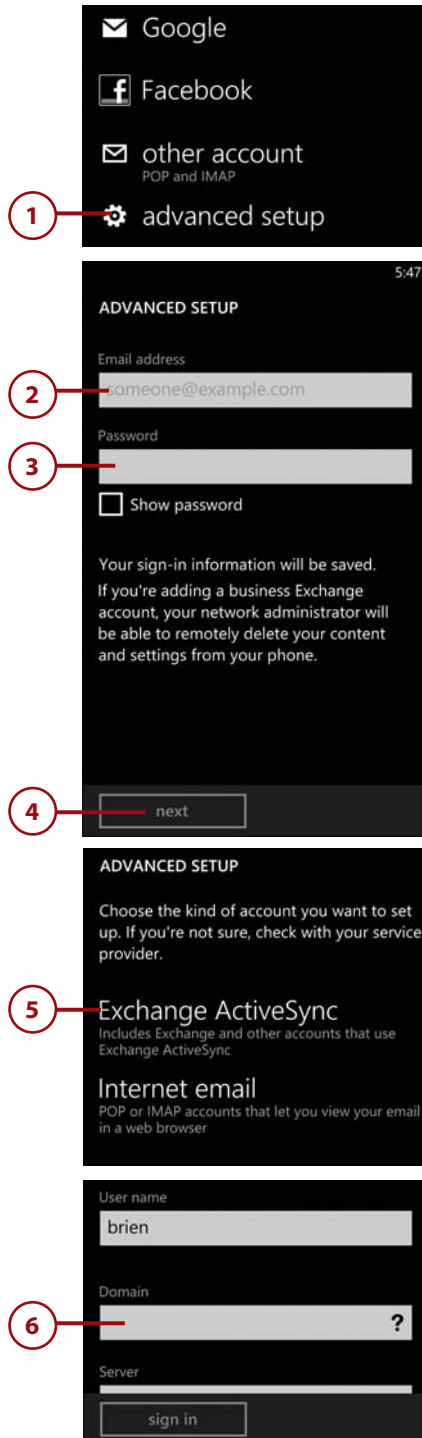
## Advanced Exchange Server Connectivity

The connectivity can be used only for connecting to a supported version of Exchange and only if the Exchange Server organization is configured to support automatic configuration. To use Exchange Server connectivity, go to the Email+Accounts screen, tap Add an Account, and follow these steps:

1. Scroll to and tap Advanced Setup.
2. Enter your Exchange email address.
3. Enter your password.
4. Tap Next.
5. Tap Exchange ActiveSync.
6. Fill in the name of your Windows domain.

### What's Your Domain?

Information about your domain, as well as some of the other settings listed here, typically comes from your employer or network administrator.



7. Enter the fully qualified domain name (FQDN) of your Client Access Server (or front-end server, for Exchange 2003 and earlier).
8. If your Exchange environment requires SSL encryption for ActiveSync, verify that the Server Requires Encrypted (SSL) Connection check box is selected. Otherwise, deselect it.
9. Set the Download New Content option to As Items Arrive. You can choose a longer interval, if you prefer.
10. Choose how much message history you want to store on the phone (this does not affect your actual Exchange mailbox—only the amount of mail stored on the phone).
11. Choose the types of content you want to sync. Normally, you sync the Email, Contacts, and Calendar items.
12. Tap Sign In.



## *It's Not All Good*

You might discover that, even after performing an advanced setup, Windows Phone 8 cannot connect to Exchange Server. If this happens, verify that you have correctly spelled the fully qualified domain name of your Client Access Server and that the server is externally accessible using this name. In some cases, you might have to use the server's IP address instead of its name.

The other thing that tends to go wrong is that Windows Phone 8 might have trouble using SSL encryption. Exchange Server uses a certificate to perform SSL encryption. For Windows Phone 8 to be capable of using SSL encryption, the phone must trust the certificate authority (CA) that issued the certificate to Exchange. This is accomplished by using something called a CA certificate. Windows Phone 8 has built-in CA certificates for the most popular commercial certificate authorities. However, if your company uses a certificate that was generated in-house or by a lesser-known commercial certificate authority, the phone will not automatically trust the certificate authority, and SSL encryption will fail (which causes ActiveSync to fail).

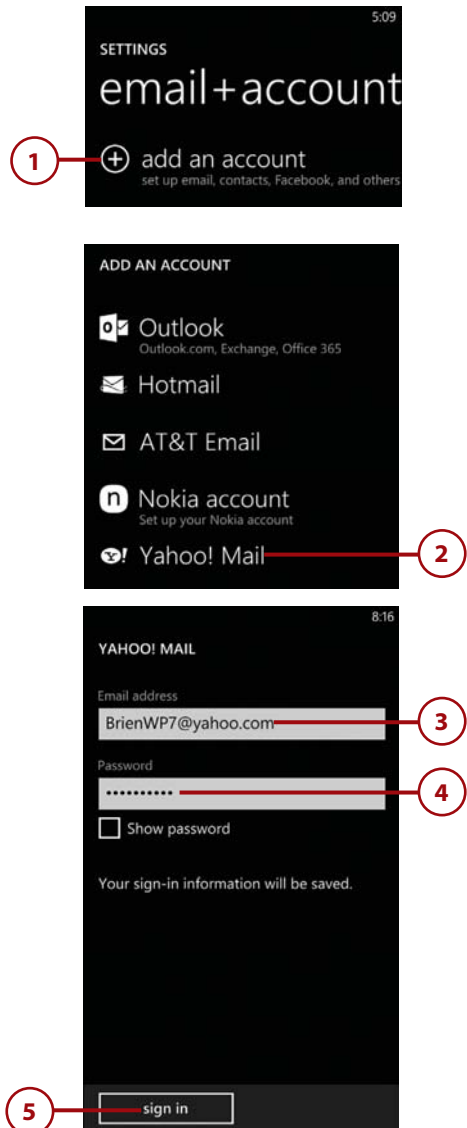
The solution to this problem is to set up another mail account (such as a Yahoo! account or a Gmail account) and configure your phone to access it. Next, ask your network administrator to email the required CA certificate to the account that you have just set up. When you receive the message, open the attachment; the certificate will be installed on your phone. You should now be able to sync with Exchange Server.

One last problem that you might encounter is that mail might not synchronize even if everything is set up correctly. This can happen if you have told Windows Phone 8 to synchronize messages from the last 7 days, but all the messages in your Inbox are more than 7 days old.

## Connecting to Yahoo! Mail

Windows Phone 8 includes native support for Yahoo! Mail. To link the phone to your Yahoo! account, go to the Email+Accounts screen and complete these steps:

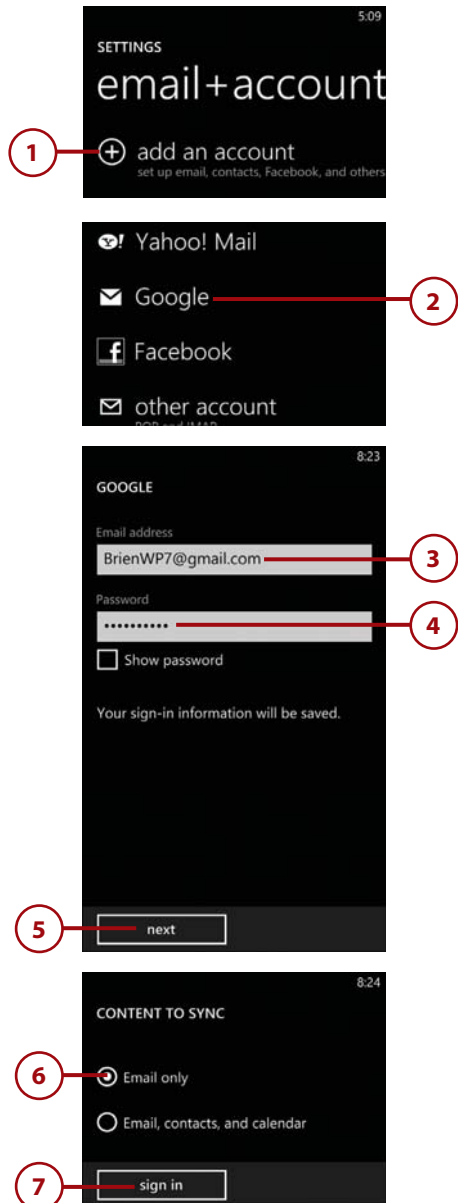
1. Tap Add an Account.
2. Tap Yahoo! Mail.
3. Enter your Yahoo! email address.
4. Enter your password.
5. Tap Sign In.



## Connecting to Google Mail

Windows Phone 8 offers native support for Google Mail (Gmail). To link the phone to your Gmail account, go to the Email+Accounts screen and complete these steps:

1. Tap Add an Account.
2. Tap Google.
3. Enter your Gmail email address.
4. Enter your password.
5. Tap Next.
6. Choose whether you want to synchronize email only or whether you also want to synchronize your calendar and contacts.
7. Tap Sign In.

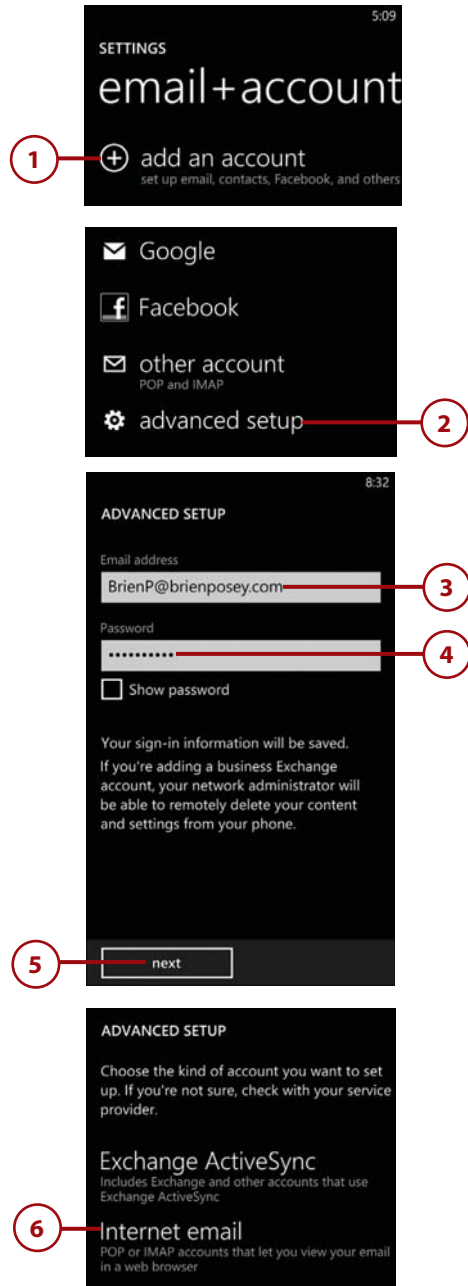




## Setting Up POP3/IMAP4 Messaging

If you need to connect Windows Phone 8 to a mail system other than Microsoft, Exchange Server, Yahoo!, or Gmail, you can do so by using a POP3/IMAP4 account. To establish connectivity to your mail server, go to the Email+Accounts screen and perform the following steps:

1. Tap Add an Account.
2. Scroll to and tap Advanced Setup.
3. Enter your email address.
4. Enter your password.
5. Tap Next.
6. Tap Internet Email.



7. Enter your name into the Account Name field.
8. Enter your name (as you want it to be displayed to recipients) into the Your Name field.
9. Enter your server's fully qualified domain name (FQDN) or IP address into the Incoming Email Server field.

### What's My Domain?

Specific information about your email account's server domain name, SMTP server, and so on should come from your email provider.

10. Tap the Account Type field and choose either POP3 or IMAP4.
11. Type your username. You can enter your username as a name (BrienP), an email address (BrienP@BrienPosey.com), or a Universal Naming Convention (BrienPosey\Brien). Universal Naming Conventions use log-in names in domain\username format.
12. Enter the fully qualified domain name (FQDN) or IP address of your SMTP server.
13. If the outgoing server requires authentication, select the Outgoing Server Requires Authentication check box and the Use the Same User Name and Password For Sending Mail check box.
14. Depending on your mail server's configuration, you might need to enable SSL encryption. If so, tap the Advanced Settings button and then select both the Require SSL for Incoming Mail and the Require SSL for Outgoing Mail check boxes.
15. Tap Sign In.

**INTERNET EMAIL ACCOUNT**

Account name  
Brienposey

Your name  
Brien Posey

We'll send your messages using this name

Incoming email server

Account type  
IMAP4

User name  
brienposey\brienp

Examples: kevinc, kevinc@contoso.com, domain\kevinc

Password  
.....

Show password

Outgoing (SMTP) email server

Outgoing server requires authentication

Use the same user name and password for sending email

advanced settings

sign in

## ADVANCED SETTINGS

The Advanced Settings screen can be used to control how frequently Windows checks for new mail. The default option is to check for new mail every two hours. Checking more frequently can impact battery life and can also result in higher cellular bills if you do not have an unlimited data plan.

The Advanced Settings screen offers an option to control how much mail history is stored on the phone. By default, all mail from the last two weeks is stored on the phone, but you can store more or less mail as your needs dictate. This option affects only the phone's storage, not your actual mailbox.

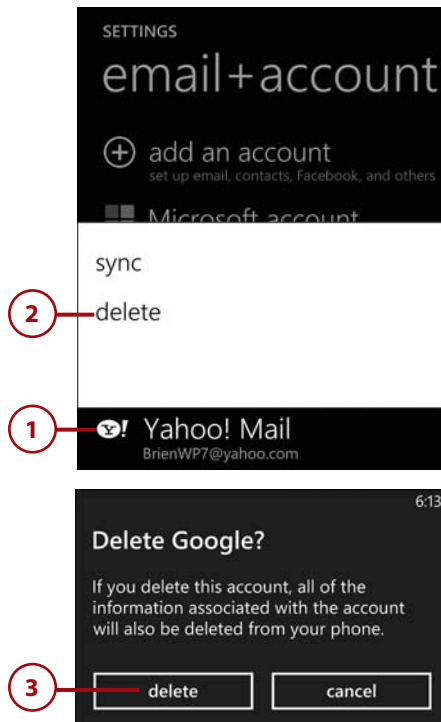
## Removing Mail Accounts

If you no longer need mobile access to a mail account, you can easily remove the account without affecting any of the other mail accounts that might be set up on the phone. To remove a mail account, go to the Email+Accounts screen and complete these steps:

1. Tap and hold the account you want to delete.
2. When the menu appears, tap Delete.
3. You will see a warning message indicating that you are about to delete all the information associated with the account. Tap the Delete key to remove the account.

### An Extra Option

When you tap and hold an email account, the menu displays an option to delete the account, but you also see a Sync option. Tapping Sync synchronizes your phone with the mailbox and downloads the most recent messages.



## TO REMOVE ACCOUNTS, RESET

Because Microsoft accounts are used for more than just email access, Windows Phone 8 does not allow you to remove them in the manner described here. If you want to remove a Microsoft account, you must reset the phone to its factory defaults, as described in Chapter 1.

## Microsoft Outlook Mobile

Regardless of whether you get your mail from Outlook.com, Exchange Server, Gmail, or somewhere else, all mail is made accessible through Microsoft Outlook Mobile. The techniques discussed in the following sections, including how to access your email box, open a message, and delete a message, are valid regardless of the type of mailbox you are accessing.

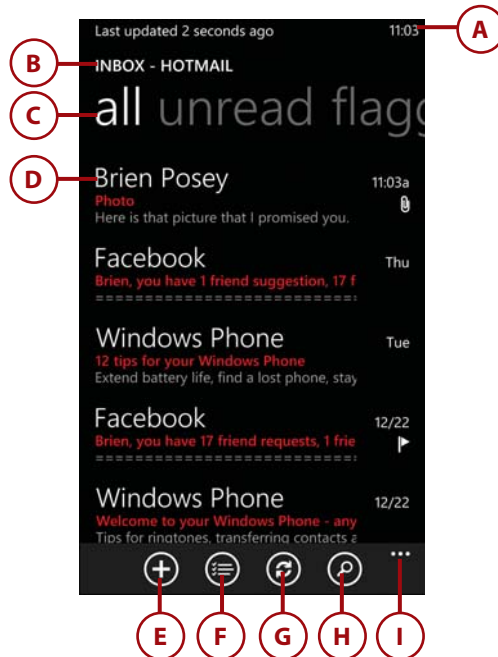
For every mail account that you set up, Windows Phone 8 creates a separate Live Tile on the Start screen. For example, if you set up a Microsoft account and an Exchange Server account, you have a Live Tile for each. The Live Tile displays the name of the mailbox and the number of unread messages waiting for you. In addition, you can find links to each of your mail accounts within the App List.



## The Outlook Mobile Interface

When you tap a link to one of your mailboxes, Outlook Mobile opens. The main Outlook Mobile screen contains several different objects:

- A. The current time.
- B. The name of the mailbox you are currently using. It is important to verify the mailbox that you are connected to because Windows Phone 8 can be connected to multiple mailboxes simultaneously.
- C. The current view of your messages. All is selected by default, but you can flick the view option to view unread messages, flagged messages, or urgent messages.
- D. Your Mail. Outlook Mobile displays all the messages in the current folder.
- E. The New icon. Tap this icon to compose a new message.
- F. The Select icon. Tap this icon to access a screen that lets you perform bulk operations on your messages.
- G. The Sync icon. Tap this icon to manually check for new mail.
- H. The Search icon. Tap this icon to search your mail.
- I. The Menu icon. Flick this icon upward to reveal various menu choices.



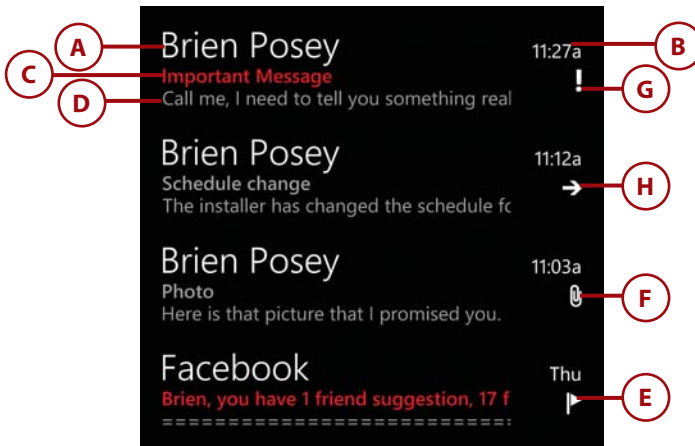
## Identifying Unread Mail

In the image shown here, the messages with red subject lines are new messages that have not been read. Messages displayed in black and white are messages that have already been read.

## The Anatomy of a Message

When you open Outlook Mobile, you see the messages in your Inbox. Several pieces of information are listed for each message.

- A. Sender:** The name of the person who sent the message
- B. Time stamp:** When the message arrived
- C. Subject line:** Displayed in red (or whatever theme color your phone uses) if the message is unread; otherwise, shown in gray
- D. Message preview:** The first several words of the message, displayed beneath the subject line
- E. Flag:** (Optional) Indication of whether a message is important, unimportant, flagged for follow-up, or complete, as well as whether the message contains an attachment
- F. Attachment:** Paper clip icon indicating that the message contains an attachment
- G. Urgent:** Exclamation point icon indicating that the message is urgent
- H. Forward icon:** Icon that appears next to messages that have been forwarded.

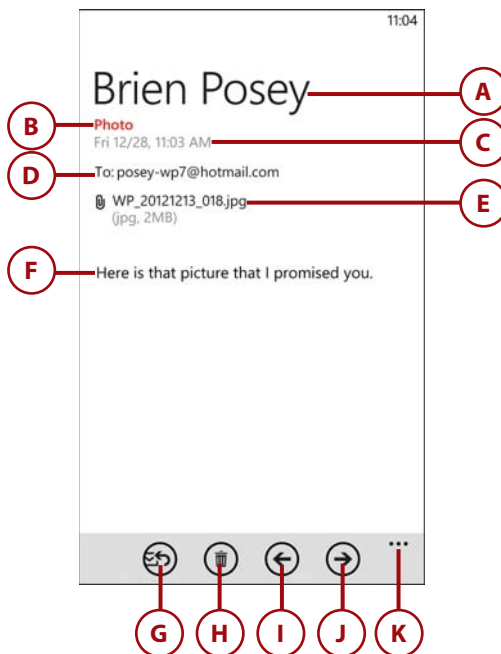


## Opening a Message

You can view a message by simply tapping it.

Several items display on the message screen:

- A. The sender's name
- B. The message subject
- C. The message's date and time
- D. The address the message was sent to
- E. The attachment (if any)
- F. The message body
- G. The Respond icon
- H. The Delete icon
- I. The Older icon, for returning to the previous message
- J. The Newer icon, for advancing to the next message
- K. The Menu icon, for accessing more options



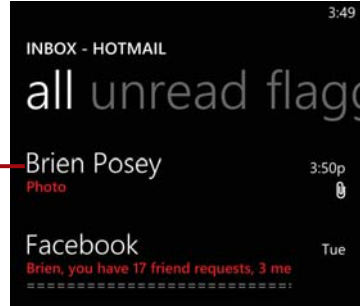
## Opening an Attachment

If a message contains an attachment, you can view the attachment by following these steps:

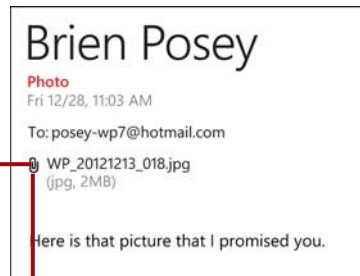
1. Tap the message to open it.
2. Tap the attachment to download it.
3. When the attachment has finished downloading, tap the attachment to open it. Windows Phone 8 automatically opens the application that is associated with the attachment file type (assuming that such an application is installed on the phone).

## Unknown File Types

If an email message contains an unknown file type, Windows Phone 8 devices still download the attachment, but are unable to open it.

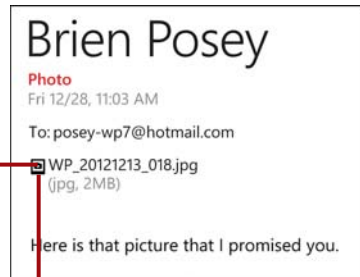


1 Brien Posey



2 WP\_20121213\_018.jpg (jpg, 2MB)

**The paperclip icon indicates that the message has not yet been downloaded.**



3 WP\_20121213\_018.jpg (jpg, 2MB)

**When the paperclip icon changes to a file icon the attachment has been downloaded and is ready for viewing.**



## Replying to a Message

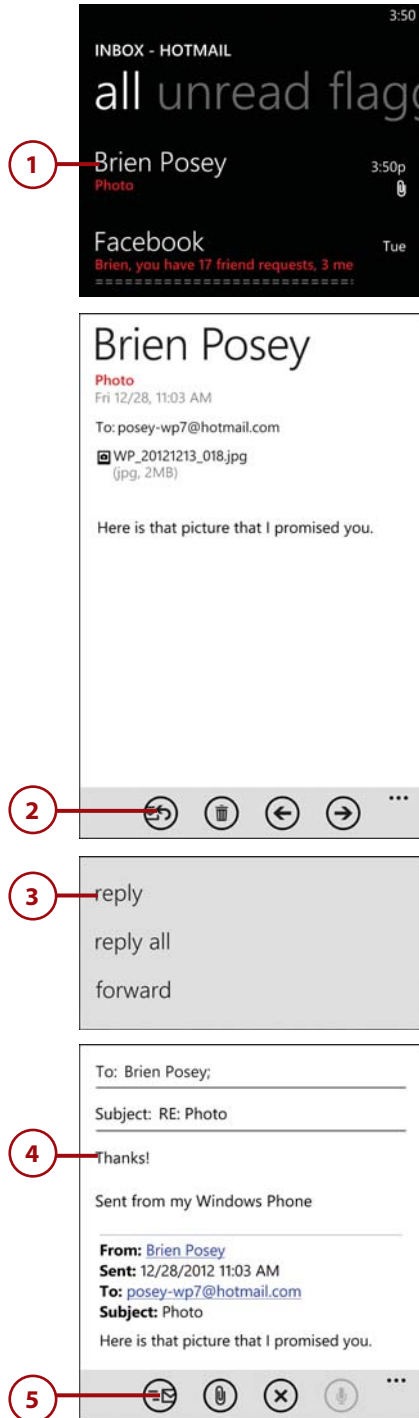
To reply to a message, follow these steps:

1. Tap the message to open it.
2. Tap the Respond icon.
3. Tap Reply.

### Reply All

You can reply to every recipient of an email, not just the sender, by instead tapping the Reply All option, shown here.

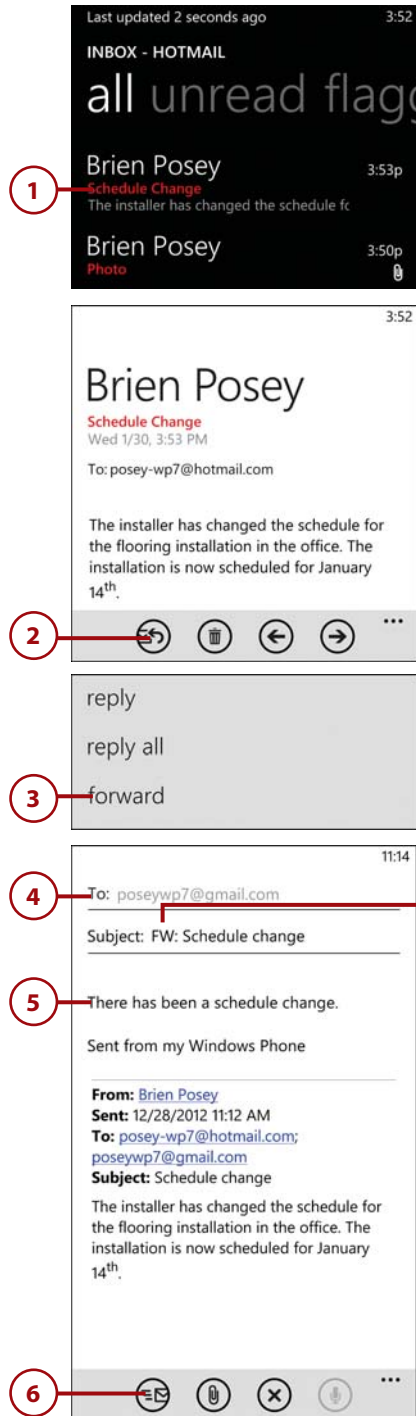
4. Compose your response.
5. Tap the Send icon.



## Forwarding a Message

To forward a message to an existing recipient, follow these steps:

1. Tap the message to open it.
2. Tap the Respond icon.
3. Tap Forward.
4. Enter the message recipient's email address.
5. Compose your response, if you have anything more to add.
6. Tap the Send icon.

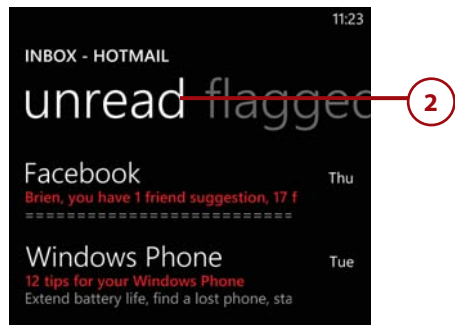


The FW indicates the message is being forwarded.

## Viewing New Mail

As mentioned earlier, Outlook displays the subject line of new messages in red, while the subject line is shown in gray for old messages. If you want to temporarily see only the new messages in your mailbox, you can do so by following these steps:

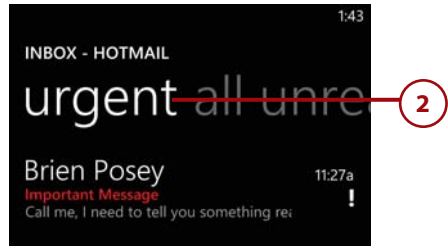
1. Open your mailbox.
2. Flick the view setting from All to Unread. To return the view to normal when you are done, flick the view from Unread to All.



## Viewing Urgent Mail

When you receive an urgent message, Windows Phone 8 displays a red exclamation point alongside the message, to indicate that the message is important. However, Outlook Mobile also has an option for viewing only the most important messages. To do so, follow these steps:

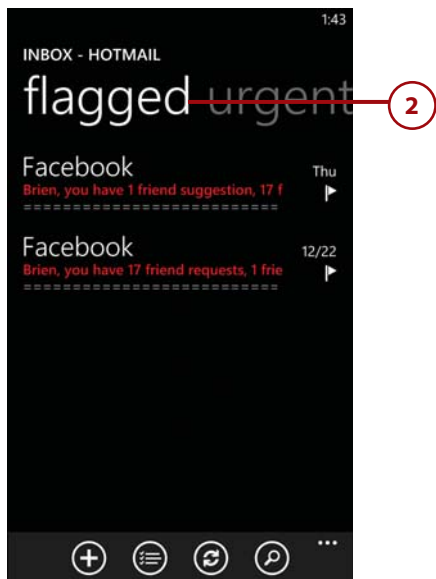
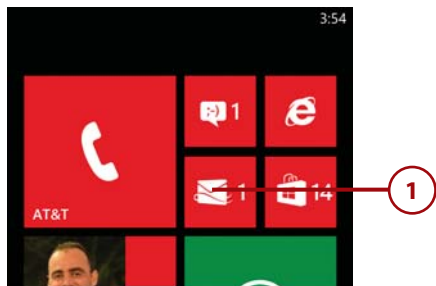
1. Open your mailbox.
2. Flick the view setting from All to Urgent. When you are done, you can return the mailbox to its previous state by flicking the view setting from Urgent to All.



## Viewing Flagged Messages

Some people flag messages as a way of reminding themselves to look at the messages again later. However, flagged messages can become buried under newer messages over time. The easiest way to access all your flagged messages is to use the Flagged view. To view your flagged messages, complete these steps:

1. Open your mailbox.
2. Flick the view setting from All to Flagged. When you are done, you can return the mailbox to its previous state by flicking the view setting from Urgent to All.



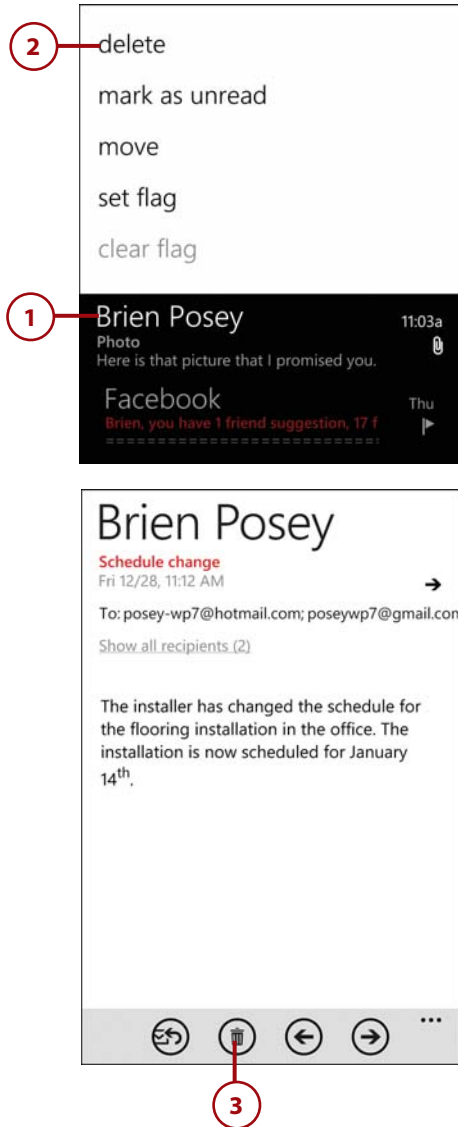
## Deleting a Message

To delete a message without opening it, follow these steps:

1. Tap and hold the message you want to delete.
2. When the menu appears, tap Delete.
3. To delete a message that is open, tap the Delete icon.

### A Word of Caution

Exercise caution when deleting messages. Neither of the methods just mentioned ask for confirmation before deleting a message.



## Deleting Messages in Bulk

If you need to delete more than one or two messages, consider performing a bulk delete:

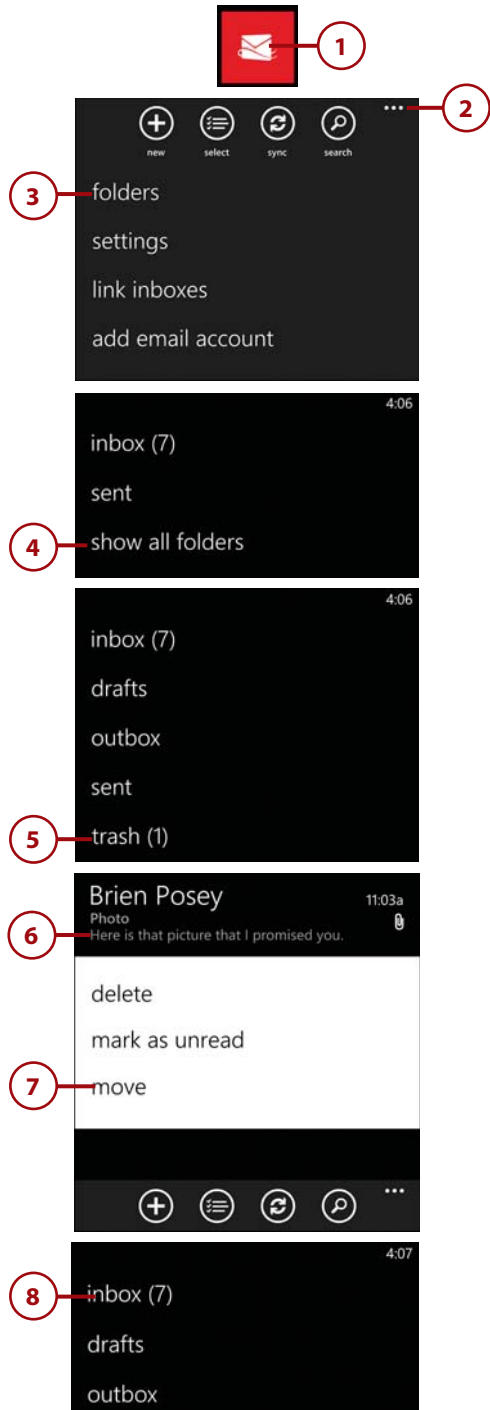
1. Go to the Inbox.
2. Tap the Select icon.
3. Select the check boxes corresponding to the messages that you want to delete.
4. Tap the Delete icon.



## Recovering a Deleted Message

If you accidentally delete a message, you can recover it from the Deleted Items folder. To do so, follow these steps:

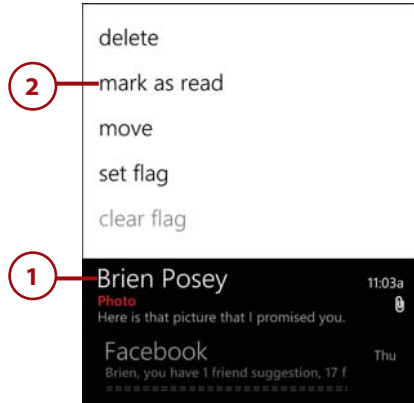
1. Open your mailbox.
2. Tap the Menu icon.
3. Tap the Folders option.
4. Tap Show All Folders.
5. Tap Trash.
6. Tap and hold the message that you want to recover.
7. Tap Move.
8. Tap Inbox.



## Marking a Message as Read

To mark a message as read, open the folder containing it and follow these steps:

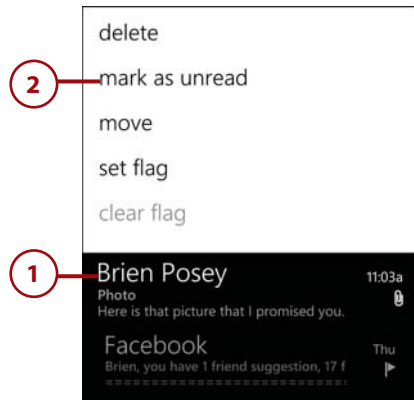
1. Tap and hold the message.
2. Tap Mark as Read.



## Marking a Message as Unread

To mark a message as unread, open the folder containing it and follow these steps:

1. Tap and hold the message.
2. Tap Mark as Unread.





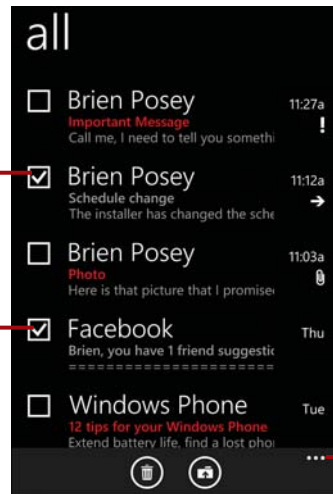
## Marking Multiple Messages as Read or Unread

The method discussed in the two previous sections works well for dealing with individual messages, but there is an easier way to mark multiple messages as Read or Unread. To do so, go to the folder containing the messages you want to manage and follow these steps:

1. Tap the Select icon.
2. Select the check boxes corresponding to the messages that you want to flag or unflag.
3. Tap the Menu icon.
4. Tap either Mark as Read or Mark as Unread.

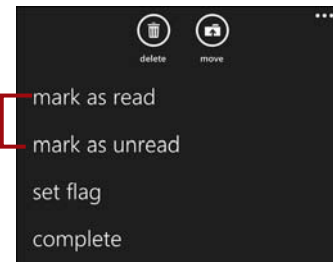


1



2

3

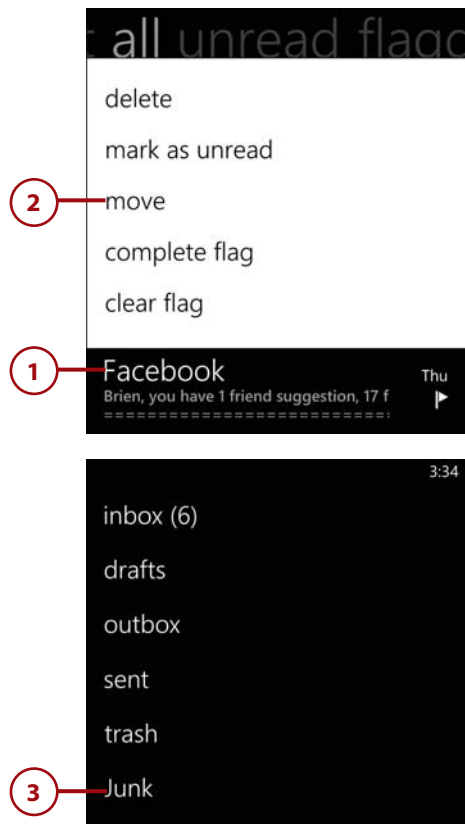


4

## Moving a Message

Windows Phone 8 enables you to move messages into folders for long-term retention. If you need to move a message into a folder, you can accomplish the task by locating the message in a folder and following these steps:

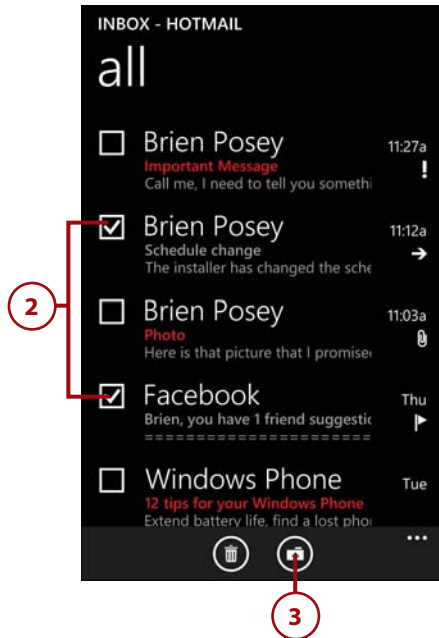
1. Tap and hold the message.
2. Tap Move.
3. Tap the folder where you want to move the message.



## Performing a Bulk Move

If you need to move more than one message to another folder, you might be better off performing a bulk move. To do so, go to the folder containing the messages you want to move and follow these steps:

1. Tap the Select icon.
2. Select the check boxes corresponding to the messages that you want to move. All the messages that you select should be destined for the same folder.
3. Tap the Move icon.
4. Tap the folder where you want to move the selected messages.



## Viewing Folders

Windows Phone 8 displays the Inbox folder by default, but you can view any of your mailbox folders. To do so, open the mailbox you want to access and follow these steps:

1. Tap the Menu icon.
2. Tap Folders.
3. Tap the folder you want to view.

### Empty or Missing Folders

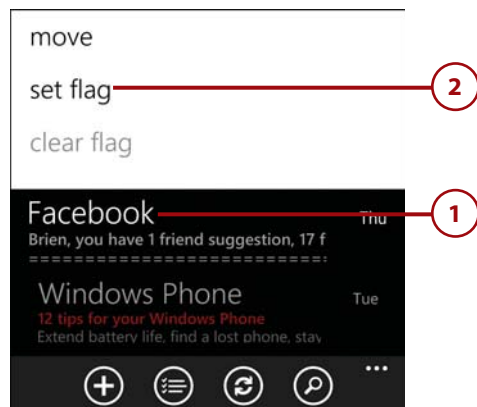
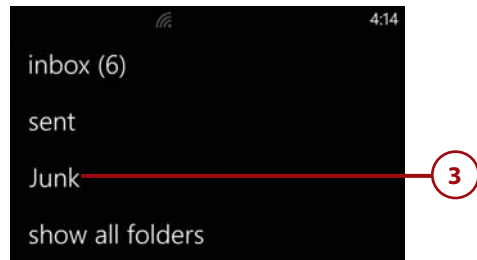
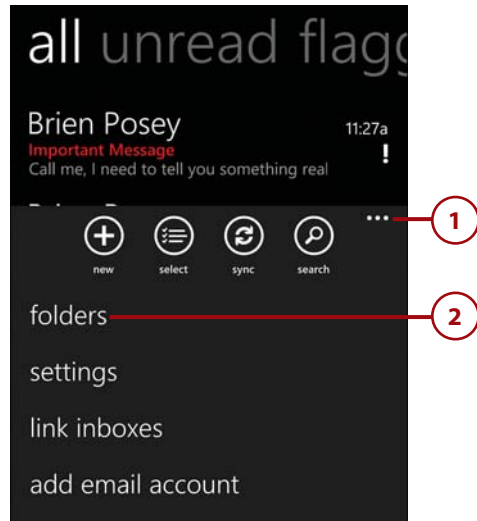
Not all folders are displayed on the Folders list by default. If you don't see the folder you are looking for, tap Show All Folders.

When you view a folder, the folder might at first appear empty. In an effort to save space on the phone, Microsoft does not automatically synchronize all folders. For example, it would normally be a waste of space and bandwidth to synchronize the Junk folder. If you need to view the contents of a folder that initially appears to be empty, open the folder and tap Sync This Folder.

## Flagging a Message

Windows Phone 8 offers full support for message flags. To flag a message, locate it in your folders and follow these steps:

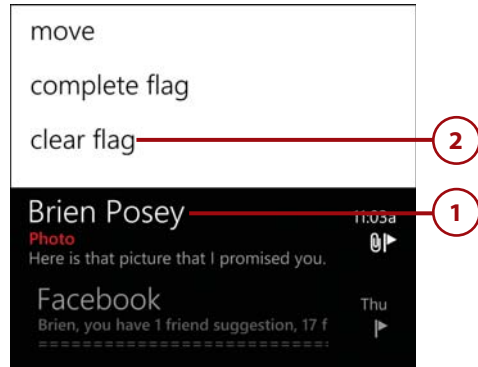
1. Tap and hold the message.
2. Tap Set Flag.



## Clearing a Message Flag

To clear the flag from a message, locate the flagged message and follow these steps:

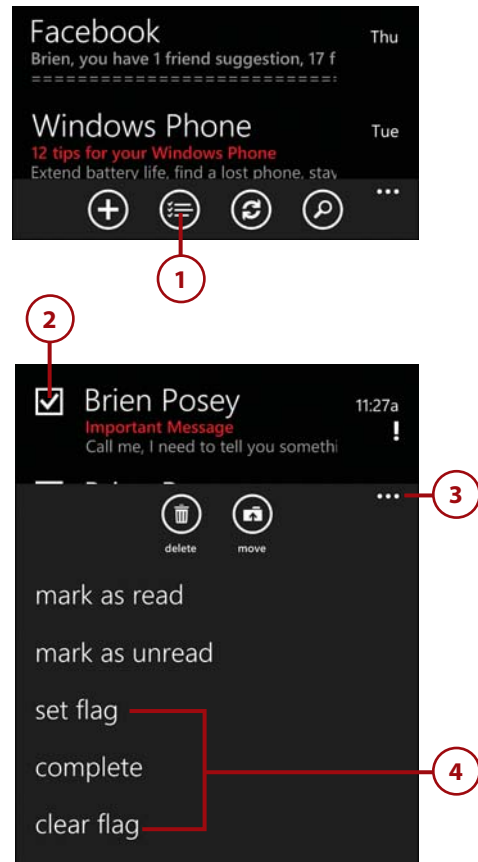
1. Tap and hold the message.
2. Tap Clear Flag.



## Flagging or Unflagging Multiple Messages

If you need to flag or unflag multiple messages, you can do so by locating the folder containing the messages and following these steps:

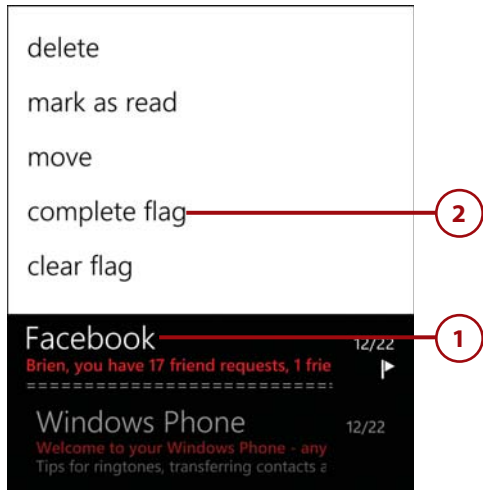
1. Tap the Select icon.
2. Select the check boxes corresponding to the messages that you want to flag or unflag.
3. Tap the Menu icon.
4. Tap either Set Flag or Clear Flag.



## Marking a Message as Complete

If you complete a task related to a flagged message, you might want to flag that message as complete. To do so, locate the flagged message and perform these steps:

1. Tap and hold the message that you want to flag as complete.
2. Tap Complete Flag.
3. When the complete flag is applied, a check mark icon appears next to the message, indicating that the message has been flagged as complete.



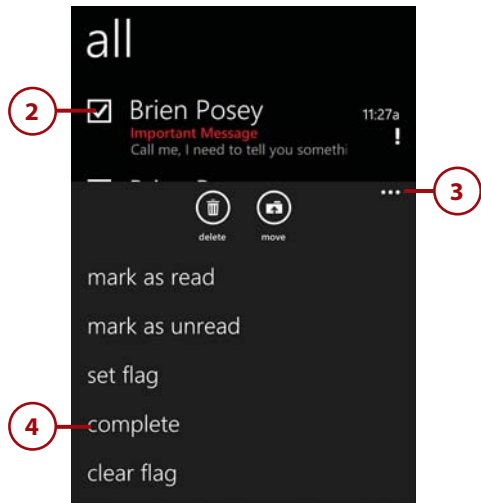
## Marking Multiple Messages as Complete

Just as you can flag a single message as complete, you can mark multiple messages as complete. To do so, locate the folder containing the messages you want to flag as complete and follow these steps:

1. Tap the Select icon.
2. Select the check boxes corresponding to the messages that you want to mark.
3. Tap the Menu icon.
4. Tap Complete.

### Accidental Completion

If you accidentally flag a message as complete, you can get rid of the flag by using the Clear Flag option. You can then apply the flag again.



## Composing a New Message

One of the most basic messaging tasks is to compose a new message. The message composition screen contains several elements:

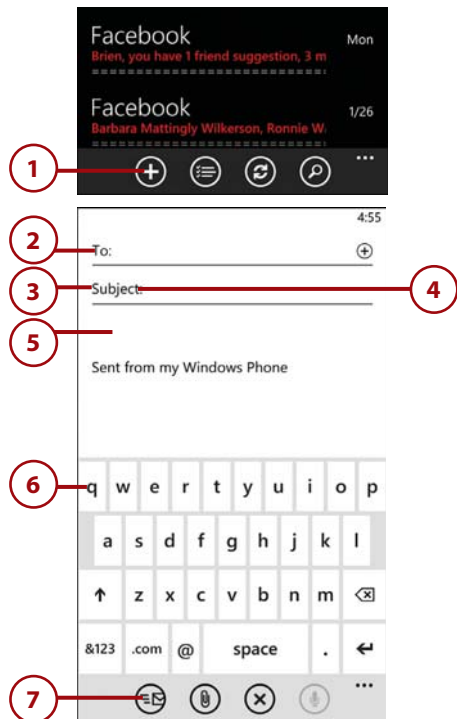
- Time:** The current time.
- To field:** You enter the recipient's email address here.
- Subject line:** This is where you type the message's subject.
- Message body section:** Here you actually compose your message.
- Send icon:** Tap this icon to send the message.
- Attach icon:** Tap this icon to add an attachment to the message.
- Close icon:** Tap this icon to cancel the message instead of send it.
- Speak icon:** Use this icon to verbally compose a message.
- Menu icon:** Flick this icon upward to access a menu with access to the CC, Blind CC, and Priority options.



## Writing a Message

You can compose a new message by opening the mailbox you want to use and following these steps:

1. Tap the New Message icon.
2. Tap the To field, and then enter the address where you want to send the message.
3. Tap the Subject field.
4. Enter a subject line for the message.
5. Tap the message body.
6. Compose your message.
7. Tap the Send icon.





## SENDING MAIL TO YOUR CONTACTS

These above assume that you are going to be manually entering the message recipient's email address. However, Windows Phone 8 gives you the option of sending an email directly to one of your contacts by tapping the Add Contact icon.

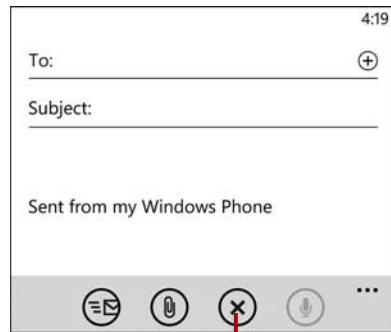
## Canceling a New Message

Occasionally, you might begin to compose a message and then change your mind about sending it. When this happens, you can cancel the message by performing these steps:

1. Tap the Close icon.
2. If you have not yet entered any information for the new message, the message will be canceled with no further questions. Otherwise, you will see a menu with the following choices:

**Save:** The message will not be sent, but it will be saved in your Drafts folder so that you can edit and send it later.

**Delete:** The message is deleted without saving a draft copy.



## The Back Button

If you tap the Back button while composing a message, Windows Phone 8 displays the menu shown here instead of immediately navigating away from the message (unless the new message is completely empty).

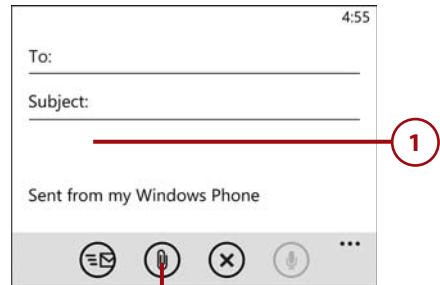
## Adding Message Attachments

Windows Phone 8 enables you to send photographs as message attachments. You have the option of sending a photograph either from your Camera Roll (or albums) or directly from the built-in camera.

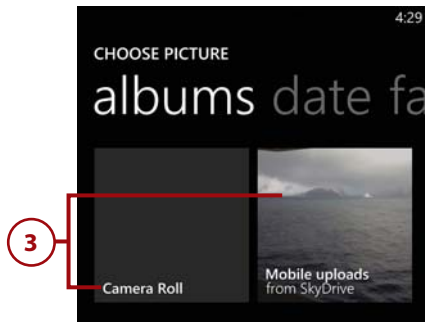
### Sending Pictures from Your Camera Roll or Albums

To send a picture from your Camera Roll or from your albums, open a new message and complete the following steps:

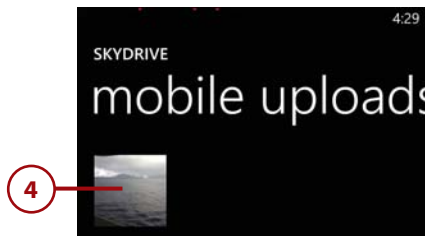
1. Begin composing a new message.
2. Tap the Attachment icon.
3. Tap the Camera Roll icon, or tap the album containing the image that you want to send.
4. Tap the photo you want to send.



2



3



4

5. You return to the message composition screen. Finish composing your message (if necessary).
6. Tap the Send icon.

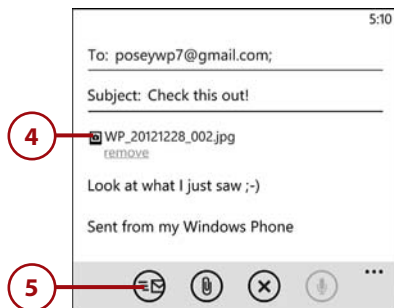
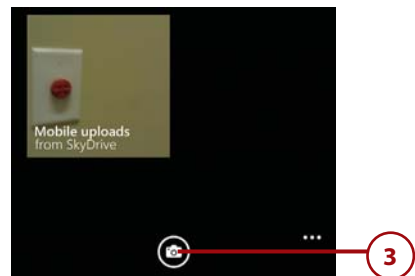
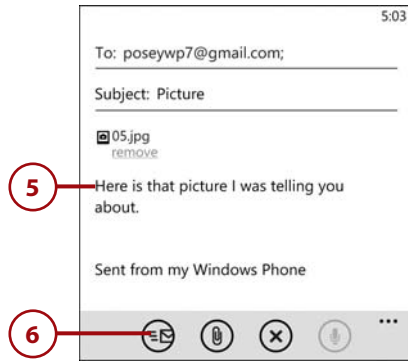
## Multiple Attachments

You can add multiple attachments to an email message, but you must select each attachment separately.

## Sending a Picture from the Camera

Windows Phone 8 enables you to access the camera from directly within the message composition screen and email a photo immediately after snapping it. To do so, open a new email message and follow these steps:

1. Begin composing a new message.
2. Tap the Attachment icon.
3. Tap the camera icon and snap a picture. Choose if you want to Accept or Retake the photo.
4. You return to the message composition screen, and the new picture is added as an attachment.
5. Tap Send.



## *It's Not All Good*

Although the message composition screen contains an attachments icon, the only type of attachment you are allowed to add to messages is a photograph. Windows Phone 8 does allow you to send other types of files as email attachments, but you must do so through the application that created the file. For example, if you want to send someone a Microsoft Word document, you must do so through Microsoft Word Mobile. This option is discussed in more detail in Chapter 6, "Microsoft Office Mobile."

## Removing a Message Attachment

When you add an attachment to a message, you have the option to remove the attachment before sending the message. To do so, open a message with an attachment included and follow these steps:

1. Tap the Remove link just beneath the attachment.
2. When Windows asks if you want to remove the attachment, tap Yes.



## Setting Message Priority

When you compose a new message, you have the option to set the message's priority to high, normal, or low. To set the priority for a message, open the message you want to use and follow these steps:

1. From the message composition screen, Tap the Menu icon.
2. Tap Priority.
3. Tap either High, Normal, or Low.

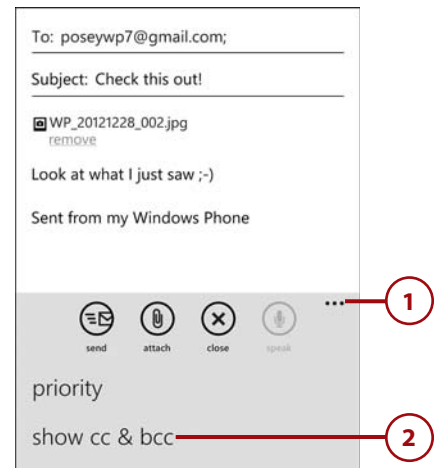
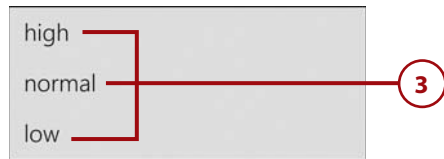
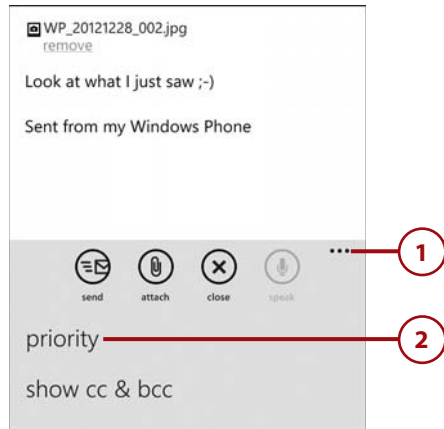
### Verifying the Message Priority

When you set a message's priority, Windows does not give you any kind of message telling you that the priority has been set. To verify the message priority, you must look for a flag in the upper-right portion of the message composition screen. Priority flags are displayed for only high- and low-priority messages.

## Adding Recipients Through CC and Blind CC

Windows Phone 8 gives you the option to copy or blindly copy other recipients on a message. To do so, create a new message and follow these steps.

1. From the message composition screen, Tap the Menu icon.
2. Tap Show CC & BCC.
3. Enter the email addresses for the recipients that you want to copy or blindly copy on the message.



## Adding Emoticons and Clip Art

When you compose an email message, Windows Phone 8 gives you an easy and fun way to insert clip art emoticons and clip art images into your message. To do so, open a new message and complete these steps:

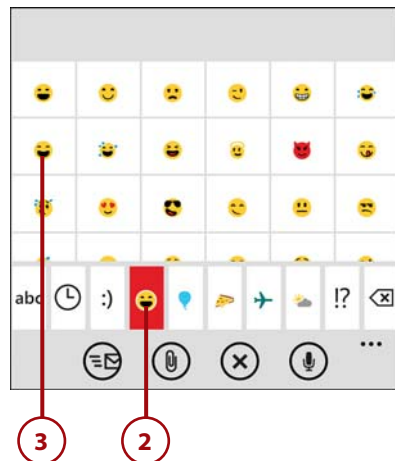
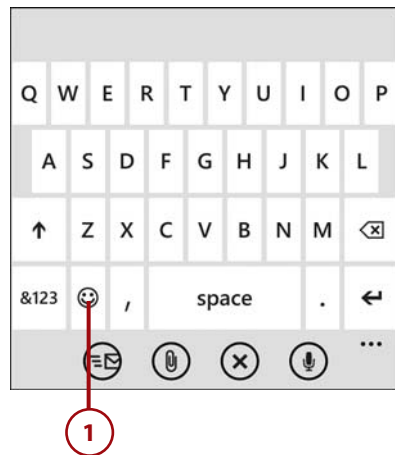
1. Tap the emoticon key on the onscreen keyboard.
2. Tap a category key related to the type of image you want to insert.
3. Tap the actual image that you want to insert.

### Taking a Shortcut

You might have noticed that one of the category keys looks like a clock. This is a shortcut key. Tapping this key takes you to a screen displaying your most commonly used emoticons or clip art images.

### Emoticon Incompatibility

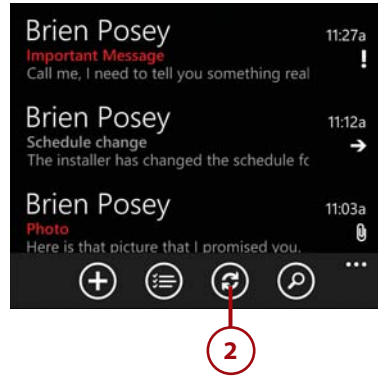
Some of the emoticons only work if the recipient is using a Windows Phone 8 device. Recipients with other types of phones may not receive the emoticons or they might be displayed incorrectly.



## Checking for New Mail

Depending on the type of mailbox you are connected to, new messages might not show up in your Inbox immediately. You can manually check for new messages by completing these steps:

1. Open the mailbox you want to check.
2. Tap the Sync icon.



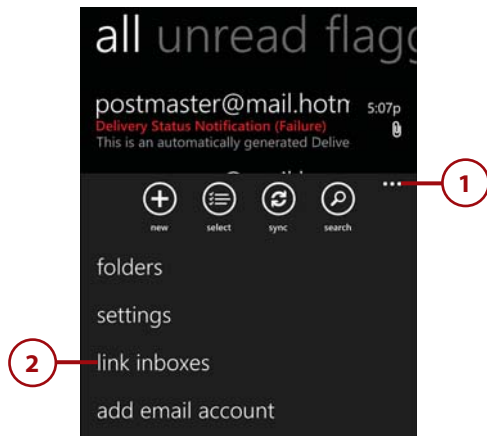
## Configuring Mailbox Settings

Windows Phone 8 provides a number of settings that you can use to control the way that your phone handles email messages. For example, you can use the various settings to do things like linking multiple mailboxes together or enabling conversation view for messages.

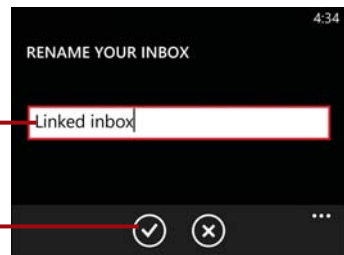
### Linking Mailboxes

Although Windows Phone 8 supports the use of multiple mailboxes, some people prefer to access all their mail through a single mailbox. This can be accomplished through mailbox linking. When you link mailboxes, all the mail from those mailboxes is displayed as if it existed in a single mailbox. To link mailboxes, open one of the mailboxes and follow these steps:

1. Tap the Menu icon.
2. Tap Link Inboxes.



3. Tap the name of the mailbox to which you want to link.
4. Tap Rename Linked Inbox.
5. Give your Inbox a name that reflects its purpose.
6. Tap the Done icon.
7. The linked mailbox is displayed on the Start screen under the name you assigned to it. Multiple mailbox icons designate it as a collection of linked mailboxes.





## Unlinking Mailboxes

If you later decide that you want to unlink your mailboxes, you can easily do so. To unlink a mailbox, open your linked mailbox and follow these steps:

1. Tap the Menu icon.
2. Tap Linked Inboxes.
3. Tap the name of the mailbox that you want to unlink.
4. Tap the Unlink button.

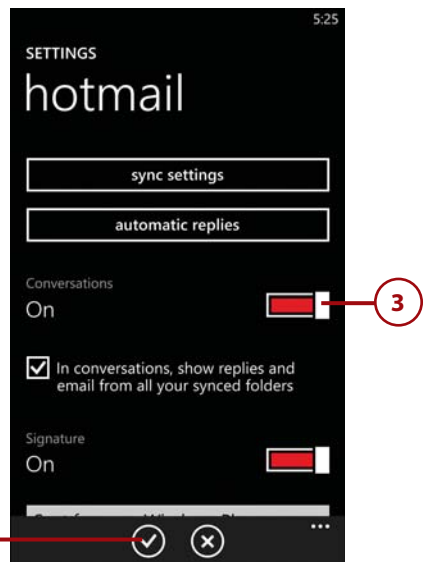
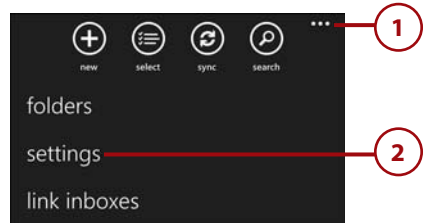
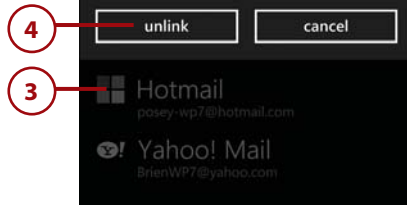
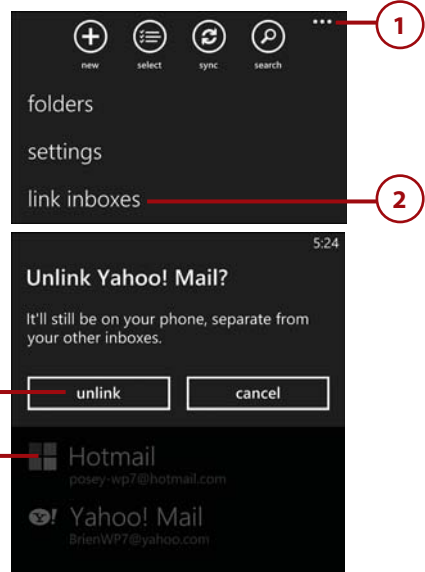
## Conversation View

By default, Windows Phone 8 groups messages into conversation view. Conversation view reduces clutter in your mailbox by grouping messages from each sender into a dedicated conversation container. If you want to disable conversation view, open your inbox and follow these steps:

1. Tap the Menu icon.
2. Tap Settings.
3. Set the Conversation slide bar to Off.
4. Tap the Done icon.

## Returning to Conversation View

You can re-enable conversation view by setting the slide bar to On.



## Message Signatures

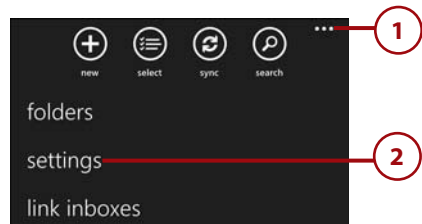
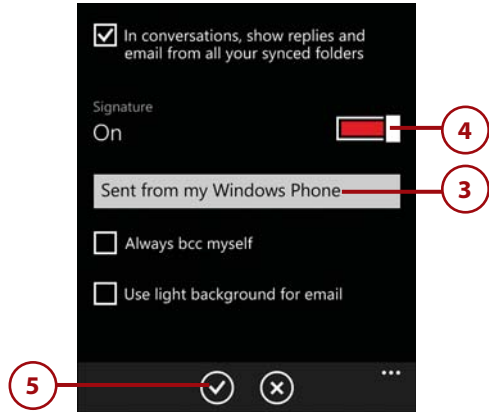
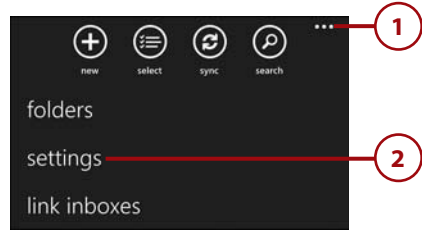
By default, Windows Phone 8 devices add the phrase "Sent from my Windows Phone" to the end of each message that you send. However, you can turn off this signature or customize it. To do so, open your mailbox and follow these steps:

1. Tap the Menu icon.
2. Tap Settings.
3. If you want to customize the signature, tap it and type a new signature.
4. If you want to disable the signature, set the Signature slide bar to Off.
5. Tap the Done icon.

## Blind Ccing Yourself

Some people like to send a copy of every message that they send to themselves. Windows Phone 8 includes an automatic BCC option. If you want to always BCC yourself, you can do so by opening your mailbox and following these steps:

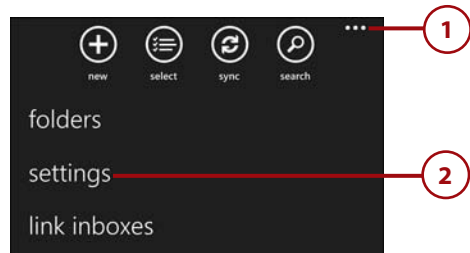
1. Tap the Menu icon.
2. Tap Settings.
3. Select the Always BCC Myself check box.
4. Tap the Done icon.



## Lightening the Display

You have probably noticed throughout this chapter that the email message composition screens are white with black text, but all the email configuration screens are black with white text. If you prefer to use a white background and black text for all messaging-related functions, you can do so by opening your mailbox and completing these steps:

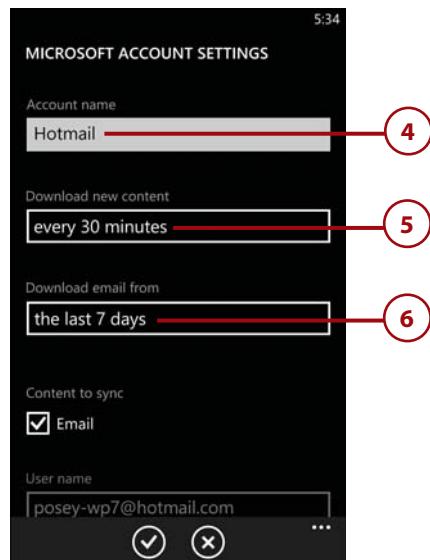
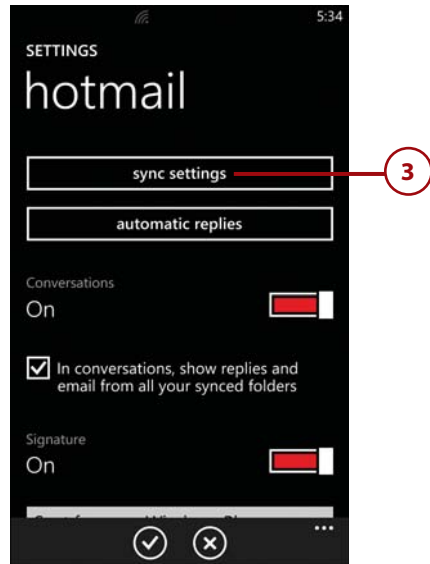
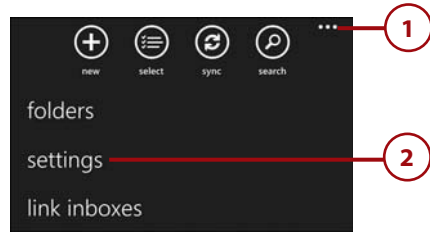
1. Tap the Menu icon.
2. Tap Settings.
3. Scroll to the bottom of the Settings screen and select the Use Light Background for Email check box.
4. Tap the Done icon.



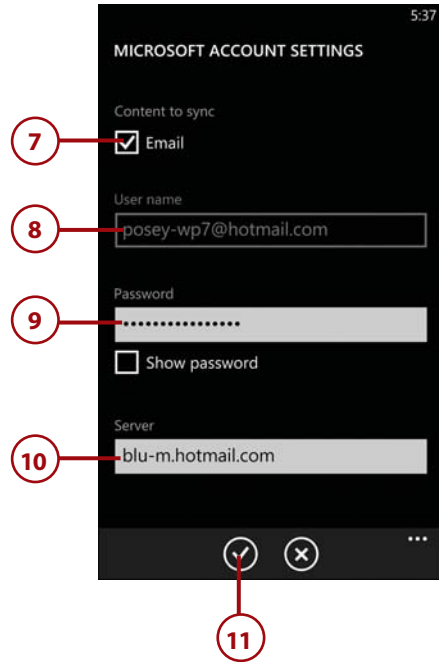
## Changing the Mailbox Sync Settings

Some types of mailboxes download new messages automatically, as they arrive. Other types of mailboxes download mail according to a set schedule. Using the mailbox settings screen, you can customize the download schedule and the retention period for messages stored on your phone. You can access the Mailbox Sync Settings screen by opening your mailbox and completing these steps:

1. Tap the Menu icon.
2. Tap Settings.
3. Tap Sync Settings.
4. Tap Account Name to give the mail account a different name.
5. Tap Download New Content to change the frequency with which new messages are downloaded.
6. Tap Download Email From to control how much email history is stored on your phone.



7. Scroll down and tap Content to Sync to choose what you want to sync. Some types of mailboxes allow you to sync only email, but other types of mailboxes permit you to sync calendars and contacts.
8. Tap Username to alter the username that you use to log into the mailbox.
9. Tap Password to change your mailbox password. If you ever change your password, you will need to enter the new password here so that your phone can continue to receive mail.
10. Tap Server to alter the fully qualified domain name (FQDN) or IP address of your mail server. For a properly configured email account, you won't likely ever need to change this setting.
11. Tap Done to save any changes you made here.



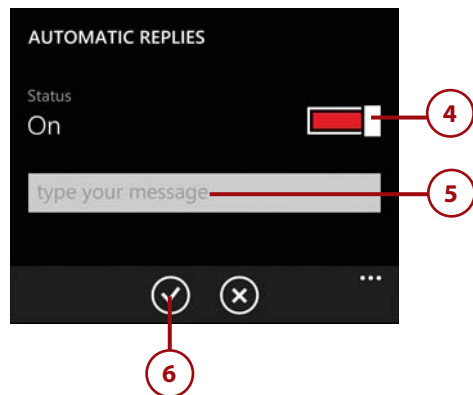
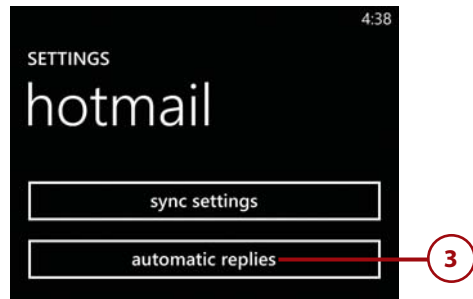
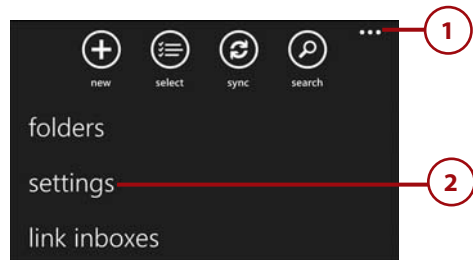
## Configuring Automatic Replies

If you are going to be unavailable for a period of time, you might want to configure your phone to answer inbound email with an automated reply telling the person who sent you the message that you are not available. You can configure automatic replies by opening your mailbox and completing these steps:

1. Tap the Menu icon.
2. Tap Settings.
3. Tap Automatic Replies.
4. Move the Automatic Replies slide bar to the On position.
5. Enter your automatic reply message.
6. Tap Done.

### Disabling Automatic Replies

When you want to stop using automatic replies, simply go back to the Automatic Replies screen and move the slide bar to the Off position.



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