Generated on 13/11/2026 19:35

KNOWLEDGE BASE · PUBLIC DOCUMENT

Setting up your mailbox on a Huawei phone without Google apps

E-mail

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2397	v2026.11.13	Mozambique · English

MozOut Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/2397

Setting up your mailbox on a Huawei phone without Google apps

E-mail Created on **November 13, 2026** 2 min read



The short answer: many recent Huawei phones come without Google's apps, so there is no Gmail app to set your mailbox up in. You do not need it: the built-in **Email** app connects to your mailbox over **IMAP**, with `mail.asuaempresa.co.mz` as the server, port **993 with SSL/TLS** to receive and **465 with SSL/TLS** to send.

What you need

Setting	Value
Address and username	the full mailbox address
Password	the mailbox password
Incoming	IMAP, `mail.asuaempresa.co.mz`, port 993, SSL/TLS
Outgoing	SMTP, `mail.asuaempresa.co.mz`, port 465, SSL/TLS (or 587 with STARTTLS), with sign-in required

Step by step in the Email app

Menu names change a little between system versions, but the path is this:

1. **Open the Email app.** The first time, it shows a list of account types; if you already have an account, go to settings and add an account.

2. **Choose "Other"** (not the free webmail services in the list).

3. **Enter the full address and the password** and choose **manual setup**, so the app does not guess.

4. **Choose IMAP** as the account type.

5. **Incoming:** server `mail.asuaempresa.co.mz`, security SSL/TLS, port 993, username = the full address.

6. **Outgoing:** server `mail.asuaempresa.co.mz`, security SSL/TLS, port 465, and turn on "require sign-in", with the same username and password.

7. **Save and send a test message** to another address of yours.

If it will not connect

What you see	What it usually is
Wrong password or authentication failed	The password is not the mailbox one, or the username is missing the full address. Check by logging in to **webmail**.
Certificate warning	The server you typed is not `mail.asuaempresa.co.mz`. Fix the name instead of accepting the warning.
Receives but does not send	Outgoing sign-in is off, or the port and security do not match (465 with SSL/TLS, 587 with STARTTLS).
Used to work and stopped	The mailbox password changed and the phone still has the old one.

Prefer another app?
The e-mail apps you install from AppGallery use the same settings. The field names change; the values do not. See also **other e-mail apps on your phone**.

Choose IMAP, not POP,
if you use the same mailbox on a computer or in webmail. With POP, the phone can download the messages and delete them from the server.

NEED A HAND?

Phone will not connect to your mailbox? Open a ticket with the phone model and the error message.

Open a support ticket →

SEE ALSO

- How to set up your e-mail on Android →
- Other e-mail apps on your phone: Gmail, Samsung Email and Outlook, with the same settings →
- How to set up your e-mail on iPhone or iPad →
- POP or IMAP: which to choose, and what you lose by picking wrong →
- How to access your webmail →
- A lost or stolen phone or laptop with the company e-mail on it: what to do first →

Mozout

MozOut Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.mozout.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-2397 · v2026.11.13 · Generated on 13/11/2026 19:35