

Using PalmSource[®] Mail 5.2

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Introduction

The Mail application allows you to send and receive personal email on your Tapwave Zodiac™ handheld. You can read, reply to, compose, and delete email. Mail also allows you to send and receive attachments.

PalmSource Mail 5.2 Features

You can use your Zodiac handheld to access your personal emails when away from your desk.

- **Email Synchronization**
Every time you synchronize your Zodiac handheld the same changes are updated to your mail server.
- **Protocol Support**
Mail 5.2 supports the SMTP, POP3, and IMAP4 protocols.
- **Multiple Accounts**
Mail 5.2 allows you to create and manage a maximum of eight email accounts. Of these eight accounts, you may set up any number of POP or IMAP email accounts.
- **IMAP Folder Management**
Each IMAP account may now have up to 16 folders. You can create and edit the client and server folders. You can also edit the subscription of client to server folders and indicate which subscribed folders are synchronized. You can set the maximum size for any local IMAP folder.
- **New Security Features**
Mail 5.2 provides you with the option of using SSL (Secure Sockets Layer) for POP, IMAP, and SMTP servers and allows you to customize the port used to talk to each of these servers. You can enable SSL for both incoming and outgoing mail for each account on your Zodiac handheld.
- **Synchronization of Selected Accounts**
Mail 5.2 supports scheduled synchronizations of selected accounts at regular intervals. You can specify the interval period, the frequency, and the start time for scheduled synchronization.

System Requirements

You must have the following components in order to install and run Mail:

- A Palm Powered™ device with at least 550 KB of free memory. An international version needs at least 1100 KB of free memory.

- A Palm Powered Zodiac handheld with an Internet connection. This could be a device with a built-in wireless connectivity, a device clip on modem or other compatible modem, or a mobile Internet kit and a compatible phone.
- Palm OS® Desktop software, version 6.1 or version 5.4, installed on a desktop computer.

What's New in Mail 5.2

PalmSource Mail 5.2 supports the following features consistent with the Zodiac handheld on Palm OS Cobalt version 6.1:

- **One-Handed Navigation**

One-handed navigation uses the directional keys to navigate the application screens. The Center key selects the focus. The other keys will navigate the screen when in focus mode. If the focus has not been set, using the navigation keys will be similar to scrolling in the screen.

- **Screen Rotation**

PalmSource Mail supports both, the landscape and portrait mode for viewing mail.

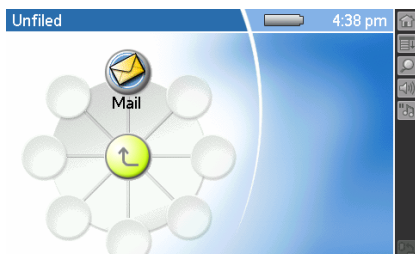
Installing Mail

Check if the Mail application is already installed on your Zodiac handheld. Tap on the Home button and look in the Unfiled category to identify the Mail icon.



Check your Zodiac handheld for Mail:

1. Tap the Home button.
2. Check to see if the Mail icon appears in the Unfiled category.



3. Install Mail if it is not on your Zodiac handheld.

To install Mail 5.2:

1. Open Palm OS Desktop.

2. Tap **Install** icon.

The Install Tool dialog appears.

3. Select **User** and tap **Add**.

4. Browse and locate Mail.prc.

5. Tap **Open**.

The Install Tool dialog appears with the added file(s).

6. Tap **Done** when completed the installation.

NOTE: If you are upgrading to Mail 5.2, you do not have to uninstall the older version of the Mail application.

Configuring Mail Accounts

Before you begin configuring Mail, you should gather the following information from your mail server administrator or Internet Service Provider (ISP), and have it readily available:

- Protocol for incoming mail (POP3 or IMAP4)
- Name of the incoming mail server
- Name of the outgoing SMTP mail server
- Your email address
- The communication script (if any) needed to connect to your ISP if Internet access is not already configured on your Zodiac handheld
- The IP address of your primary and secondary Domain Name Server (DNS), if Internet access is not configured for your Zodiac handheld

You can configure two different types of Mail accounts:

- POP3
- IMAP4

When you run Mail for the first time, the Mail Setup wizard will automatically start up and guide you through the steps to configure. You can also modify your account settings at a later time.

POP3 Mail Account

Mail Set up wizard guides you through the setup process.



To configure POP3 incoming Mail:

1. Tap **OK** to configure a mail account.

The screenshot shows the 'Account Setup' dialog box. At the top, 'Account Type' is set to 'POP'. Below it is an empty 'Email Address' field. Further down is an empty 'Account Name' field. At the bottom are 'Cancel' and 'Next >' buttons.

2. Select your POP account from the **Account Type** pick list.

If you select an ISP from the pick list, the Account name is filled automatically, as will other known parameters associated with that ISP such as account type and incoming and outgoing mail server names.

The screenshot shows the 'Account Setup' dialog box with the 'Account Type' pick list open. The list includes 'POP', 'IMAP', 'AT&T Global Network', 'AT&T Worldnet', 'BellSouth', 'Cablevision Optimum O...', 'Charter', and 'Comcast'. The 'Account' field is currently empty. 'Cancel' and 'Next >' buttons are at the bottom.

3. Enter your **Email Address** (for example me@myisp.com) and **Account Name** (for example Private Mail).
4. Tap **Next** to open the Incoming Mail screen.



The 'Incoming Mail' dialog box has a title bar with an information icon. It contains three text input fields: 'POP Server Address:', 'Username:', and 'Password:'. The 'Password' field has a button labeled '-Unassigned-' next to it. Below these fields is a button labeled 'Advanced POP Settings...'. At the bottom are three buttons: 'Cancel', '< Back', and 'Next >'.

5. Enter the **POP Server Address** (for example pop.myisp.com).
6. Enter your **Username** and **Password**.
7. To make changes to the POP Settings dialog, tap **Advanced POP Settings**.

By default you do not need to change these settings. If you are unsure whether or not you need to change these settings, contact your system administrator before making any changes.



The 'POP Settings' dialog box has a title bar with an information icon. It contains a 'Server Port' field with the value '110'. Below this are four checkboxes: 'Use SSL' (unchecked), 'APOP authentication' (unchecked), 'Leave mail on server' (checked), and 'Remove deleted mail from server' (checked). At the bottom is a 'Max. message size' field with the value '16' and a 'K' unit. At the very bottom are two buttons: 'Done' and 'Cancel'.

- Specify the **Server Port** supplied by your ISP. By default, the number for POP servers is 110.
- Select **Use SSL** check box. The default port for POP over SSL is 995.

IMPORTANT: Mail 5.2 supports SSL under two conditions:

- (1) The same server name needs to be used for both incoming and outgoing servers.
 - (2) The incoming and outgoing mail server configurations must have SSL enabled.
-

- Select **APOP authentication** if your ISP supports secure authentication and you want to use it with this account.
- Select **Leave mail on server** if you want to leave a copy on the server, even after you have downloaded it.

- If you want to remove deleted mail from the server, select **Remove deleted mail from server**. Mail will be deleted the next time a Get or Retrieve action is performed.
 - Specify the **Maximum message size**. Messages larger than the maximum size will be truncated to the limit you set. You can download the rest of the message at a later time. The maximum message size you can download is 64k.
8. Tap **Done** to return to the Incoming Mail screen.

To configure POP3 outgoing Mail:

1. Select your POP account from the **Account Type** pick list.
2. Tap **Next** to open the Outgoing Mail dialog.

3. Enter your **SMTP Server Address** (for example, smtp.myisp.com) and your **Name** (for example, Tina Smith) in the provided input fields.
4. Select **BCC a copy to** and enter the email address if you want to copy all outgoing mails.
5. Tap **Advanced SMTP Settings** if you want to change the SMTP settings.

By default you do not need to change these settings. If you are unsure, contact your system administrator before making any changes.

To change SMTP settings:

1. Enter the **Server Port** number supplied by your ISP. The default port for SMTP servers is 25.

2. Select **Use SSL**. The default port for SMTP over SSL is 465.

IMPORTANT: Mail 5.2 supports SSL under two conditions:

- (1) The same server name needs to be used for both incoming and outgoing servers.
 - (2) The incoming and outgoing mail server configurations must have SSL enabled.
-

3. Select **Use authentication** check box if you want to use SMTP authentication with this account. Mail 5.2 supports “plain” authentication.
4. If you selected the Use authentication check box, enter the **Username** and **Password** supplied by your ISP.
5. Tap **Done** to return to the Outgoing Mail dialog.

NOTE: If you do not enter a Username and Password, the username/password combination from your POP settings will be used.

6. Tap **Next**.
The Setup Complete dialog appears.



7. Tap **Finished**.

IMAP4 Mail Account

IMPORTANT: Before configuring an IMAP account, make sure that your Zodiac handheld is connected to the Internet. You must be connected to the Internet so that your Zodiac handheld can download the folder list and perform the folder mapping required during setup.

The Mail Setup Wizard will guide you through the configuration process.



To configure IMAP incoming Mail:

1. Tap **OK**.

The Account Setup dialog appears.



2. Select IMAP from the **Account Type:** pick list.
3. Enter your **Email Address** (for example, me@myisp.com) and **Account Name** (for example, Private Mail).
4. Tap **Next** to open the **Incoming Mail Screen**.

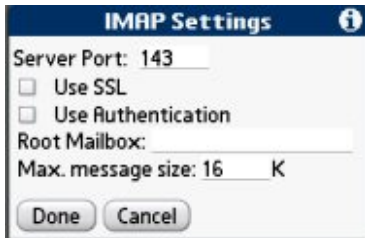


5. Enter the **IMAP Server Address** (for example, imap.myisp.com).

6. Enter your **Username** and **Password**.
7. Tap **Advanced IMAP Settings** to change the settings.

The **IMAP Settings** dialog appears. Contact your system administrator before making any changes.

To configure Advanced IMAP settings:



1. Specify the **Server Port** number supplied by your ISP.
The default server port number is 143.
2. Select **Use SSL**. The default port for IMAP over SSL is 993.

IMPORTANT: Mail 5.2 supports SSL under two conditions:

- (1) The same server name needs to be used for both incoming and outgoing servers.
 - (2) Both, incoming and outgoing mail server configurations must have SSL enabled.
-

3. Check **Use Authentication** if your ISP supports CRAM-MD5 authentication and you want to use this setting with the account.
4. Enter the pathname in the **Root Mailbox** if supplied by your ISP or system administrator.

NOTE: If a root mailbox has been defined, only folders below that root mailbox are accessible.

5. Specify the **Max. msg size**. Messages larger than the maximum size will be truncated to the limit you set. (You can always download the rest of the message later.) The maximum message size you can download is 64 K.
6. Tap **Done** to return to the Incoming Mail screen.
7. Tap **Next**.

Mail 5.2 connects to your incoming mail server using the credentials you provided to download a folder list from the server.

IMPORTANT: You must use alphanumeric characters when creating your folder name.

Use the folder-mapping wizard to map Sent and Deleted item's folders to the appropriate server folders.

The Folder Mapping wizard automatically predicts the associated server folder for your local Sent Items and Trash folders.

NOTE: The Folder Mapping wizard pops up only if the application does not find matching folder names on the server.



1. Tap **OK** if you want to accept the predicted folder.
2. If Mail 5.2 cannot predict a matching server folder, tap **Select** to choose a different folder from the Select Folder dialog.
3. Tap **OK** and select the desired folder.
4. Tap **OK** once you select the appropriate servers for Sent and Trash folders.
You are taken to the Outgoing Mail screen.

To configure IMAP outgoing Mail:

1. Open Outgoing Mail dialog for the IMAP account.



2. Enter your **SMTP Server Address** (for example, smtp.myisp.com) and your **Name** (for example Tina Smith) in the provided input fields.
3. Select the **BCC a copy to** and enter the email address to which you want to copy of all your outgoing mail.
4. If you want to change the SMTP settings, tap **Advanced SMTP Settings**.
If you are unsure whether or not you need to change these settings, contact your system administrator before making any changes.

To change the Advanced SMTP settings:



1. Enter the **Server Port** number supplied by your ISP. The default port for SMTP servers is 25.
2. Select the **Use SSL** check box if you want to use SSL. The default port for SMTP over SSL is 465.
Refer to your ISP to ascertain that SSL is supported. You may need to change this value if instructed to do so by your system administrator or ISP.
3. Select the **Use authentication** check box if you want to use SMTP authentication with this account. Mail 5.2 supports “plain” authentication.
4. Enter the **Username** and **Password** supplied by your ISP, if you selected the **Use authentication** check box.
If you do not enter a username and password, the username and password combination is taken from your IMAP settings.
5. Tap **Done**.
You are returned to the Outgoing Mail screen.
6. Tap **Next**.
The Setup Complete dialog appears.



For more information on the **Account Prefs**, refer to “Preferences”.

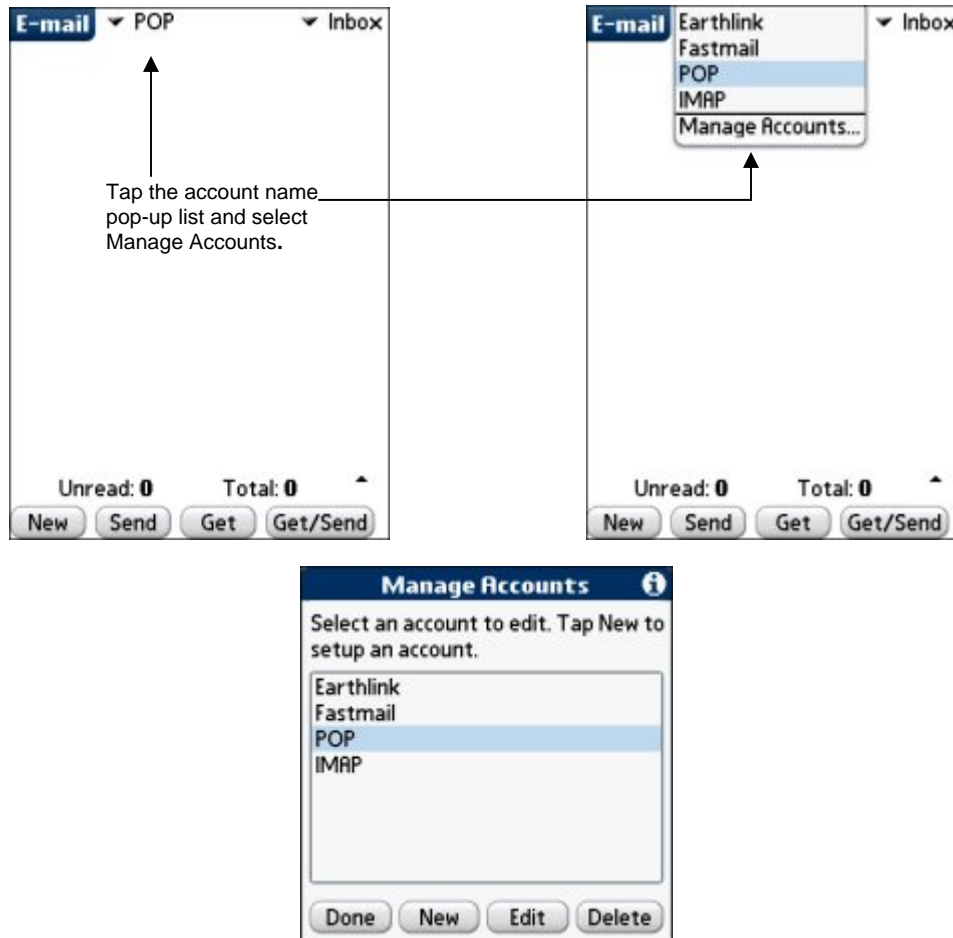
7. Tap **Finished**.

Configuring Additional Mail Accounts

When you are configuring your first mail account, follow the procedure outlined in “Configuring Mail Accounts”. This section describes the best way to add additional mail accounts after you have configured your initial account. You can configure up to eight mail accounts on any Zodiac handheld.

Creating a new Mail Account

1. Tap the account name pick list and select **Manage Accounts** in the Message List View screen, or select **Manage Accounts** from the Options menu.



2. Tap **New**.

The Account Setup screen appears.

Follow the setup instructions in “Configuring Mail Accounts” to configure the desired type of mail account.

Removing Mail Accounts

You can remove any configured mail account on your Zodiac handheld at any time.

1. Tap the account name pick list and select **Manage Accounts** in the Message List View screen, or select **Manage Accounts** from the Options menu.
2. Highlight the desired account.
3. Tap **Delete**.

A warning dialog appears.



4. Tap **Delete**.

The account is deleted.

Editing Mail Account Settings

After you configure an account, you can edit the settings at any time.

1. Tap the account name pick list and select **Manage Accounts** in the Message List View screen, or select **Manage Accounts** from the Options menu.
2. Highlight the desired account.
3. Tap **Edit**.

The Edit Account screen appears.



4. Make any required changes to the **Account Type**, **E-mail Address**, and **Account Name**.
5. Tap **Incoming Mail Settings** to edit the incoming mail settings.
The Incoming Mail screen appears.
6. Make any required changes and tap **Done**.
You are returned to the Edit Account screen.
7. Tap **Outgoing Mail Settings** to edit the outgoing mail settings.
The Outgoing Mail screen appears.
8. Tap **Done** after making any required changes.
You are returned to the Edit Account screen.

9. Tap **Account Preferences** to edit the account preferences.

The Account Preferences screen appears. For more information on account preferences, refer to “Preferences”.

10. Make any required changes; and tap **Done**.

You are returned to the Edit Account screen.

11. Make all your required changes; then tap **Done**.

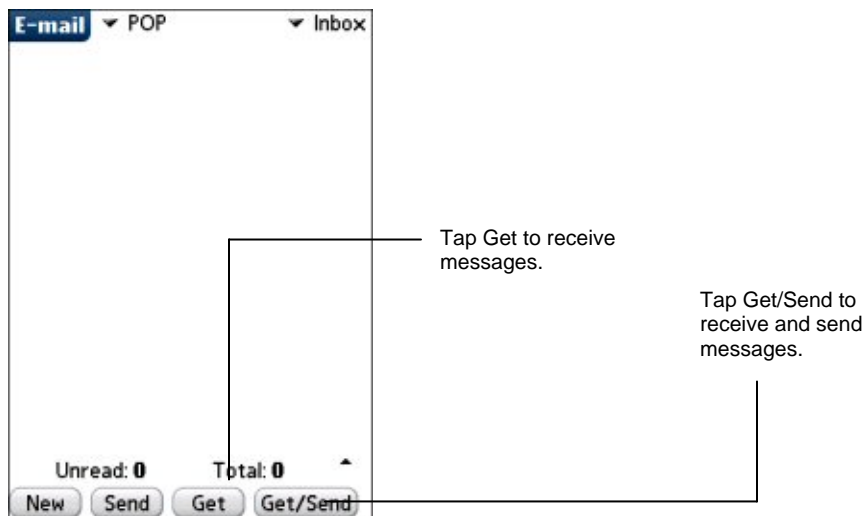
You are returned to the Manage Accounts screen.

Receiving Mail Account Messages

Once you have configured a Mail account on your Zodiac handheld, you are ready to receive and view email messages. This section describes how you receive and view messages for the two types of accounts configured on your Zodiac handheld.

Receiving POP Messages

1. Open the Mail application on your Zodiac handheld.
Your empty Inbox should appear.
2. Select your POP account from the account pick list.

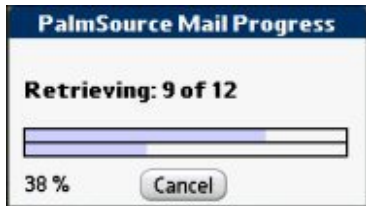


3. Tap **Get/Send**.

The Receive dialog appears.



4. If you only want to receive email headers, select the **Headers Only** check box.
You can download the entire message later, if needed.
5. If you want to use filters, check the **Use Filters** check box.
For more information on using filters, refer to “Filters”.
6. Tap **Receive** opens a Mail Progress dialog.



When synchronization is complete, the Complete dialog appears and informs you of any new messages.

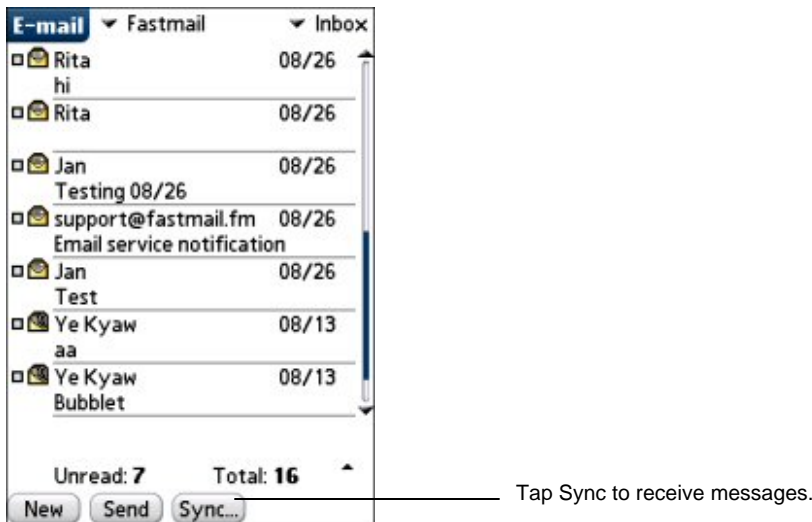


7. Tap **OK**.
Any new messages appear in your Inbox.



Receiving IMAP Messages

1. Open the Mail application on your Zodiac handheld.
Once you have configured an account, your Inbox should appear empty.



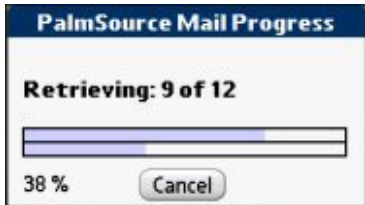
2. Select your IMAP account.
3. Tap **Sync**.
The Synchronization dialog appears.



4. Select the folders you want to synchronize.
You can select **Current folder** or **All full-sync folders** from the pick list.
5. If you only want to receive email headers, select the **Headers Only** check box.
You can download the entire message later, if needed.
6. If you want to use filters, select the **Use Filters** check box.
For more information on using filters, refer to “Filters”.

7. Tap **Sync Now**.

The Mail Progress dialog appears.



When synchronized, the Complete dialog appears.



8. Tap **OK** and you will see new messages in your Inbox.



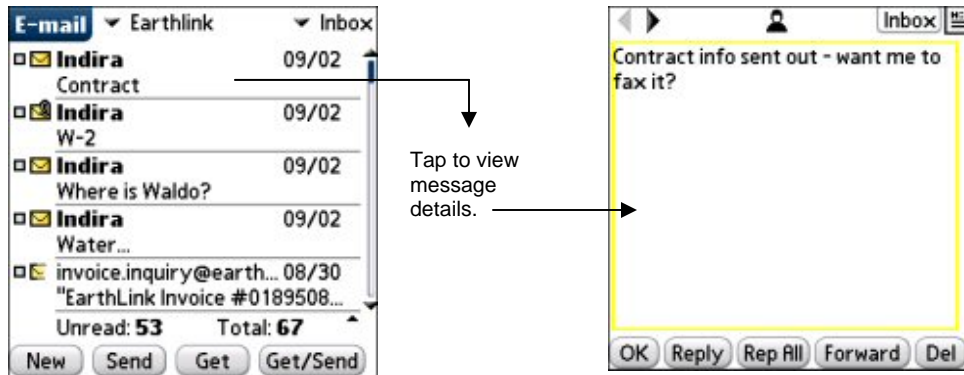
Viewing Mail Account Messages

All mail messages can be viewed as follows:

1. Select an account from the Mail Account pick list.

All the messages for the selected account (POP or IMAP) are displayed.

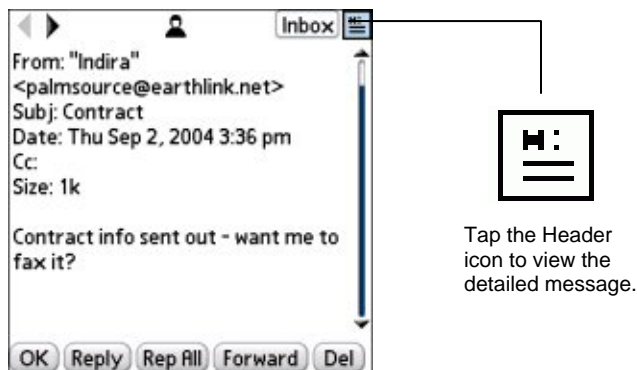
2. Tap the message in Mail list view, to see the message details.



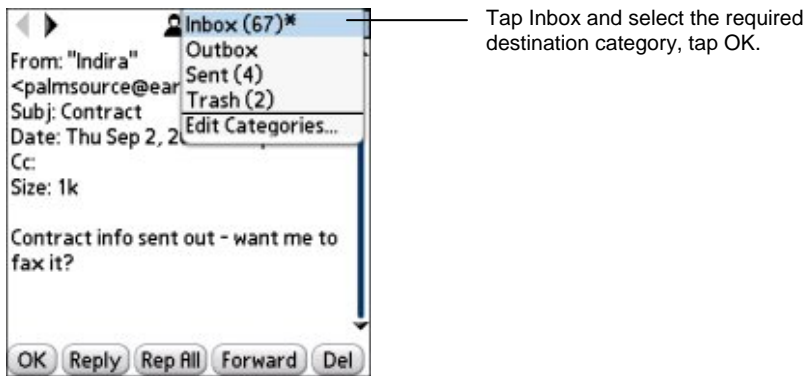
For information on creating, replying to, and forwarding messages, refer to “Composing and Sending Messages”.

NOTE: If you checked the **Headers Only** check box in the Receive dialog, the message will only contain the message header.

3. Tap the Header icon to view expanded details of the message.



4. If you want to move the message you are viewing to a different category, tap **Inbox** in the top right-hand corner of the screen and select the destination category folder.



5. Tap OK.

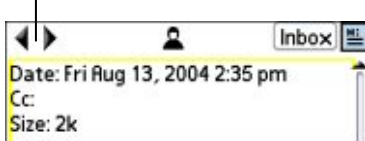
The message is moved to the selected category.

Options to Viewing Messages

This section introduces the various viewing options available when you download messages to your Zodiac handheld. These options apply to the POP3 and IMAP account types.

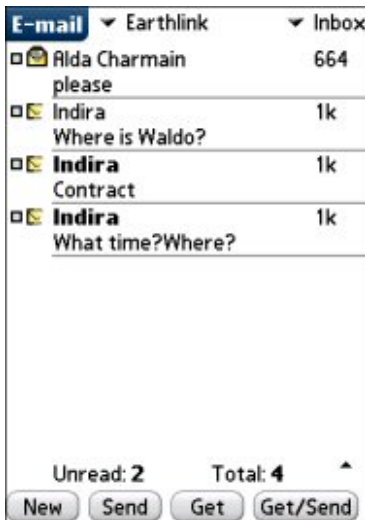
Navigating Between Messages

If there is more than one message in your Inbox, you can navigate between the messages using the arrows on the upper-left corner of the screen.



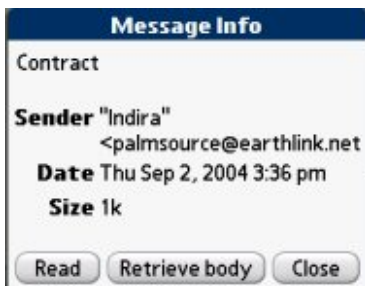
Retrieving Message Information

When you select the **Headers Only** check box in the Receive dialog, only the message header is downloaded to your device. The downloaded message appears with an incomplete envelope icon in your Inbox.



To retrieve the body of the message:

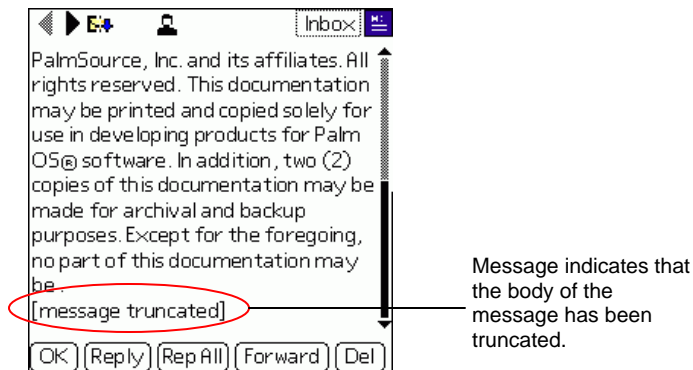
1. Tap the envelope icon to open the Message Info dialog.



2. Tap **Retrieve body**.
Mail 5.2 connects to the server and retrieves the body of the message.
3. Tap **Read**.

Truncated Messages

When the size of a message exceeds the limit set when you configured your account, a truncated version of the message is downloaded to your device.



Retrieving the entire body of a truncated message:

1. Open the truncated message.
2. Tap the partial message icon.

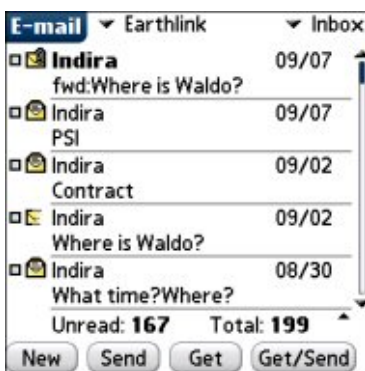


Mail 5.2 connects to the server and retrieves the body of the message and the remainder of the message is displayed.

Viewing Attachments

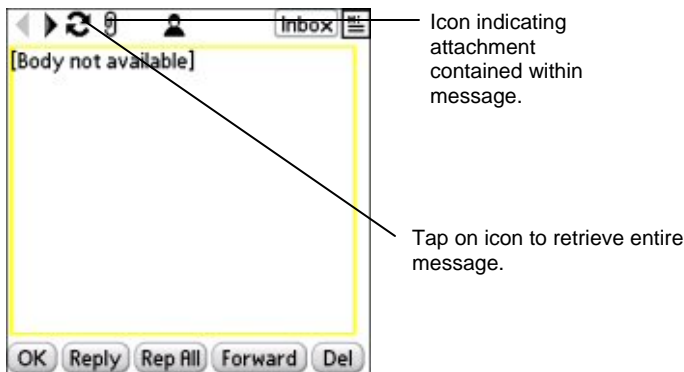
Mail allows you to view message attachments using an appropriate plug-in viewer.

Messages in your Inbox containing attachments have the paper clip icon attached to a message icon.



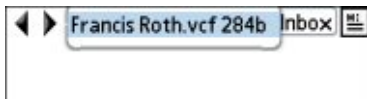
3. Tap the message to open it.

The paper clip icon denotes that the message contains an attachment.



IMPORTANT: You must always retrieve the body of the message before opening the attachments or forwarding the message.

4. Tap the paper clip icon.
The attachment details are displayed.



5. Tap on the attachment details to view the attachment.
A Transfer dialog appears. The dialog depends on the type of attachment you are trying to download.



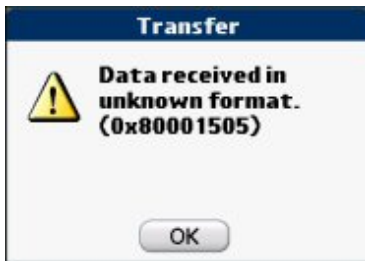
6. Select a **Category** from the pick list if required.
7. Tap **Yes**.

The attachment is displayed in the appropriate application on your Zodiac handheld.

You will only be able to view a downloaded attachment if you have a viewer that is compatible with the file you download. For example, if you have Quick Office™ on your

Zodiac handheld, you will be able to view Microsoft Word, Microsoft Excel, and some Microsoft PowerPoint files.

If you don't have a suitable application to view the attachment on your Zodiac handheld, the following Transfer dialog appears when you tap the attachment details.

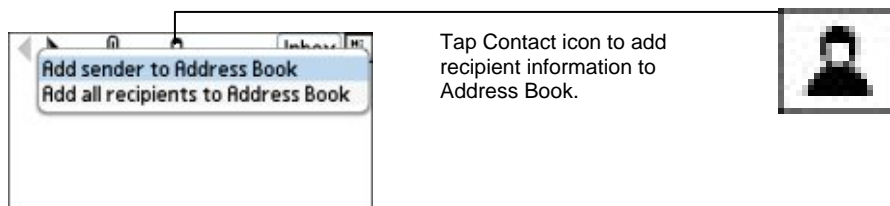


Adding Addresses to the Address Book Application

You can add the email addresses from messages you receive to the Address Book application on your Zodiac handheld.

Add address to the Address Book application:

1. Open the message with the address entry, which you want to add to your Address Book application.
2. Tap the Contact icon and the Add Address menu appears.



3. If you want to add the email address of the individual that sent the message, tap **Add sender to Address Book**.
4. If you want to add all other recipients of the message to your Address Book, tap **Add all recipients to Address Book**.

The email addresses are added to the Address Book application on your Zodiac handheld.

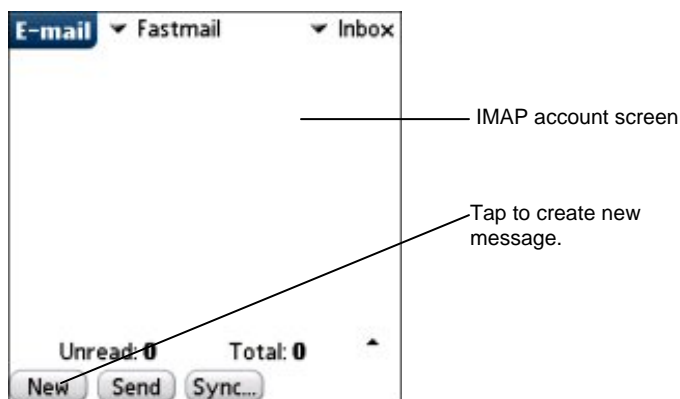
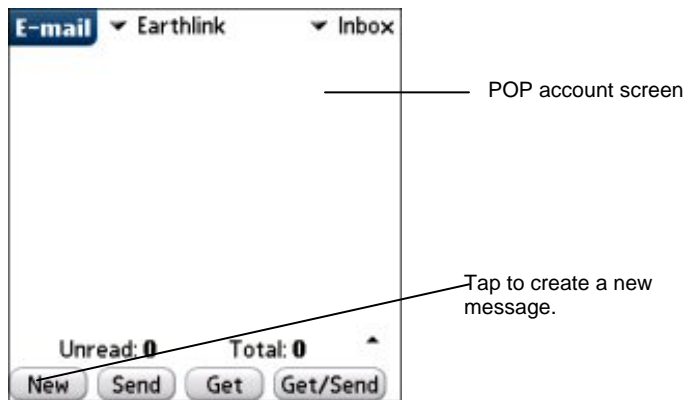
Composing and Sending Messages

You can compose new messages, reply to, or forward messages you receive using PalmSource Mail. This section describes how to address new messages, reply to, and forward messages you receive.

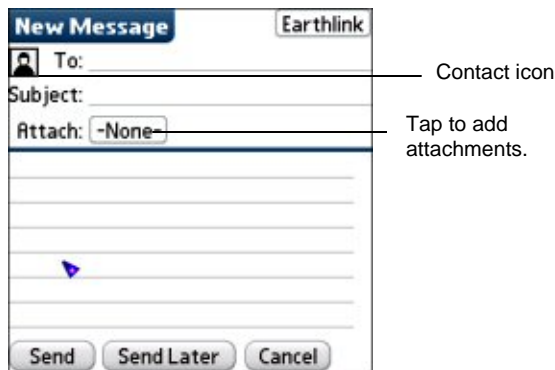
You can attach files to email messages by using Mail 5.2. For more information refer to “Sending Attachment(s)”.

Compose a new message:

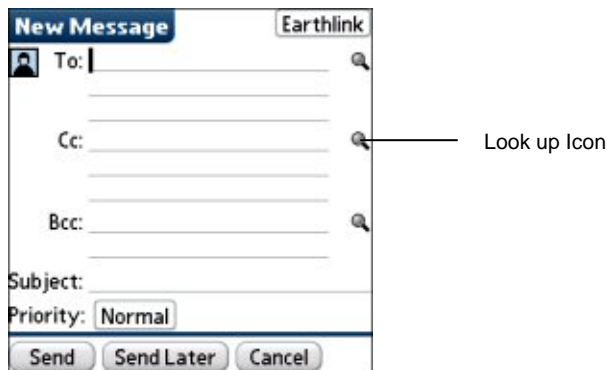
1. Select your account from the account pick list in the Message List view from which you want to send an email.
2. Tap **New**.



The New Message dialog appears.



3. Add email addresses of the intended recipients separated by commas in the **To** text field.

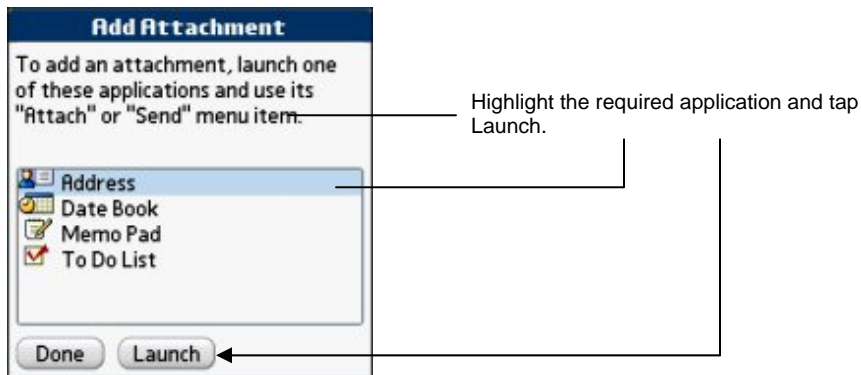


4. Tap the Contact icon in the New message screen to enter **To**, **Cc**, and **Bcc** in the expanded address fields if you want to do one of the following:
 - Add an address from the Address Book or send a copy of the email to other recipients.
 - Assign a priority to the email.

For information on the Lookup icons in the To, Cc, and Bcc fields, refer to “Addressing Messages using Address Book”.

5. Enter the **Cc** and **Bcc** addresses if required.
For more information on adding addresses from the Address Book on your Zodiac handheld, refer to “Addressing Messages using Address Book”.
6. Enter the **Subject** for the message.
7. Assign **Priority** to Urgent from the selector trigger in the message. By default, priority is assigned to Normal.
8. Tap the Contact icon to return to the previous message composition screen where you can finish editing the fields.

To add attachment(s), refer to “Sending Attachment(s)”.



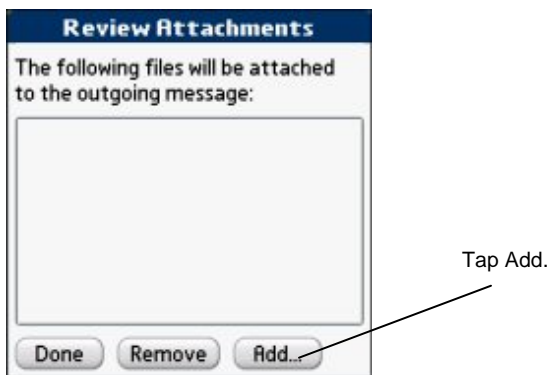
Sending Attachment(s)

To add an attachment:

If you have any applications on your Zodiac handheld that are compatible with Palm OS, they appear on this screen. Use one of the compatible applications to add the selected attachment to the message.

NOTE: You can add and receive up to 64 attachments in a single message.

1. Tap the **Attach** trigger in the New Message screen.
The Review Attachments dialog appears.

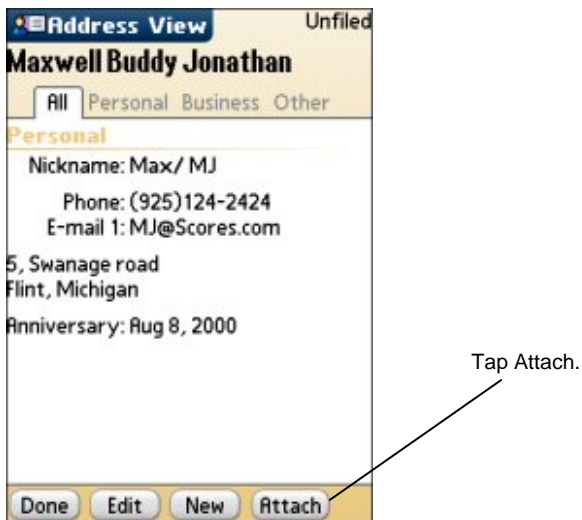


2. Tap **Add**.
The Add Attachment dialog appears.



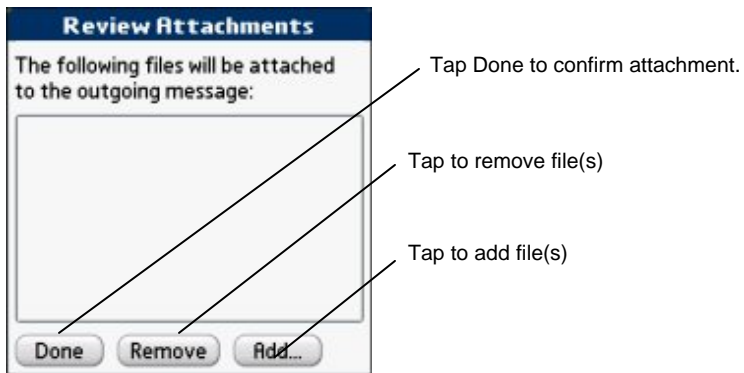
3. Highlight another application and tap **Launch** to open the application.
The selected application opens.
4. Select a record from the application.

IMPORTANT: Address Book and Memo Pad will open the selected record in record view, where you will be able to select Attach.

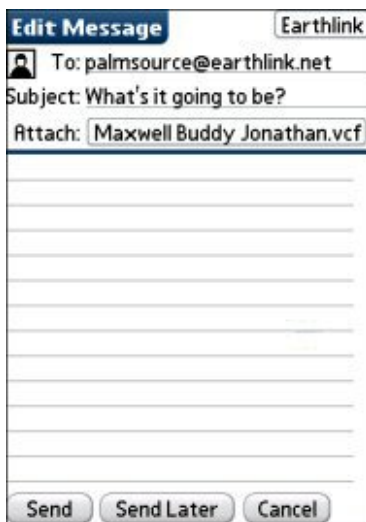


IMPORTANT: In Date Book, you select the event, and can attach it *only through using* Attach Event on the menu list. In To Do List, you select the item; tap Attach or Attach Item from the menu list.

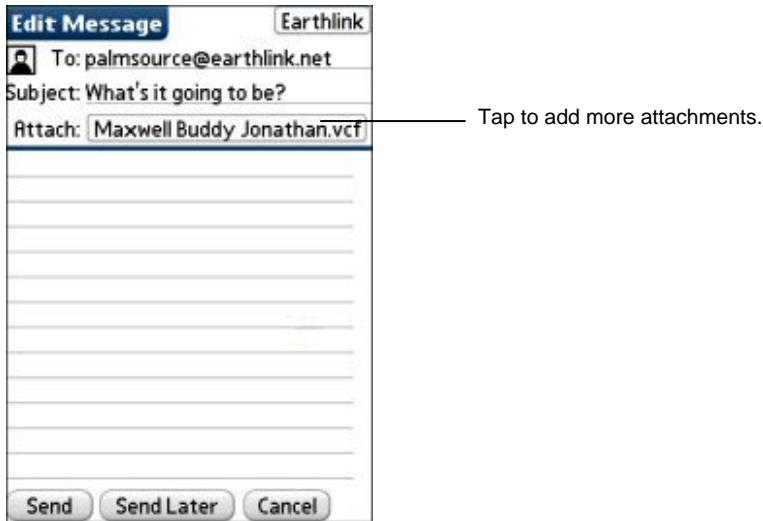
5. Tap **Attach**.
The Review Attachments dialog appears.



6. Tap **Done** to confirm the attachment.
You are returned to the Message Composition screen.

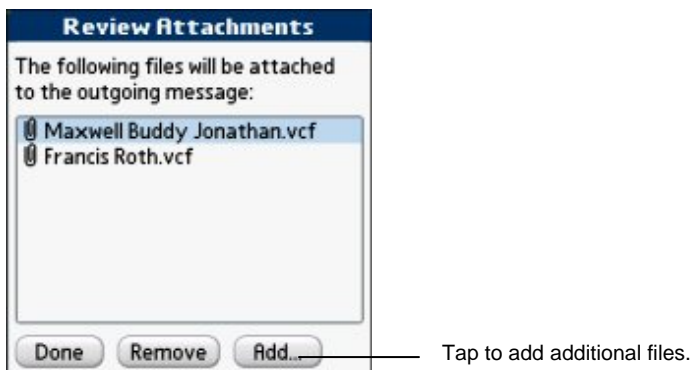


7. Enter the body text of the message once you have added all the attachments.
8. Tap **Send** to send the message immediately.
Tap **Send Later** to send the message at a later time. The message is placed in your Outbox and is sent the next time you sync.

To add multiple attachments:

1. Tap the **Attach** trigger in the message screen to add more attachments. For example, “Maxwell Buddy Jonathan.vcf”.

The Review Attachments dialog appears.



2. Tap **Add** in the Review Attachment dialog to add any additional attachments.

The Add Attachment dialog appears.

IMPORTANT: You can remove files from an email by selecting a file and tapping **Remove** in the Add Attachment dialog.

3. Highlight an application and tap **Launch** to open the application.
The selected application opens.
4. Select a record and tap **Attach**.

5. Tap **Done** to confirm the attachment.
6. Enter the body text of the message once you have added all required attachments.
7. Tap **Send** to send the message immediately.

Tap **Send Later** to send the message at a later time.

The message is placed in your Outbox and is sent the next time you sync.

Sending Files

You can send files from the PIM applications by using the Send feature. This gives you the option of being able to send your file(s) using the Mail application.

To send a file from a PIM application:

1. Open the application from which you want to send a file.
2. Select the record, event, item, or memo from the application list view.



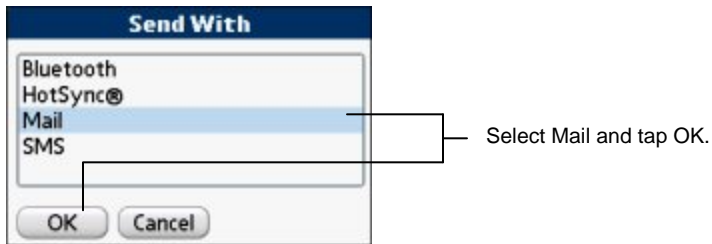
3. Tap the Menu icon.



Tap Send Event to send the file.

4. Select **Send** (from the choices below) depending on the application you are in.
 - **Send Record** from Address Book
 - **Send Event** from Date Book
 - **Send Item** from To Do List
 - **Send Memo** from Memo Pad

5. Choose **Mail** from the Send With dialog.



6. Tap **OK**.

The Edit Message screen in Mail 5.2 appears.

7. Enter the **Address** and **Subject**.

Refer to “Addressing Messages using Address Book” for information on using the lookup icon.

8. (optional) Tap **Attach** if you need to attach more files.

9. Tap **Send** to send the message immediately.

Tap **Send Later** to send the message at a later time. The message is placed in your Outbox and is sent the next time you sync.



Addressing Messages using Address Book

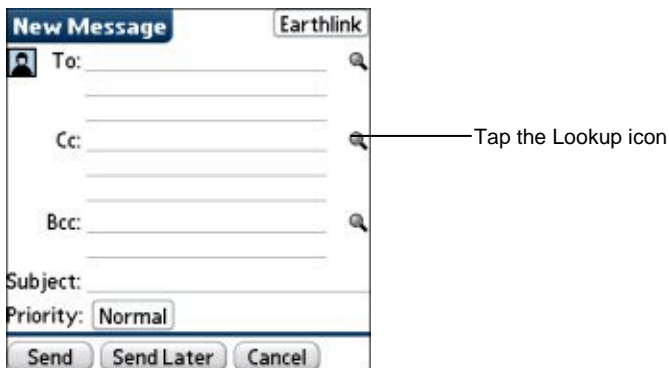
You can add addresses from your Zodiac handheld address application when you create a new email.

Add an address from the Zodiac handheld Address Book:

1. Select the account from the account pick list from which you want to send an email in the Message List view.
2. Tap **New** to open a New Message screen.



3. Tap the Contact icon.



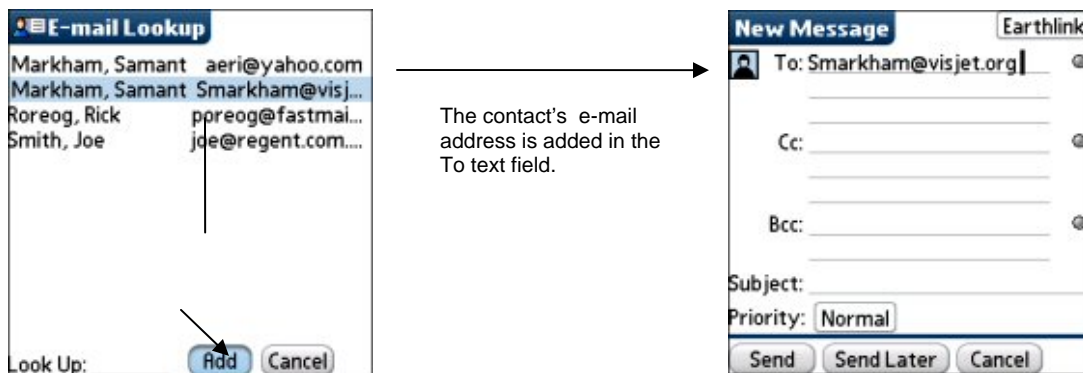
4. Tap the Lookup icon to open the email Lookup screen.



5. Highlight the required contact.

6. Tap **Add**.

The contact's email address is added to the **To** text field in your message.

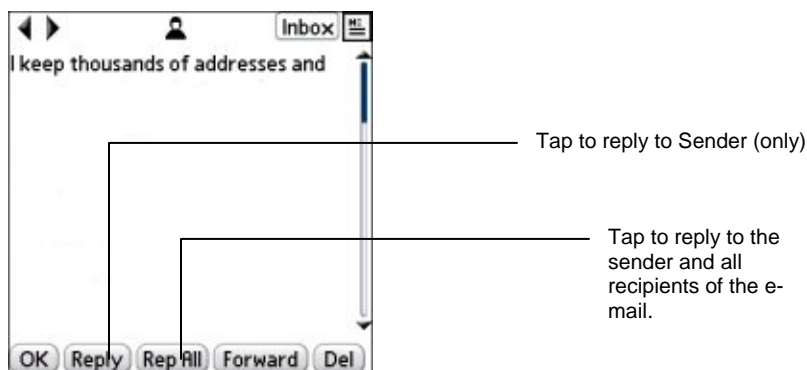


Addresses can be added to the Cc and Bcc fields in the same way.

Replying to Messages

You can reply to any message you receive.

1. Open the mail message you want to reply to.
2. Tap **Reply** to respond to the sender, or tap **Rep All** to respond to the sender and all recipients of the original email.



The Reply to Message screen appears.



3. Enter the body text of the message.
4. Tap the pop-up trigger in the upper right-hand corner account if you want to send the email from a different account; then select the desired.

NOTE: If you exit Mail while composing an email message, the email is saved and restored the next time you run Mail.

5. Tap **Send** to send the message immediately.
6. Tap **Send Later** to send the message at a later time.
The message is placed in your Outbox and is sent the next time you sync.

Forwarding Messages

Mail allows you to forward any messages you receive.

1. Open the message you want to forward.
2. Tap **Forward**.



3. In the **To** input area, enter the address of the person(s) to whom you want to forward the message.
4. Enter the body of the message.
5. Tap **Send** to send the message immediately.
6. Tap **Send Later** to send the message at a later time.
The message is placed in your Outbox and is sent the next time you sync.

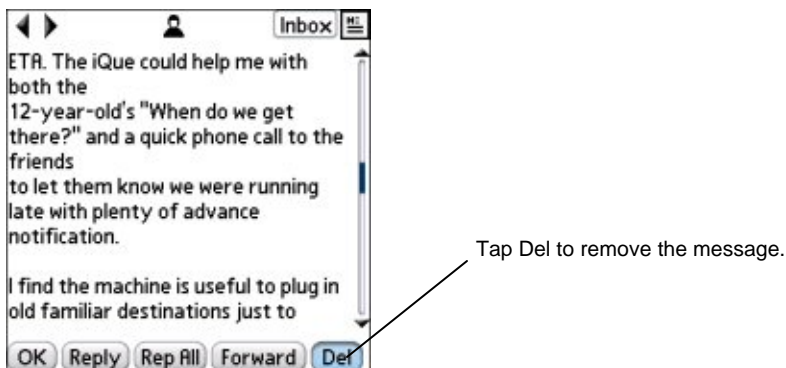
Managing Mail

This section describes how you delete unwanted messages and details how you manage the various Mail categories for a POP account on your Zodiac handheld. It also describes how you manage the various Mail folders for an IMAP account on your Zodiac handheld.

All mails that you delete within a folder/category are moved to Trash. It is only when you delete the email in the Trash folder, that the messages are permanently deleted. You can select **Empty Trash** from the email menu in order to delete the contents of the Trash folder.

To delete a message from a POP account:

1. Open the unwanted message.
2. Tap **Del**.



The Delete Confirmation dialog appears. This message appears only if you select the **Confirm Deletion** check box in the Account Preferences screen in “Preferences”.

NOTE: If you do not have Confirm Deletion selected in your Preferences, the messages get deleted without prior warning when you delete them.



3. Tap **Yes** if you want to delete the message from the server.
The message is moved to the Trash.
4. Tap **OK** to return to email screen

To delete a message from an IMAP account:

1. Open the unwanted message.
2. Tap **Del**.



Tap Del to remove the message.

The Delete Message Confirmation dialog appears. This message only appears if you select the **Confirm Deletion** check box in the Account Preferences screen. For more information on Account Preferences, refer to "Preferences" section.



3. Tap **Yes**.
The message is moved to the Trash.

To delete an email using 'Delete Selected' from the menu list:

1. Select the messages to be deleted in the email list screen.

2. Tap the Menu icon.
3. Select **Delete Selected** from the menu list.
4. Tap **Yes** in the Delete Confirmation dialog.
This dialog asks if you want to delete all messages.



The messages are moved to the Trash folder/category.

Managing POP Categories

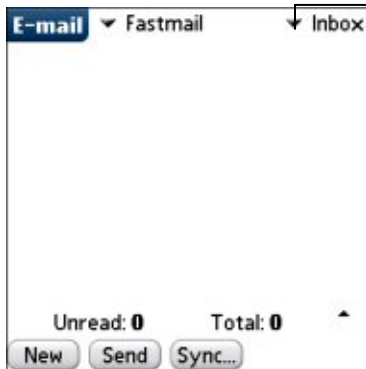
Each Mail POP account that you create has separate mail categories that you can configure. You can use these categories to organize your email messages. Some categories have already been created for you:

- The Inbox category is the default location for all email messages you receive.
- The Outbox category contains mail that you have composed, but that has not yet been delivered.
- The Sent category retains a copy of all mail that has been delivered.
- The Trash category contains all messages that have been deleted but not yet purged from memory.

The maximum number of categories you can have on your account is 16; since there are already four pre-defined categories, you can create up to 12 of your own specific categories. For example, if you want to store all your work-related email in a specific category, you can create a category called “Work”. All POP account categories are stored on your Zodiac handheld.

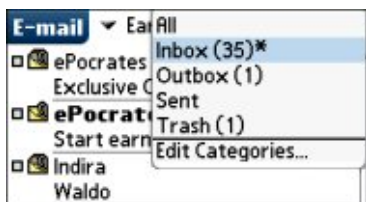
Viewing Categories:

1. Select a POP account from the menu pick list on the Message List screen.



Tap the category name in the upper right corner. In this case, the category name currently displayed is Inbox.

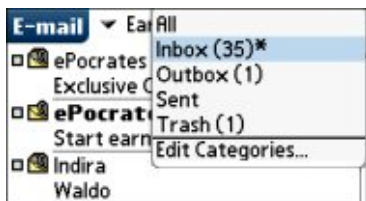
2. Tap the category name (for example, Inbox).
The Category menu appears.



3. Tap on a category to view the contents of that category.

Create a new category:

1. Select a POP account from the menu pick list on the Message List screen.
2. Tap the category name (for example, Inbox).
The Category menu appears.



3. Tap **Edit Categories**.
The Edit Categories dialog appears.



4. Tap **New**.

The Category Name dialog appears.

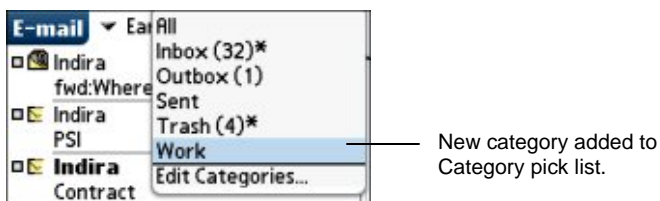


5. Enter a new category name and tap **OK**.

You are returned to the Edit Categories screen.

6. Tap **OK**.

The new category appears in the Categories menu.



Rename a category:

1. Select a POP account from the menu pick list on the Message List screen.
2. Tap the category name (for example, Inbox).
The Category menu appears.
3. Tap **Edit Categories**.
The Edit Categories dialog appears.
4. Select the category you want to edit.

5. Tap **Rename**.
6. **Enter a new category name**.
7. Tap **OK**.

NOTE: You cannot change the name of any of the default categories.

Delete a category:

1. Select a POP account from the menu pick list on the Message List screen.
2. Tap the category name (for example, Inbox).
The Category menu appears.
3. Tap **Edit Categories**.
The Edit Categories dialog appears.
4. Select the category you want to delete.
5. Tap **Delete**.
6. The category is deleted from the list.
7. Tap **OK**.

NOTE: You cannot delete any of the default categories.

Managing IMAP Folders

Each Mail IMAP account that you create has separate mail folders that you can configure. You may use these folders to organize your email messages. Some folders have already been created for you.

- The Inbox folder is the default location for all email messages you receive.
- The Outbox folder contains mail that you have composed, but that has not yet been delivered. When you create your IMAP account you specify the associated folder for Sent and Deleted items. For more information, refer to “Configuring Mail Accounts”.
- The Sent folder retains a copy of all mail that has been delivered.
- The Trash folder contains all messages that have been deleted but not yet purged from memory.

You can create your own specific folders, up to a total number of 16. For example, if you want to store all your work-related email in a separate folder, you can create a folder called “Work”.

You can subscribe a folder that you create to a folder on your IMAP server. Subscribing links the server and device folder and enables Mail to synchronize the two. You can configure Mail to synchronize subscribed folders automatically during a full-sync operation or you can decide to trigger synchronization manually. Some folders (for example Inbox, Sent, Trash)

have already been subscribed to server folders during the account setup. For more information, refer to “Configuring Mail Accounts”.

Messages handled on the server are impacted by whether or not a folder is subscribed to a server folder:

If you move a message between folders that have been subscribed to folders on the server, the message on the server will be moved during the next synchronization. For example, if you move a message from the Inbox to the Trash folder, the message will also be moved on the server from the Inbox to the Trash folder.

However, if you move a message from a subscribed folder to a folder that only exists on the Zodiac handheld, and not subscribed to any server folder, the message will be removed from the server and you will only have a copy of that message on the device. For example, you create a folder called “MyStuff” that has not been subscribed to any folder on the IMAP server. If you move a message from the Inbox to MyStuff folder, you will find that message in the MyStuff folder again, but you won’t be able to find it on the IMAP server anymore. To prevent data loss, Mail will warn you if you attempt to move a message that has not been downloaded entirely.

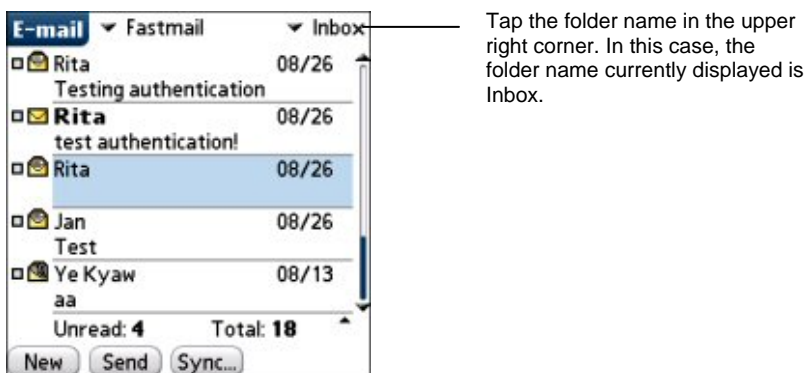
You can subscribe and unsubscribe folders at any time. You can even subscribe a folder that already contains messages. In that case, two things happen during the next synchronization:

1. Messages from the server folder are downloaded to the folder on the device.
2. Messages that already exist in the device folder are uploaded to the server folder.

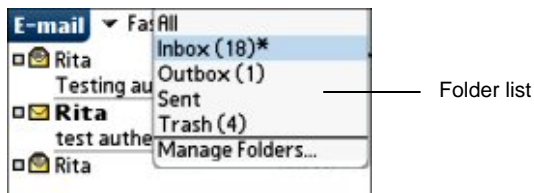
Unsubscribing a folder does not remove messages. It simply breaks the association between a server and device folder.

Viewing Folders:

1. Select an IMAP account from the menu pick list on the Message List screen.
2. Tap the folder name (for example, Inbox).



The Folder menu appears.



3. Tap on a folder to view the contents of that folder.

Create a new folder:

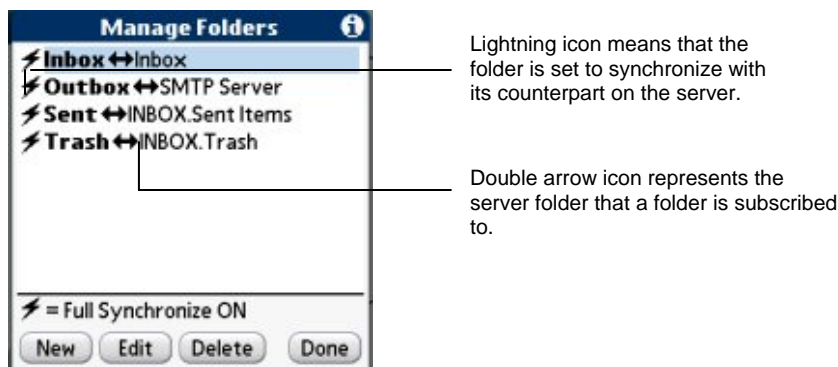
1. Select an IMAP account from the menu pick list on the Message List screen.
2. Tap the folder name (for example, Inbox).

The Folder menu appears.



3. Tap **Manage Folders**.

The Manage Folders dialog appears.



If a folder is subscribed to a server folder, the server folder it is subscribed to is shown to the right of the folder's name, after the double arrow icon.

If a folder is set to synchronize when "All full-sync folders" is selected, a lightning bolt appears to the left of the folder name.

4. Tap **New**.

The New Folder dialog appears.



5. Enter the **Folder Name** (for example Work). Folder names can be up to 15 characters long.
6. Select the **Maximum Size** pop-up menu. Select **None** if no size restriction is required.
When a folder reaches its capacity, the oldest messages and their attachments are purged *only* from the Zodiac handheld until there is enough room to download new messages.

NOTE: The email messages are sorted by the time they are received on the server, and not by the time they are downloaded to the Zodiac handheld.

7. Select the **Subscribe to Server Folder** check box or tap the **Browse** pop-up trigger To subscribe the new folder to a server folder.
The Subscribe To dialog appears.



8. Tap **New** if you want to create a new folder on the server.
The Create Folder dialog appears.



9. Enter the folder name and tap **Create**.

You are returned to the Subscribe To dialog and the new folder appears in the list.

NOTE: Folder names must follow the naming convention used by your IMAP server. For example, in the "**Subscribe To**" folder list above, all folder names must follow the convention: "INBOX.MyFolder".

10. Select the folder you want to subscribe your new folder to and tap **Subscribe**.

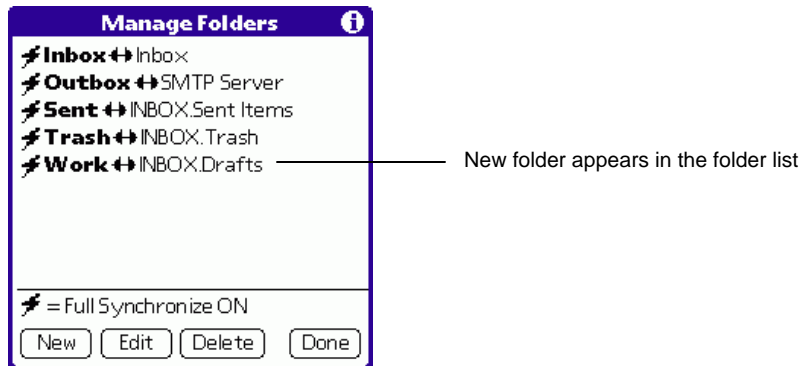
You are returned to the New Folder dialog.



The server folder you decided to subscribe to appears below the **Subscribe to Server Folder** check box. The **Full Synchronize** check box is selected by default. Select this check box to include this folder in routine synchronization with the server.

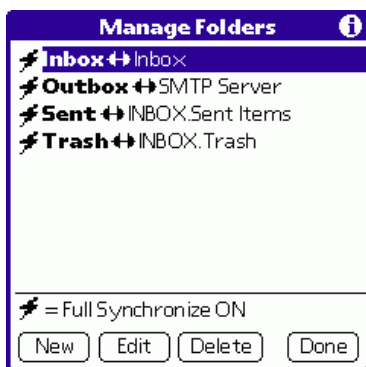
11. Tap **Done**.

The new folder appears in the Manage Folder dialog.

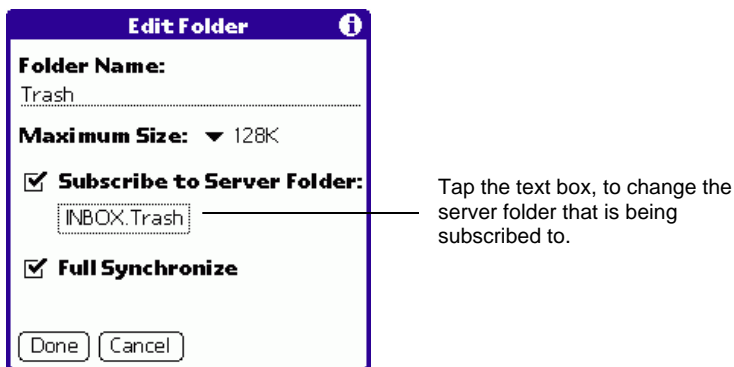


Edit an existing folder:

1. Select an IMAP account from the menu pick list on the Message List screen.
2. Tap the folder name (for example Inbox).
The Folder menu appears.
3. Tap **Manage Folders** to open the Manage Folders dialog.



4. Select the folder; tap **Edit** to open the Edit Folder dialog.



5. Enter a new **Folder Name** if you want to change the folder name.
6. Tap the pop-up trigger below the **Subscribe to Server Folder** check box to change the server folder that the folder is subscribed to.

This opens the Subscribe To dialog.

7. Select a different server folder and tap **Subscribe**.

- a. If you want to rename the server folder that the folder is already subscribed to, tap **Rename**.

The Rename Folder dialog appears.



- b. Enter the new name for the folder and tap **Rename**.
You are returned to the Subscribe To folder dialog.
 - c. Select the folder and tap **Subscribe** to subscribe to the renamed server folder.
You are returned to the Edit Folder dialog.

8. Tap **Done**.

You are returned to the Manage Folders dialog.

NOTE: You cannot rename any of the default local folders and change the subscription status or the server folder name for the Inbox or Outbox.

Delete a folder:

1. Select an IMAP account from the menu pick list on the Message List screen.
2. Tap the folder name (for example, Inbox).
The Folder menu appears.
3. Tap **Manage Folders**.
The Manage Folders dialog appears.
4. Highlight the folder you want to delete.
5. Tap **Delete**.

The Delete Folder dialog appears.



6. Select **Device** if you only want to delete the folder from your Zodiac handheld.
7. Select **Server** if you only want to delete the folder from the server.
8. Select **Both** to delete the folder from the server and your Zodiac handheld.
9. Tap **Delete**.

The following Warning dialog appears.



10. Tap **Delete**.

The folder is deleted.

NOTE: You cannot delete any of the default folders.

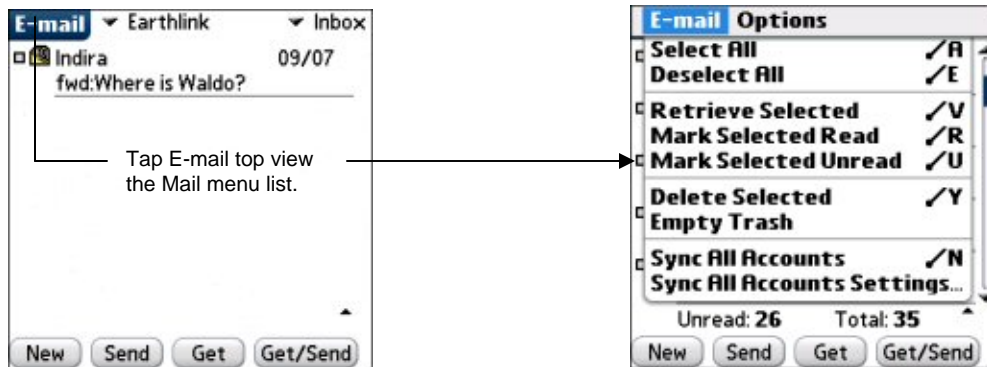
Managing Mail Options

Mail provides various email options that allow you to effectively and efficiently manage your mail. You can access these email options through the email menu on the screen.

Access email options:

1. Open the email menu by selecting the Menu icon, the button on your Zodiac handheld, or by tapping **E-mail** in the Mail screen.

The email menu appears.



The available email options are:

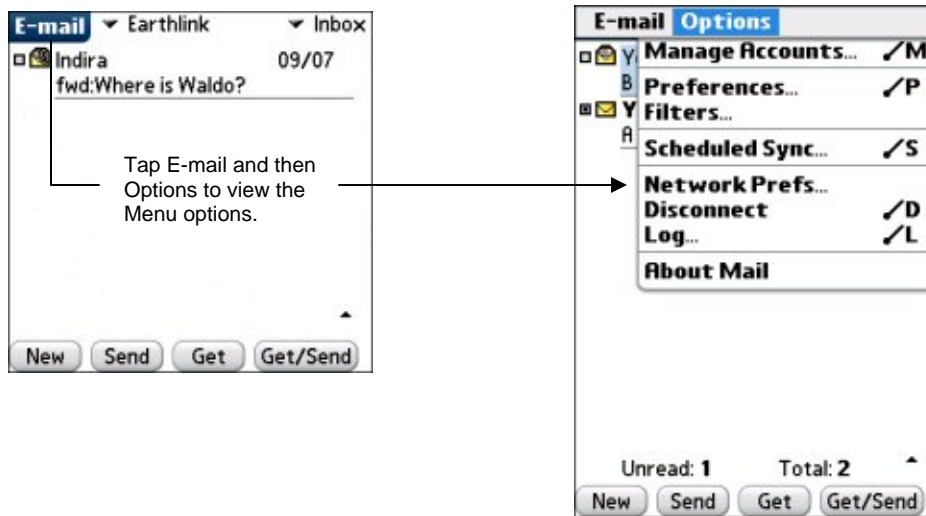
- **Select All** - Tap this option to select all of the email messages in the active folder. For example, if the Inbox is open when you tap **Select All**, all of the messages in your Inbox are selected.
- **Deselect All** - Tap this option to deselect any selected messages in the current folder.
- **Retrieve Selected** - If you only downloaded the headers of some messages, tap this option to retrieve the body of any selected messages in the active folder from the server.
- **Mark Selected Read** - Tap this option to mark the selected email messages as read messages.
- **Mark Selected Unread** - Tap this option to mark the selected email messages as unread messages.
- **Delete Selected** - Tap this option to delete the selected messages. You will be asked to confirm that you want to delete the messages. This message only appears if you check the **Confirm Deletion** check box in the Account Preferences screen. For more information on Account Preferences, refer to “Preferences”.
- **Empty Trash** - Tap this option to delete any messages in the Trash folder. These messages are then removed from the server.
- **Sync All Accounts** - Tap this option to perform a Sync for all of the Mail accounts that you have selected for synchronization on your Zodiac handheld. Refer to “Scheduled Sync” for more synchronization details.
- **Sync All Account Settings** - Tap this option to select the accounts you wish to synchronize when you tap the Sync All Accounts option or perform a scheduled sync.

Advanced User Options

You can set a variety of preferences and options to manage synchronization operations. This section describes how to set each of the options.

You can access the Options menu through multiple ways:

- Tap **E-mail - Options** in list view.
- Selecting the menu or silkscreen button on your Zodiac handheld.



Use the Options menu to manage your account, set preferences, configure filters, set the scheduled sync, configure the network preferences, disconnect your Zodiac handheld from the network, view the log files, and find out version information about Mail.

Managing Your Accounts

Use the Manage Accounts option to configure and organize your mail accounts. For more information on managing your accounts, refer to “Configuring Mail Accounts”.

Preferences

Use the Preferences menu option to set the preferences for your account.

View preferences:

Tap **Preferences** in the Options menu.

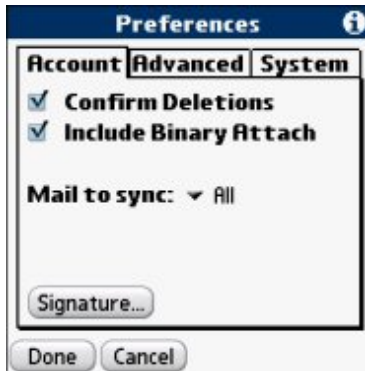
The Preferences dialog appears. The items on this screen vary depending on the type of account you are managing. The following sections provide examples of all three different screens that may appear. You can set your Account’s Advanced and System preferences from this screen.

Set the Account Preferences:

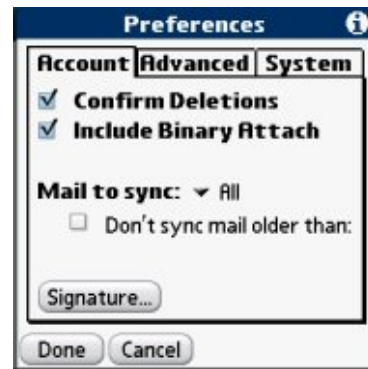
1. The Account Preferences tab is automatically selected when you access the Preferences screen. All settings in this tab are account specific and will display the settings only for the

currently selected account, whereas preferences in the Advanced and System tabs are global settings.

Account preferences for POP accounts.



Account preferences for IMAP accounts.



2. Select the **Confirm Deletions** check box if you want a confirmation screen to appear every time you delete a message. If Confirm Deletions is turned off, the messages will automatically be moved to the Trash folder.

TIP: If Confirm Deletions is turned off, the messages will automatically be moved to the Trash folder in an IMAP account

3. Check **Include Binary Attach** to enable the retrieval of non-textual message attachments.

NOTE: If you check "Include Binary Attach", then download messages, and select "Headers Only", Mail may complain that there is not enough room in the folder to download messages. If you encounter a message with an attachment too large for your mailbox, you may temporarily uncheck "Include Binary Attach" when you download your headers. This way you will not interrupt your transfer as the message with a large binary attachment is not downloaded.

4. Select either Unread or All from the **Mail to Sync** pick list.
"Unread" syncs only unread mail from the server, while "All" syncs all mail messages.
5. Check the **Don't sync mail older than** check box to limit the number of days of mail that is synchronized. Enter the limit in the **Days** field that appears when you check this box (*IMAP only*).
6. Tap **Signature** if you want to add a signature to your outgoing mail messages.
The Signature screen appears.

7. If you want to add a signature to all outgoing messages, select the **Append signature to outgoing messages** check box.

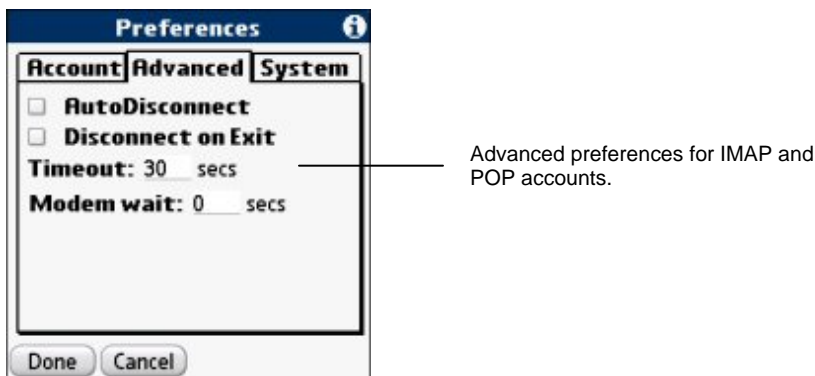


The 'Signature' dialog box has a title bar with the word 'Signature'. Inside, there is a checkbox labeled 'Append signature to outgoing messages:'. Below this checkbox, there are four text input fields. The first field contains 'Rita Johnston', the second contains 'TST', and the third contains '(510) 587 - 4149'. The fourth field is empty. At the bottom of the dialog are two buttons: 'Done' and 'Cancel'.

8. Enter the signature information.
9. Tap **Done**.
You are returned to the Preferences screen.
10. Tap **Done** when you have finished making changes to your preference settings.

Set the Advanced Preferences:

1. Tap the **Advanced** tab in the Preferences dialog to view the Advanced Preferences.



The 'Preferences' dialog box has a title bar with the word 'Preferences' and an information icon. It has three tabs: 'Account', 'Advanced', and 'System'. The 'Advanced' tab is selected. Inside the 'Advanced' tab, there are two checkboxes: 'AutoDisconnect' and 'Disconnect on Exit'. Below these are two text input fields: 'Timeout: 30 secs' and 'Modem wait: 0 secs'. A line points from the text 'Advanced preferences for IMAP and POP accounts.' to the 'Advanced' tab. At the bottom of the dialog are two buttons: 'Done' and 'Cancel'.

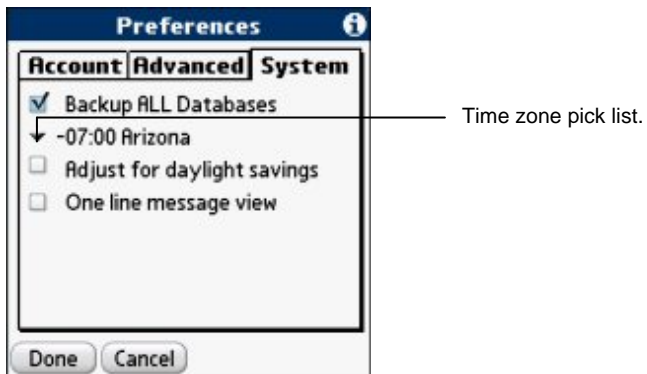
2. Select the **AutoDisconnect** check box if you want Mail to disconnect your network connection after each connection.
3. Select the **Disconnect on Exit** check box if you want Mail to disconnect your network connection when you exit the application on your Zodiac handheld.
4. Enter the **Timeout** duration you want Mail to wait to receive a server response.
5. Enter the **Modem Wait** time period that Mail will wait before transmitting or receiving information. This is useful for wireless modems.

6. Tap **Done** when you have finished making changes to your preference settings.

Set the System Preferences:

1. Tap the **System** tab in the Preferences dialog.

The System Preferences screen appears and is the same for all types of accounts.



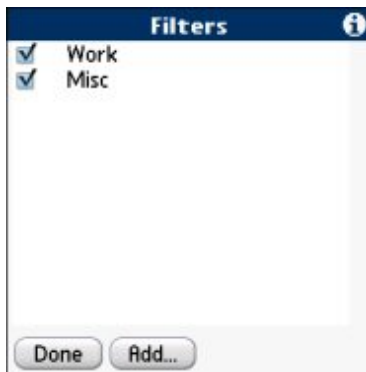
2. Select the **Backup ALL Databases** check box to back up the mail databases during a HotSync operation.
3. Select the **Time Zone** pick list depending on where you use the (DeviceType).
The Message timestamps are displayed in the time zone you select even if your server is in a different time zone.
4. Select **Adjust for daylight savings** check box if daylight savings is in effect in the time zone you select.
5. Select the **One line message view** check box to display only one line for each message in your (DeviceType) folders (for example Inbox, Outbox, etc.).
6. Tap **Done** when you finish making changes to your preference settings.

Filters

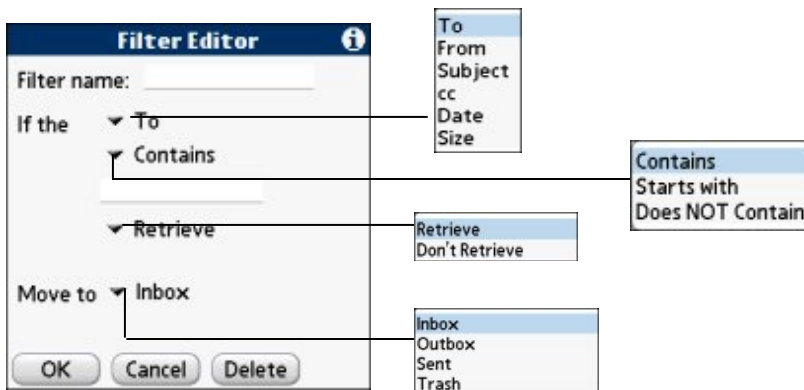
Mail filters are rules that you create to automatically limit which messages to retrieve from the server, and what to do with them once they arrive. Filters are applied in the order listed in the Filters dialog. You have the choice to use filters each time you download new messages.

Add a mail filter:

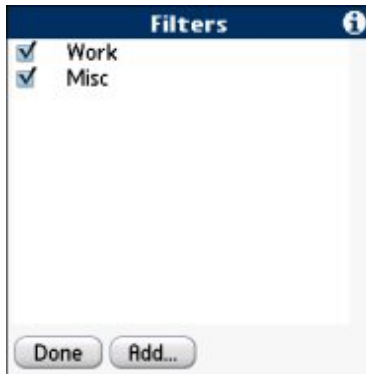
1. Tap **Filters** in the Options menu.
The Filters dialog appears.



2. Tap **Add** to open the Filter Editor dialog. You may add up to 11 filters.



3. Enter a **Filter name** for each filter.
4. Select a mail header field from the **If the** pick list to use as the basis for the filter.
5. Depending on the mail header field you select from the **If the** pick list, select a modifier from the pick list on the next line and then enter a value for it in the field below it.
6. Select a retrieval action from the **Retrieve/Don't Retrieve** pick list.
If you select Retrieve from the **Retrieve/Don't Retrieve** pick list, you can choose to move messages that meet the criteria of this filter to a specific folder once they have been downloaded.
7. Tap **OK**.
You are returned to the Filters dialog and the new filter is displayed on the screen.



Open a filter:

1. Tap **Filters** to open Filters dialog from the Options menu.
2. Select the filter you want to open.
The Filter Editor dialog appears with the details on the selected filter displayed.
3. Edit the filter if necessary.
4. Tap **OK**.
5. Tap **Done**.

Delete a filter:

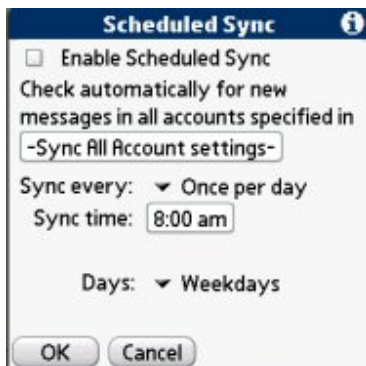
1. Tap **Filters** to open Filters dialog from the Options menu.
2. Select the filter you want to delete.
The Filter Editor dialog appears with the details on the selected filter displayed.
3. Tap **Delete**.
A confirmation dialog appears.
4. Tap **Yes**.
The filter is deleted.
5. Tap **Done**.

Scheduled Sync

You can configure Mail to perform periodic sync operations automatically on accounts you have setup on your Zodiac handheld. This section details how you can enable the automatic sync feature to synchronize automatically. This feature sets your Zodiac handheld to sync automatically according to the schedule you specify.

Set the scheduled sync

1. Tap **Scheduled Sync** in the Options menu.
The Scheduled Sync screen appears.



2. Select the **Enable Scheduled Sync** check box to set your Zodiac handheld to sync automatically.
3. Tap **Sync All Account settings** to determine which of your accounts are subject to automatic sync.

The Accounts to Synchronize dialog appears.



4. Select the accounts that you want to automatically sync and tap **Done**.
You are returned to the Scheduled Sync dialog.
5. Select the frequency of your automatic syncs from the **Sync every** pick list.
The Auto Sync Time screen appears.



NOTE: A Schedule Sync Alert will pop up when a scheduled sync occurs, prompting you to Sync now, Skip, or Snooze. If you don't reply within 20 second, synchronization will automatically begin.

If you select "Sync every" and "Once per day", tap **Sync time** and you can change the start time for your automatic syncs.



If another "Sync every" interval is chosen, you will be able to select a "Start Time" and "End Time" window.



6. Select the required time and tap **OK**.

You are returned to the Scheduled Sync dialog.

7. Select either Weekdays or Every Day from the **Days** pick list.

Weekdays perform the automatic sync from Monday to Friday, while Every Day performs the automatic sync every day of the week.

WARNING: You may want to disable scheduled sync while you are in roaming mode, otherwise roaming charges may be applied to your account. Please contact your Service Provider or carrier for more information.

8. Tap **Done**.

If the Zodiac handheld is turned on when a scheduled sync occurs, a "Scheduled Sync Alert" dialog appears asking if you want to do one of the following:

- Sync now
- Snooze (for 5 minutes and then receive the alert again)
- Skip this sync.

The alert dialog gives you 20 seconds to choose an option and then proceeds with the sync.

Network Preferences

You use this option if you want to alter the network preferences of your Zodiac handheld. The network preferences are global settings that control how your (DeviceType) connects to the Internet or dial-up network.

It is advisable to contact your system administrator or ISP before altering any of your network preferences.

Disconnect

Tap the Disconnect option to disconnect your Zodiac handheld. This will terminate your network connection.

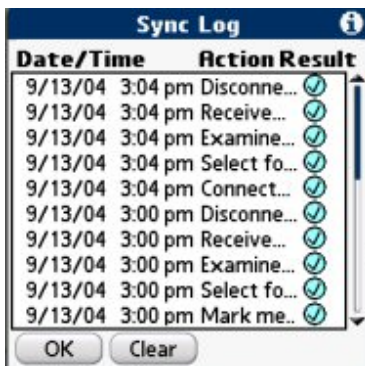
Log

The Sync Log stores information about previous Sync, Send, Get, and Get/Send attempts. Each record lists the Sync type, date and time, information about each operation performed during the sync such as the number of messages sent and received, and whether there were any errors during synchronization.

View the log:

1. Tap **Log** in the Options menu.

The Sync Log dialog appears.



2. Tap on an entry to view more details.
3. Tap **Clear** if you want to clear the log.

About Mail

You can view information **About Mail** by tapping the Menu icon and selecting Options.