

# One-Touch Mail

Full featured E-mail for your PalmPilot

## USER GUIDE

**JP Systems, Inc.**

2695 Villa Creek #240 - Dallas, TX 75234

972-484-5432 - [www.jpssystem.com](http://www.jpssystem.com)

## **The Perfect E-mail Solution for People On the Move**

One-Touch Mail combines a number of state-of-the-art technologies in one small package to give you access to vital information and keep you in touch with your office and your clients. With One-Touch Mail users can send and receive Contacts, Calendars and text attachments as well as regular E-mail wirelessly. One-Touch Mail also includes advanced organization features that allow for intuitive filing and filtering.

**Call 972-484-5432 for more information, or visit JP Systems on the  
World Wide Web at <http://www.jpssystems.com>.**

**Stay In Touch...with One-Touch!**

JP Systems One-Touch Mail is a trademark of JP Systems, Inc. 3Com and the 3Com logo are registered trademarks, and PalmPilot and the PalmPilot logo are trademarks of 3Com Corporation or its subsidiaries. JP Systems, Inc. is not responsible for any liability, loss or damage caused or alleged to have been caused directly or indirectly by this product. All other brands and product names are trademarks or registered trademarks of their respective owners.

©1998 JP Systems, Inc. All rights reserved. No part of this document may be reproduced or transmitted in any form by any means, electronic or mechanical, including photocopying or recording on any information storage and retrieval system, without prior written permission from JP Systems, Inc. 2695 Villa Creek #240 Dallas, Texas 75234.

## CONTENTS

1. Introduction to the One-Touch Mail Package
2. Installation and Setup
3. Storing E-mail Addresses in Address Book
4. Connecting your Modem and PalmPilot
5. Creating and Sending E-mail Messages
6. Receiving E-mail Messages
7. Viewing Messages
8. Deleting Messages
9. Attachments
10. Using Other Features
  - Folders
  - Sorting
  - Message status
  - Printing
  - Signature
  - Custom canned messages
  - Filters
  - Message preferences
  - Folder status
  - Rename folders
  - Network Panel
  - Private Messages
11. Solving Problems

## 1. Introduction

Congratulations and thank you for choosing the One-Touch Mail software package for your E-mail messaging. One-Touch Mail is a messaging application for the Palm Computing Platform that lets you use your PalmPilot in conjunction with your WIRELESS/WIRELINE modem to send and receive E-mail messages over the Internet.

This manual tells you how to install and use One-Touch Mail for your PalmPilot and assumes that you know how to use and are familiar with PalmPilot applications. For more information about your PalmPilot, please refer to the manuals that came in its package.

### Your One-Touch Mail package for PalmPilot includes the following:

- One-Touch Mail user manual for PalmPilot
- Diskette containing One-Touch Mail software (OneTouchEm.prc and readme.txt files)
- A product registration card

## 2. Installation and Setup

This section explains how to install One-Touch Mail software on your PalmPilot. To install the software you need:

- A PalmPilot Professional or PalmPilot with at least 210Kb free RAM
- A personal computer running Windows or Macintosh (68040 or Power PC) with a standard PalmPilot cradle connection, HotSync, and InstallApp software.

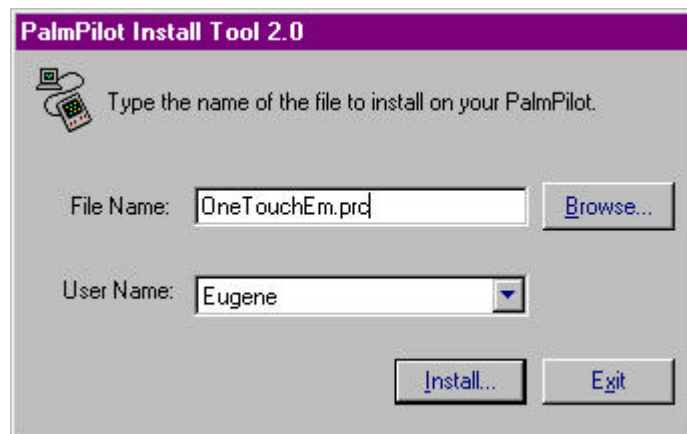
**We recommend that you backup your PalmPilot by running HotSync before installing One-Touch Mail.**

To install One-Touch Mail, connect your PalmPilot to a desktop computer and run HotSync to upload the One-Touch Mail program file (.prc extension).

**Note:** Before upgrading from an earlier version, remove your previous version of One-Touch Mail first (This does not apply to the One-Touch software package for use with Two-Way pagers). To remove One-Touch Mail software, run the PalmPilot Memory application. Select Delete apps and remove the existing copy of One-Touch Mail.

### Steps for both Windows and Macintosh:

1. Copy the file OneTouchEm.prc to your hard disk, or install it directly from your distribution floppy.
2. Place the PalmPilot in its cradle and connect the cable to your desktop computer.
3. Start the PalmPilot application installer on your desktop computer. Execute Instapp.exe for Windows, or if you are a MAC user, InstallApp on the Macintosh.
4. Use the <Browse> button to locate and select the file OneTouchEm.prc.



5. Click <Install> and confirm your selection. OneTouchEm.prc will be copied to your PalmPilot next time you run HotSync.
6. Start the HotSync Manager application on your desktop computer.
7. Press the <HotSync> button on the PalmPilot cradle to begin file transfer.

**To use One-Touch Mail software you need the following:**

- A PalmPilot
- WIRELESS/WIRELINE modem
- An E-mail account with an Internet Service Provider

## 2 Configuring Outgoing Mail(SMTP)/Incoming Mail (POP3 )Server

This section explains how to configure SMTP/POP3 server.

1. Tap <Applications> then <One-Touch>
2. You will see the screen below.



3. Tap <Menu> and select "Setup" from main menu.
4. You will find the screen below:



5. Select "SMTP/POP3".



In "SMTP Server Address" field, enter your SMTP mail server address. This address can be a name or a numeric IP address. For example, mail.abcd.com is considered a name and 207.184.70.129 is considered as a numeric IP address. Specifying a numeric IP address reduces the connection set up time. You can find the numeric IP address from your Internet Service Provider or network administrator. If you enter server name, make sure you have configured the DNS entry in the network configuration.

6. Enter your name and E-mail address in their respective fields. This E-mail address is used when people respond to your mail.
7. Tap on <Save> to save the data.
8. You can see the Mailbox numbers ranging from 1 through 6. These numbers represent different mail servers/mail boxes you may want to use, while sending your mail. You can tap on the numbers to configure them. You can select one of these mail boxes as your default

account, by selecting the check box saying “Default account “ so that, all your mail will go through this server unless you specify a different mail box while sending.

9. You can Configure POP3 server by selecting the option "POP3" on the same Screen.

In this screen you can enter the information about the servers/mailboxes from which you want to retrieve mail.

10. Enter the POP3 server address in “POP3 Server” field.
11. Enter your user name/mail box name in “Mail server user name” field.
12. Tap on the box <Unassigned> next to “Password”, and enter your password. Tap on <OK> to assign the password. You can come back to this screen to change the password in the future.
13. You can check the option “Leave Mail on Server”, if you want to leave your messages on your mail server, even after you retrieve mail to your PalmPilot. If you want to delete mail on your server after you download it, then deselect this option.
14. Tap on <Save> to save the data.
15. You can configure up to six mailboxes to retrieve your E-mail.  
When you try to download messages, the program asks you to specify which server you want to download from, if you have more than one POP3 server configured.
16. Finally, tap <Done> to exit from this screen.

### 3. Storing E-mail Addresses

Addresses may be entered when composing a message. If you store an address in the PalmPilot Address Book, you won't have to enter it each time you want to send a message. You can enter addresses in the E-mail field of Address Book and then access them when addressing messages using One-Touch Mail.

To Enter E-mail addresses into Address Book:

1. Tap the "Address" icon in the PalmPilot main menu.
2. Select an existing address entry or <New> button.
3. Enter E-mail addresses in the E-mail field.

4. Tap <Done> to save the address.

### **3.1 Storing a Group or Distribution List in the Address Book**

Using the PalmPilot Address Book you can create a distribution or group list. Once you have created a distribution list, you can use it with One-Touch Mail to send the same message to all recipients in the group.

To create a Distribution List:

1. Open the PalmPilot Address Book.
2. Tap <New>.
3. Type the name of the distribution list.
4. Enter each E-mail address followed by a comma or a semicolon. For example  
john@tlk.com, chris@uss.com.
5. Tap <Done> to save the distribution list.

## **4. Connecting your modem and PalmPilot**

Please refer to the manual supplied modem. To configure modem and network settings of PalmPilot please refer to the user guide that came with your device.



## 5. Creating and Sending E-mail Messages

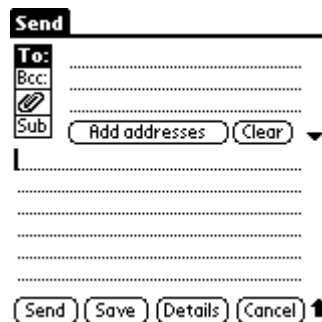
From the main menu tap <One-Touch>. The Following screen is displayed.



The top icons signify address screen and folder screen respectively. For sending/receiving messages or browsing through the folders, you need to select the folder icon. (When you start the program, it is automatically selected).

### Composing new messages:

1. Compose a new message using the <New> button.



Tap <New> in the folder screen.

Enter the address in <To:> field.

If you want to add an address from address book, then click on <Add addresses>. You will go to the Address Book, when you finish your selection tap <Add>.

To send <Bcc:> (Blind Carbon Copy), tap <Bcc:> and fill the addresses similar to the <To:> field.

When you want to add an attachment, tap the "Paper clip" icon below <Bcc:>. Tap <Add attachments> to browse and select attachments.



Multiple E-mail addresses can be entered separated by commas or semicolons. You can also tap on the <Add addresses> button, to access the "Address List" - select entries by tapping on the left most column and then tapping the <Add> button. All the selected entries are added to the To: List.

There are two ways to compose the message body. You can either select a predefined message (canned messages) or you can type your own message. You can even select a canned message and then add your own message to that. The selection of canned messages is done in the following way. Tap on the pop-up icon just above the message field, which will show you the following screen.



Select any message, and it will be added to message body.

### **Sending E-mail**

After finishing your message tap <Send>. Make sure that your modem is connected to PalmPilot before sending the message.

If your modem is not connected or you want to send the message later, you can save your message in a folder and send it at another time.

After a message is sent, a copy of it will be saved in the "Sent" folder.


To save the message in "Draft" select <Save> then <Draft>. To save in "Outbox" select <Save> then <Outbox>.



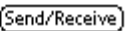

Tap <Cancel> if you want to discard the message.

### **To send messages stored in the Outbox:**

1. Go to the folder screen.

One-Touch			Outbox
New:0	Sub	Date	From
-	Call me now	11:48 am	
-	Can i call you	11:46 am	
-	Hello!	11:46 am	
-	Welcome	11:44 am	
-	Where are you	11:43 am	
-	Hi	10/15/98	

Search: ..... 

2. Make sure your PalmPilot is connected to a modem.
3. Tap the <Send> button. All messages in outbox , will be sent one after the other. If your message is sent successfully, it will be saved in the "Sent" folder. Otherwise, your message will remain in "Outbox".

## 6. Retrieving E-mail Messages

1. Go to the folder screen The following screen is displayed.

One-Touch			Inbox
New:0	Sub	Date	From
-	Call me now	11:48 am	
-	Can i call you	11:46 am	
-	Hello!	11:46 am	
-	Welcome	11:44 am	
-	Where are you	11:43 am	
-	Where are you	11:43 am	
-	Hi	10/15/98	

Search: ..... 

Tap on the <Receive> button The following screen is displayed

One-Touch			Inbox
New:0	Sub	Date	From
-	Call me now	11:48 am	
-	Can i call you	11:46 am	
-	Hello!	11:46 am	

**Retrieve**

Retrieve From:

▼ john@Mail.abcd.com

☒ Use Filters

Getting headers will download subject, date, sender and size of the message but will not download the body of the message. When you tap on <Get Headers>, it downloads and displays a list of messages with their sender, subject, date and size. You can select any of these messages by tapping on a dash in the leftmost column beside the message and then tapping <Download> to download the messages.

Getting all messages will directly download all messages present on the mail server that are less than 60Kb.

## 7. Viewing a Message

To View a message tap on the center of the message. The following screen is displayed.



Use arrow buttons to scroll through your messages.

Use the “X” icon to delete messages.

Use the “Folder” icon to file messages into different folders.

Use “P” to print the message. To print the message you require Steven Creek’s Print Software installed on your Palm Pilot/PalmIII.

If a message has attachment an attachment icon is displayed in the top row

Tap the double note symbol to display attachments. The following screen is displayed.



Tap <Save> to save the attachments directly into their corresponding applications.

## 8. Deleting E-mail Messages

1. Messages stored in any folder can be deleted.

2. To delete a message from a particular folder, tap on the pick list icon and select a folder.
3. Select the message or messages you want to delete. To select a message, tap on a dash in leftmost column beside the message. To deselect a message, tap the dash again.
4. Tap <Menu>, select “Msg”, then “Delete”.



5. The selected messages are deleted and saved in the “Deleted” folder. If the selected folder is the “Deleted” folder, selected messages are deleted permanently.
6. To empty all the contents in the “Deleted” folder, tap <Menu>. In menu, select “Msg”, then “Purge deleted items”. All messages in the “Deleted” folder are deleted permanently. Delete the unwanted messages frequently, to conserve memory.

## 9. Attachments

Using One-Touch Mail you can send and receive Contacts, Appointments, To Do Lists and Memos. These are sent as vCard and vCalendar attachments and hence can be read and stored by any user who uses vCard or vCalendar compliant E-mail software. One-Touch Mail is compliant with vCard (ver 2.1) and vCalendar (ver 1.0) standards. Similarly Netscape and Outlook also recognize One-Touch Mail attachments. In short One-Touch Mail users get the ability to share their Contacts, Appointments, To Do Lists and Memos with other One-Touch Mail, Netscape or Outlook users.

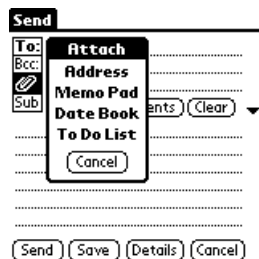
**Note: 'Attachments' feature recognizes Contact, Appointment, To Do & Memo attachments only. It does not support generic MIME attachments (like Word documents, images etc).**

Typical uses of this feature: -

- Store vCard signatures received in E-mail directly into your Address Book.
- Send new Appointments or To Do List from Outlook-Calendar (your desktop) to a PalmPilot user on the road or vice versa.
- Send an entire day's or month's Appointments to some or all of your colleagues in a single E-mail (limited by 60,000 bytes per E-mail)

## Adding attachments to your E-mail message.

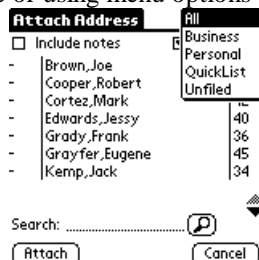
You can add attachments while you compose your message. Select the 'tab' labeled by a paper-clip symbol. You will get access to two buttons below the text area - <Add attachments> and <Clear>. <Add attachments> lets you add attachments and <Clear> clears all attachments selected. After you tap on <Add attachments>, you will be prompted to make a choice.



Select one from the list: "Address", "Date book", "To Do" or "Memo". If you want to add more than one kind of attachment, an Address Book entry and a To Do List entry, first attach the "Address" entry and when you are done with that, select "To Do List".

## Adding Address Book or To Do List entries

Address Book entries are listed by category. Choose the appropriate category using the top-right pick list. Tap on any address to attach it. To add multiple addresses, select each one of them by taping on a dash in leftmost column beside the message or using menu options "Select all records" and "Deselect all records".



Tap on <Attach> button to perform the attachment. This may take a few seconds.

### 'Include notes' option

Address Book, Date Book, To Do and Memo entries might contain "attached notes", that may be private to you. You may not want to provide that information to the person you address the message. Hence the attached notes are not included unless specifically selected.

Also, many implementations differ in the way they interpret notes attached to vCards (address attachments). Some E-mail tools do not recognize them and some ignore the entire address entry if notes are found.

#### ***'Use MIME' option.***

Attachments are by default sent as MIME attachments unless this option is turned off. Desktop E-mail tools may not recognize attachments unless they are sent in MIME format. But, on the PalmPilot, to minimize the number of bytes transmitted or received, you can deselect this option. In this case, only another One-Touch Mail user would recognize the attachment.

#### **Adding Calendar entries (Appointments)**

Calendar entries are listed according to the list-type shown in the top-right pick list. If the list type is "Day", the listing shown includes all the Appointments for the current date. Current date is shown at the bottom of the listing. You can change the list type to "Week" or "Month". The reference date, initially set to the current day ('today'), can be changed by tapping on the date button.



#### ***'Include notes' option***

Address Book, Date Book, To Do List and Memo entries may contain "attached notes", that may be private to you. You may not want to provide that information to the person you address your message. Hence the attached notes are not included unless specifically selected.

Also, many implementations differ in the way they interpret notes attached to vCards (address attachments). Some E-mail tools do not recognize them and some ignore the entire address entry if notes are found.

#### ***'Use MIME' option.***

Attachments are by default sent as MIME attachments unless this option is turned off. Desktop E-mail tools may not recognize attachments unless they are sent in MIME format. But, on the PalmPilot, to minimize the number of bytes transmitted or received, you can deselect this option. In this case, only another One-Touch Mail user would recognize the attachment.

#### **Adding Memo entries**

Memos can be added to your message in two ways - either append the text of the Memo to the message you are composing or include it as an Attachment.

#### ***Append option (you will get a prompt after you tap on 'Attach')***

If you append the text to the message, it would be just as if you had typed the same text to the message portion of the E-mail.



### ***Attach option***

Selected Memos are attached as MIME attachments.

Note: Memo attachments are sent with delimiters that are recognized only by One-Touch Mail. You may see these delimiters as part of the message when viewed with E-mails tools other than One-Touch Mail.

### ***'Include notes' option***

Address List, Date Book, To Do and Memo entries might contain "attached notes", that may be private to you. You may not want to provide that information to the person you address your message. Hence the attached notes are not included unless it is selected.

Also, many implementations differ in the way they interpret notes attached to vCards (address attachments). Some E-mail tools do not recognize them and some ignore the entire address entry if notes are found.

### ***'Use MIME' option.***

This option is not relevant in Memo attachments. MIME is used based on your choice after you tap on <Attach>.

## **Folders**

*Inbox, Outbox, Deleted, Draft, Sent, Personal, Business, Misc, General.*

*Inbox:* Holds messages transferred from E-mail account

*Outbox:* Holds messages to be sent at a later time.

*Sent:* Holds a copy of the messages that were sent successfully.

*Deleted:* Holds the messages that were deleted from other folders.

*Draft:* Holds the messages that were saved as draft. User can complete the message from the Draft folder and send the message. In the Draft folder, select a message and tap Compose in order to complete the message.

## **Sorting**

User can sort the messages on subject, date, from, size fields.

Tap on the respective fields. To sort in the opposite direction Tap on the field again.

Arrow beside the field indicates the direction of sort

Eg. Sorted on date.





## Message status

When you reply to a message the note symbol turns to 'R'. So by looking at a folder messages you can easily keep track of what all messages are replied.

If you forward a message note symbol turns to 'F'

Ex.



## Printing Message

To print the message you require printing software by Stevens Creek. Installed on your Palm Pilot/Palm III. View the message you want to print and tap on the button 'P' to print your message.

Eg,

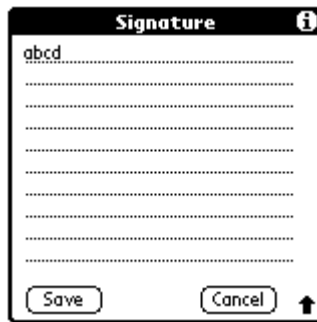


## Signature

To add a signature to your message, tap the <Menu> icon, select "Setup" then "Signature".



Signature screen is displayed:



Type in your signature in the blank field.

- To automatically append your signature at the end of each message select this option in the Message preferences screen.

### Custom Canned Messages

These Messages are general statements, and can be placed in the body of your E-mail when you are composing a message.

Tap <Menu>, “Setup”, then “Custom Canned Messages”. You can edit existing messages or create new ones.



### Filters

Filters are provided to filter messages while downloading. There are five different kinds of filters. They filter based on ‘From:’, ‘To:’, ‘Subject’, ‘Body’ fields, and Message size respectively. Filters can take specific actions like retrieve, avoid retrieve, truncate, and file in specific folder based on a key word specified in the filter.

When you want to create a filter, go to folder screen, tap <Menu>, select “Setup” and then “Filters”.

You will see a screen that displays already present created filters. When you want to create a new filter, tap <New>.



Enter the name of the filter (what you want to call the filter),  
Select the field by tapping on the “From:” pick list where you want to search for the keyword.



Then type the key word for which you want to search.



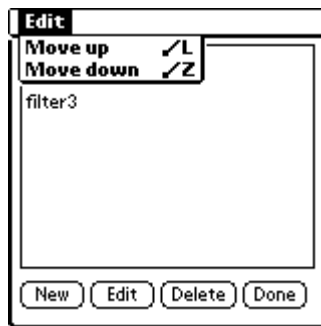
Next, select the action to be taken when the key word is found in specified field.

Once the action is selected, select the folder in which you want to store the message. By default, the filter will be applied for all accounts or mailboxes. If you don't want it to be applied to a particular mailbox, you can deselect it.

After all selections are made, tap on <Save> which will save the filter.

You can prioritize filters by changing their position in the filter list. First filter is applied first and so on.

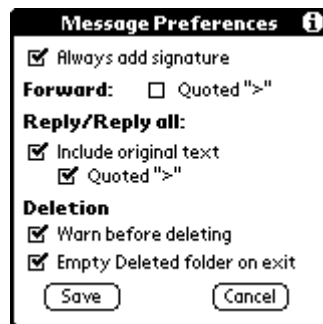
To move a filter up or down. Select the filter tap on <Menu> the following screen is displayed.



You can select “Move up” to move a filter up in the list or “Move down” to move it down in the list

### Message Preferences

In the folder screen tap on <Menu> then “Setup” then “Message Preferences”. The following screen is displayed.



You can check the options that you want to customize your messages.

### Folder Status

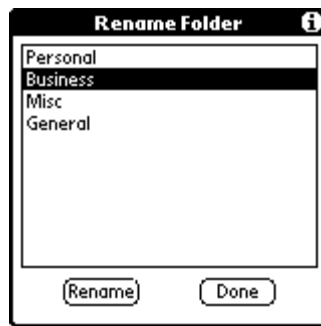
In the folder screen tap on <Menu> then “Message” then “Folder Status”. The following screen is displayed.

Folder Status			
Foldername	Msgs	New	Size
Inbox	3	0	1 K
Outbox	3	0	2 K
Deleted	0	0	0
Draft	0	0	0
Sent	0	0	0
Personal	1	0	1 K
Business	0	0	0
Misc	0	0	0
General	0	0	0
<div>Done</div> <div>TotalSize: 6 K</div>			

This gives an overall status of all folders.

### Renaming Folders

In the folder screen tap the pick list icon and select “Edit....” and the following screen is displayed



Select a folder and tap <Rename> to rename the folder.

### Network Panel

You can configure network settings from One-Touch Mail.

From the Folder screen tap on <Menu> then “Setup” then “Network Panel”

The following screen is displayed.

When you are done with network settings tap on <Done>.

### Private Messages

One-Touch Mail doesn't support marking message as private.

## 10.Solving Problems

This section provides some general guidelines for problems you may encounter while using One-Touch Mail with your modem.

If, after following these guidelines, you are still having problems with One-Touch Mail, contact One-Touch Mail Customer Support by sending E-mail to [onetouchsupport@jpsystems.com](mailto:onetouchsupport@jpsystems.com), or by calling us at 972-484-5432.

Unable to resolve:

- Check the address that cannot be resolved.
- Check the DNS entry in the network configuration.
- Check modem and network configuration settings.

Connection closed by foreign host, while trying to download a message.

- Check the mail server user name in POP3 settings.

Invalid Password/Mailbox is locked.

- Password might be wrong. Enter the password again in POP3 settings.
- If the password is correct then mailbox might have been locked. Wait for sometime and retry.

Subject exceeds more than 80 characters.

- Remove some characters from the subject line.

Serial port error / PPP timeout.

- Check the network settings of the PalmPilot.
- Check the Modem settings of the PalmPilot.

Memory is too low

- PalmPilot memory is low, delete unwanted messages and purge the deleted folder.

No new messages on server.

- There are no new messages on the server.

If this frequently occurs and you can see the new messages on your desktop. Then your desktop software is pulling all the messages from the server and deletes the messages on the server. If you want to access new mail using your PalmPilot, you have to set "Leave messages on server" option in your desktop Software, Contact your system administrator.

Check the modem connection: Make sure the modem fits snugly in the PalmPilot serial port.

Check the operational state of the modem. Verify that the modem is on and that the transmitter is on. For more information about your modem please refer to your modem User Guide.

Verify that your WIRELESS modem is in transmitter range: The WIRELESS modem's lights indicate the level of service in your current location.

Make sure that your modem battery is adequately charged. If you're still experiencing problems, try resetting the modem by turning it off and on.

Check whether there is sufficient memory in the PalmPilot. Tap <Applications> and tap <Memory> application. This displays memory available in the PalmPilot. If memory is not available, free up space by deleting any Outdated Messages, and applications which are no longer needed.

If One-Touch Mail stops responding, try using the Reset button on your PalmPilot.