SnapperMail™

Users Manual

Version 1.8

snapperfish

ACKNOWLEDGEMENTS

LEGAL NOTICES

Getting Started with SnapperMail

Introduction

Thank you for selecting SnapperMail™ by Snapperfish. SnapperMail is an award-winning email application design for Palm OS smartphones and handhelds. Once installed on your device you'll be able to send and receive email including attachments effortlessly.

SnapperMail Versions

This manual covers all versions of SnapperMail though some functionality described in the manual may not be available in your version of SnapperMail™. The various versions of SnapperMail are listed below.

SnapperMail Standard Edition

SnapperMail Premier Edition
For the power user, this version adds support for SSL security to the SnapperMail Standard feature set.

SnapperMail Trial
This is the free 30 day trial version of SnapperMail available from the www.snappermail.com website and selected partner web sites. It supports only one POP3 account, new folders can not be created, and does not include the Junk functionality offered in the SnapperMail Standard Edition. SSL support is available on this version.

Summary of Key Features

- Simple to use interface featuring FingerNav™ technology specifically designed for smartphone operation

- Class leading attachment support with the ability to download / open / send files in desktop format

- Full color HTML rendered messages of unlimited size (PREMIER | STANDARD).

- Support for unlimited sized attachments and message texts

- Support for saving/sending attachments to/from a memory card

- Automatic mail fetching with alert notification of new messages (Standard and Premier only)

- Supports POP3 / APOP mail servers

- Supports SMTP with SMTP Authorization

- Supports secure SSL connections (PREMIER)

Requirements

SnapperMail™ runs on any Palm OS device using OS 3.5 or higher and a connection to the Internet. Common methods of connecting to the Internet include built-in wireless modems, IR/Bluetooth connection to mobile phone, Palm dialup modem, and 802.11 wireless cards connecting to LANs.

NOTE: SnapperMail™ is not compatible with Palm i705 and VII series devices in wireless mode.

Installation

SnapperMail comes with the following files:

- SnapperMail.prc   SnapperMail application
- FileBrowser.prc   SnapperMail file browser
- HandZipperLite.prc   Zip application
- JpegWatchLite.prc   Jpeg application
- DiddleBug-english.prc   Handwritten notes application
- SysZLib-m68k.prc   Compression for DiddleBug

All of these files should be installed onto your handheld by HotSync.

Unlocking SnapperMail

SnapperMail requires you to enter an unlock code before it becomes fully functional, without this process SnapperMail will expire after 30 days.

Please make sure you have installed the full purchased version of SnapperMail, the free trial version of SnapperMail from the www.snappermail.com website CANNOT be unlocked. To unlock your copy of SnapperMail select About SnapperMail menu item.
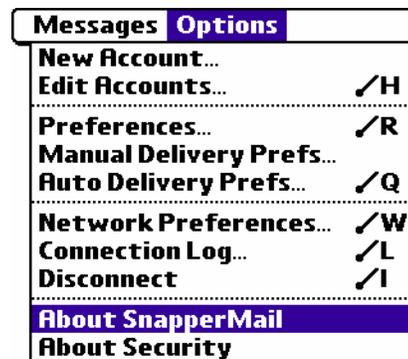
From the About SnapperMail form, tap the Register button.

This will take you to a form where your can enter your unlock code.

Enter Unlock Code

Your Hotsync ID is:
John Doe

Enter Serial/Unlock Code:
63a3e2a7

An unlock code is supplied when you purchase SnapperMail. Buy it today
www.snappermail.com

[OK] [Cancel]

Once you've entered your unlock code, SnapperMail will be fully activated and will not expire.

Overview of the SnapperMail Interface

Viewing Modes

SnapperMail operates in two viewing modes; StylusNav™ and FingerNav™. Each mode is separately optimized for either stylus navigation or finger navigation respectively. You can toggle between these modes with the graphic button on the lower right of the screen.

FingerNav™

FingerNav is particularly useful for smartphone users who often navigate the touch screen with their finger. In this mode, elements on the screen are larger creating a sweeter hotspot for your finger to hit. You will notice that touching an area near the scrollbar will cause it to expand, allowing you to scroll the screen easily with your finger.
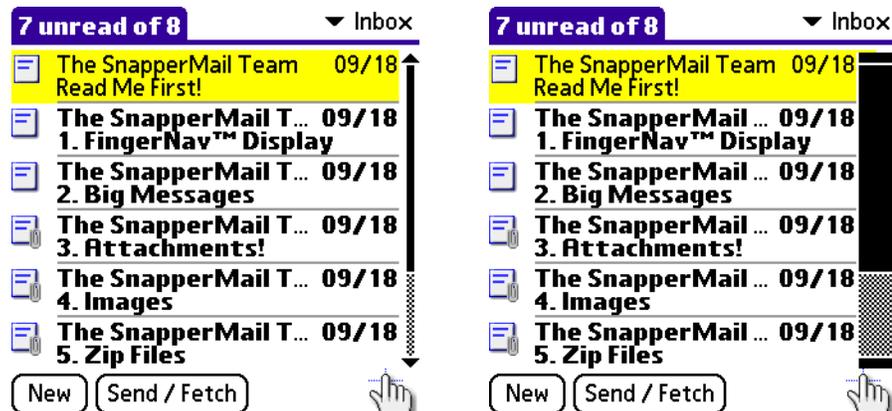
StylusNav™

StylusNav generally puts more information on the screen at the sacrifice of large hotspots for navigation. Hence it is ideal for navigating with a stylus.

Quick-Keyboard Optimizations

If you're using a device with a built-in keyboard, such as a Handspring Treo, Palm Tungsten W or C, SnapperMail lets you activate the menu commands with a single stroke of a key. We call this feature "Quick-Keyboard". As long as you're not in a text input field, you can omit pushing the command stroke key prior to activating a menu item. For example, typing "command stroke" followed by "S" will actuate the Select All command with two keystrokes; with SnapperMail you can simply type the letter "S" in one quick action.

Configuring Your Mail Accounts

Managing Your Mail Accounts

With SnapperMail you can configure an unlimited amount of POP3 e-mail accounts. To edit or add a new account, select the Edit Account Menu item.
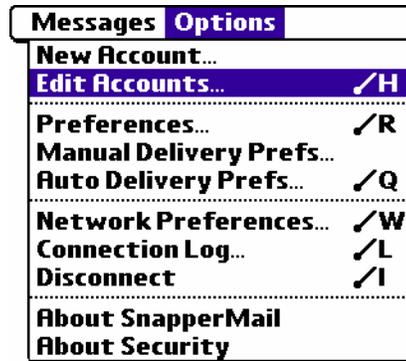
This will bring you to the Edit Accounts form where you can manage your accounts.
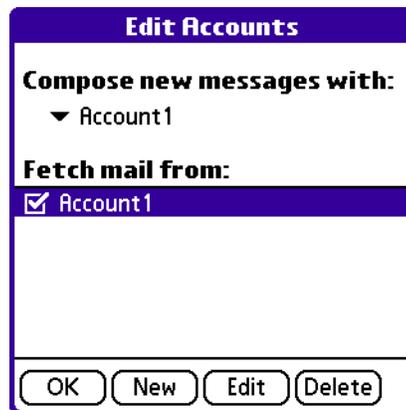
- One of your accounts will be the default mail account to compose new messages with - you can select this default account at the top of this form. Note that you can always switch to another identity while you are composing the message (by tapping the "From" box). When replying to a message, SnapperMail will always use the account the message was receive on.

- Tapping New will create a new account

- Tapping Edit will edit the highlighted account

- Tapping Delete will delete the highlighted account

- The checkboxes to the left of each account indicate whether that account will be included in a Fetch operation.

- The accounts are sorted in alphabetical order and reflect the order in which mail is <u>fetched</u> during send/fetch operations.

Editing a POP3 Mail Account

Tapping New or Edit in the <u>Edit Accounts form</u> will take you into the settings for the chosen account.

The first thing to do in this form is to give the account a name that you want to use to refer to this account. You can do this by editing the name at the top of this form. This name can be anything you like.

This form has 4 main sections: Info, Server, Fetch and Send.

Info

This area configures your identity for outgoing messages.

```
┌─────────────────────────────────┐
│      Edit POP3 Account          │
│        John's Account           │
│ ┌────┬────────┬───────┬───────┐ │
│ │Info│ Server │ Fetch │ Send  │ │
│ └────┴────────┴───────┴───────┘ │
│                                 │
│  Your Name:                     │
│  John Doe                       │
│                                 │
│                                 │
│  Email Address:                 │
│  john@yahoo.com|                │
│                                 │
│  ( OK  ) (Cancel)               │
└─────────────────────────────────┘
```

- **Your Name.**
  Enter your name as you'd like it to appear in your outgoing messages.

- **Email Address.**
  Enter your email address for this account. This is the "From" address that will be placed in your outgoing messages.

Server

This area configures the servers that SnapperMail will use to fetch and send mail.

Incoming Mail

- **POP3 Server**
  Enter the POP3 server name as provided by your ISP

- **Username and Password**
  Enter your POP3 login name and password

Outgoing Mail

- **SMTP Server**
  Enter the SMTP server name. This is the server that SnapperMail will use for sending mail. To avoid relaying denied problems you should enter the SMTP server that your wireless provider gives you, not necessarily the SMTP server that matches this mail account as provided by your ISP.

- **Username and Password**
  These settings are optional. If these settings are entered then SnapperMail will attempt to login to the SMTP server (SMTP authorization). SMTP authorization allows you to send email no matter what network you are connecting to the Internet with, i.e it doesn't matter whether you're connecting from your wireless carrier or your ISP.

  If you have left these settings blank and SnapperMail has trouble sending mail with this SMTP server it will attempt SMTP authorization using logins guessed from your current POP settings and other SMTP settings in your other accounts. This

can lead to a slight delay when connecting to the SMTP server for the very first time.

More Settings

Tapping the "More" button will take you to some extra settings. You probably won't have to configure the settings on this screen.

- **POP3 and SMTP Port settings**
  You can configure SnapperMail to use different ports when talking to the mail servers

- **POP before send**
  If this is selected, SnapperMail will login to the POP3 server before sending mail on the SMTP server. POP before send was an early authentication method that was popular before SMTP authorization became widely adopted.

- **POP3 and SMTP Use secure connection** (PREMIER)
  SnapperMail Premier supports secure sockets layer (SSL) connections to your mail server. If your mail server requires SSL access, this box should be checked. In instances where the server's identity certificate cannot be validated against SnapperMail's internal list of certificate authorities, you can override the resulting error by checking "Always trust certificate".

Fetch

This area configures the default behavior when SnapperMail is fetching mail. You can configure things like how many messages to fetch, how much of each message you want to fetch, and whether to delete the message from the server.

Edit POP3 Account

Account 1

| Info | Server | Fetch | Send |

Fetch ▼ Approx 2k
Fetch ▼ 12 latest messages

Move messages into
▼ Inbox

(OK) (Cancel) (Delete Options...)
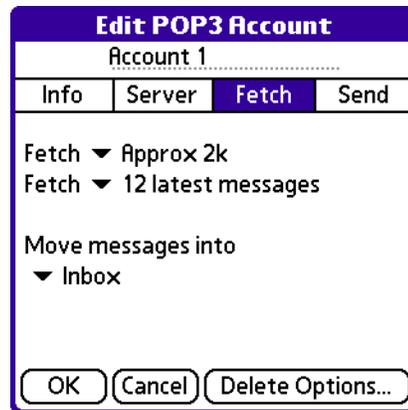
- **How Much of Each Message to Fetch**
  By default SnapperMail fetches the first 4k of a message, you can change this default by selecting a different value. This value is best considered an estimate of the message size that SnapperMail will attempt to fetch.

  | ▽ Headers Only |
  | ▽ Approx 2k |
  | ▷ Approx 4k |
  | ▽ Approx 8k |
  | ▽ Approx 12k |
  | ▽ Approx 20k |
  | ▽ Approx 40k |
  | ▽ Approx 60k |
  | ▽ Approx 80k |
  | ▤ Entire Message |
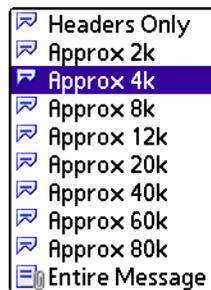
  - "Headers Only" will fetch only the message header, i.e. the Subject, To, From, Cc, and other envelope information
  - "Entire Message" will fetch the whole message including any attachments.

- **How Many Messages to Fetch**
  By default SnapperMail fetches the 12 most recent messages on the server, you can configure this to a different number.

- **Move into Folder** (STANDARD | PREMIER)
  You can select which folder you'd like to move these messages into as they are downloaded.

Delete Options

Tapping the "Delete Options" button will take you to some extra delete off server settlings.

Delete Options

Delete messages from server:
- ☐ when fully retrieved
- ☐ when moved to trash
- ☑ when emptied from trash
- ☐ after 7 days

[OK] [Cancel]

By default SnapperMail does not delete any mail off the server. This is a safe option since most people prefer to have their desktop e-mail client fetch the same email later for record keeping reasons.

You may select up to four alternative delete off server actions: Delete when the entire message has been fetched, Delete when the message has been moved to trash locally in SnapperMail, Delete when the message has been emptied from trash locally, and Delete after a specified number of days.

Send

In this section you can configure additional preferences on outbound messages.

Edit POP3 Account

John's Account

| Info | Server | Fetch | Send |

Reply To address (optional):

Bcc a copy to (optional):

☑ Save a copy in "Sent" folder

[OK] [Cancel] [Signature…]

- **Reply To**
  You may optionally specify a different e-mail address for the recipient to reply to.

- **Bcc a copy to**
  You can Blind Cc a copy of every outbound message to an e-mail address. This option is handy for people who want to send a copy of all outbound messages to their desktop.

- **Save a copy in Sent folder**
  A copy of all outbound messages will be saved in the Sent folder.

Signatures

In this section, you may tap the Signature button and configure a signature with every outgoing message. SnapperMail will insert this signature into the message composer whenever you write a message.

Attach Signature

☑ Attach signature

John Doe
Doe Enterprises, Inc.

(OK) (Cancel)

Managing Your Mail

The Message List View

You can manage your mail within the Message List View. This is SnapperMail's main form.
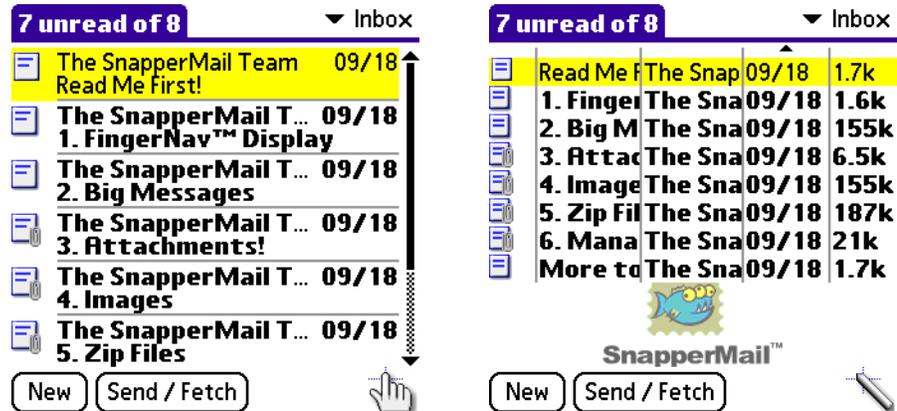
This view has both FingerNav and StylusNav modes.

Messages in bold indicate unread messages.

Message Icons

Each message in your message list will have up to 2 icons that show you the status of the message.

The Message Status Icon

This icon displays how much of the message you have downloaded or for outgoing messages whether the message is a draft or has been sent.

Partial Message

Full Message Text
The text portion of the message has been fully downloaded. Note that this message may still have attachments that have yet to be downloaded.

Full Message Text and Attachment

Draft Message

Sent Message

Tapping on the Message Status Icon will pop up a list of actions that you can perform on this message. A tap and hold operation on the message description will produce the same popup.

```
Open
Move to trash
Move to folder
Fetch Message Text
Fetch Entire Message
Delete Off Server
```

The Server Status Icon

This icon displays what's happening on the remote server. It will tell you whether the message exists on the server and what SnapperMail will do with the message on the next send and fetch operation. You can tap this icon to toggle through the possible options. This includes delete the message from the server, download the message body, and download the entire message including attachments.

Message is not on server (blank icon).

Message is on the server

Message text will be downloaded on the next sync.

Entire message including attachments will be downloaded on the next sync.

Message will be deleted from the server on the next sync

Outgoing message is queued to send

Group Operations

You may select multiple messages by a drag-select operation over multiple messages. You can tap and hold on the multiple selection to popup a list of actions to perform on the selected messages.

Tip: If you have multiple messages selected, you can easily extend the selection with another drag operation starting from the last message that was highlighted in the previous drag-select operation.

You can select all messages in a folder with the menu command "Select All".

Sorting Your Messages

Your messages can be sorted by tapping the top of each respective column in StylusNav mode. A little arrow on one of the columns will indicate which column is sorted. You may tap this arrow to toggle direction of the sort. The messages displayed in FingerNav mode will follow the same sort order.

You may sort by Date, Subject, Sender, Size, Message Status and Server Status.

Organizing Your Columns

The columns displayed in StylusNav Mode are highly configurable.

Column Width

Each column can be resized by dragging on the column divider.
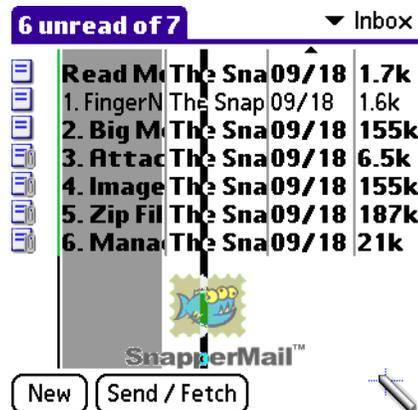
Column Order

The order of the columns can be adjusted by dragging on the top area of a column you wish to move. The selected column will highlight and an arrow will indicate the target position as you drag the column.

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Columns Displayed

To display fewer columns, simply move the columns you don't want to see to the right of the screen and then resize the columns to the left such that the unwanted columns disappear from view off to the right.

Folders

The top right area of the Message List View displays the folder you are viewing. Tapping this indicator will pop up the full list of folders.

Any folder containing unread messages will be listed in bold. The number associated with each folder indicates how many messages the folder contains. You may switch to another folder by tapping this list.

Messages can be moved between folders by either tapping on the message icon or by a tap-hold operation on a message and then selecting the "Move To Folder" command. Note you can move multiple messages at a time by selecting multiple messages.

Editing Your Folders (STANDARD | PREMIER)

You can create new folders or rename existing folders by tapping the "Edit Folders" item.

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Edit Folders

Inbox (0)
Outbox (0)
Trash (0)
Drafts (0)
Sent (0)
Filed (0)

(Done) (New) (Edit) (Delete)

Inbox, Outbox, Trash, Drafts, and Sent are special folders which cannot be deleted or modified.

Message Actions

Deleting Messages Locally

Removing messages from your handheld is a two-step process. Messages are moved to a folder called Trash, which can then be emptied manually. Note that these operations do not affect the message on the remote server. The Server Status Icon will show you whether the message is going to be deleted from the server. If you'd like to delete the message from the server automatically when the messages are moved to the Trash, you can set this up in the account settings.

To trash a message you can either select the Trash menu command or by a tap-hold operation on a message and selecting the Move to Trash action. Trashing can be invoked on multiple messages.

Deleting Messages from the Server

You can remove a message from the server by tapping on the server status icon (StylusNav Mode only) until the red X icon shows. A tap-hold operation on the message and selecting the Delete Off Server Action will achieve the same results.

You can configure messages to be tagged for deletion from the server automatically based on rules in your account settings.

The Junk Command

You can delete messages both locally and on the server in one action using the Junk menu command. This feature is handy for getting rid of spam. Junked messages by default are moved to the Trash folder, however you may configure SnapperMail to bypass the Trash folder in the General Preferences.

Marked As Read/Unread

Though SnapperMail automatically tracks what message you have read, leaving unread messages in bold, you can manually mark messages as read or unread using the Mark Read and Mark Unread menu command.

Sending and Fetching Mail

Manual Mail Delivery

SnapperMail can send and fetch mail in two modes, either manually or automatically. In this section we'll describe manually delivery.

Sending and Fetching

You can send and fetch mail by tapping the Send/Fetch button at the bottom of the Message List View or by tapping the Send And Fetch menu command. SnapperMail will attempt to send all your outbound messages in your Outbox and will then download mail from each of your nominated accounts.

As well as the combined send and fetch operation SnapperMail has separate send only or fetch only commands that can be accessed through the menu.

Fetching from One Account

Sometimes you may only want to check one of your accounts. To fetch from only one of your accounts, tap the Fetch One Account menu item.

Messages	Options	
New Message...		✓N
Send...		✓Z
Fetch...		✓F
Fetch One Account...		**✓O**
Send And Fetch...		✓M
Select All		✓S
Trash		✓T
Empty Trash		✓E
Mark Read		✓R
Mark Unread		✓U
Junk		✓J

This will take you to a list of all of your accounts. Tap on the account you want to start the fetch.

Fetch From One Account

Fetch mail from:

Account 1
Account 2

Cancel

Fetching Mail Progress Display

When a mail fetch has been initiated, SnapperMail displays a comprehensive form showing the progress. From this point onwards Treo users may close the lid of their device and the handheld will not go to sleep until SnapperMail completes the mail fetch operation.

Initially SnapperMail will check to see what messages are on the server and will look for new messages that have not been downloaded before.

Fetching Account 1

Account 1

Checking for Messages...

11/21

Skip Account   Cancel
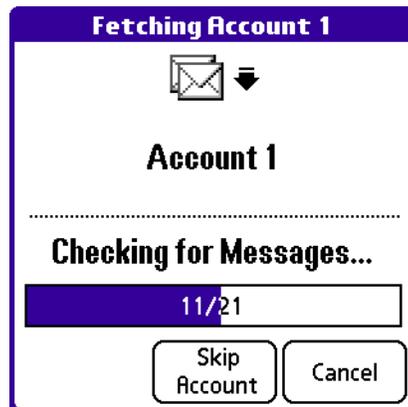
You may cancel the fetch operation at any time by tapping the Cancel button. If you are fetching from more than one account you may skip the current account and move onto the next account by tapping the Skip Account button.

Once SnapperMail has determined the new messages on the server it will begin downloading the messages.

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Fetching Account 1

Fetching 3 of 9

26 seconds remaining

Jeff Ross <jross@…   12/19
RE: WK

2.5k/4.6k

Skip Message | Skip Account | Cancel

As each message is downloaded a preview of the message is displayed onscreen. SnapperMail also makes an estimate of the time required to complete the fetching operation for the current account.

You can skip the current message by tapping the Skip Message button. Any portion of that message will be stored and will be available for viewing afterwards.

After downloading new messages SnapperMail will delete the messages marked to be deleted.

If during any part of this process an error occurs, SnapperMail will display an error form.

Communications problem

⚠ **The send or receive did not complete successfully.**

OK | View log

You may tap the View Log button and check out the errors in the connection log.

One Button Mail Fetch

A useful option for some users is to configure SnapperMail to fetch mail by pressing a hardware button. To do this you must map SnapperMail to one of your hardware buttons. Your button preferences is accessible by exiting SnapperMail and running the built-in Prefs application, from there you can configure your hardware buttons in the Buttons section.

Once SnapperMail is mapped to a hardware button, you will need to "allow one button send and fetch" in your <u>Manual Delivery Prefs</u>.

With One Button Mail Fetch, two pushes on the assigned button will launch SnapperMail into a send and fetch operation. If you are already inside SnapperMail only a single push is required.

Configuring Your Manual Delivery Options

To configure your manual send and fetch options, tap the Manual Delivery Prefs menu command.

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Allow one button send and fetch will enable you to send and fetch mail with a push on a hardware button.

Disconnect after send and fetch will cause your handheld to disconnect from your ISP after a send and fetch operation.

Alert me of new messages will alert you after downloading new messages. You can customize the sound of the new mail alert. The volume will follow the system preference settings for alarms.

Automatic Mail Delivery (STANDARD | PREMIER)

SnapperMail can be configured to automatically fetch messages when the handheld is not in use. In this mode, SnapperMail wakes up the handheld and fetches your mail at periodic intervals. If any new messages are found, then SnapperMail can alert you. This feature is only available on the Standard and Premier version of SnapperMail.

Note that SnapperMail will not fetch mail while your handheld is turned on. If SnapperMail is scheduled to perform an automatic fetch operation while your handheld is in use, it will delay the fetch until approximately four minutes from the time you turn off your handheld.

Configuring Your Auto Delivery Options

To configure automatic mail delivery, tap the "Auto Delivery Prefs" menu command.

Initially automatic delivery will be disabled with the hours of operation set to "No Time".

Periodic Send/Fetch

Between: No Time

OK   Cancel

Tap the No Time selector box to enter the Set Time form. In this form you can configure what hours of operation you want automatic delivery enabled.

Set Time

Start Time:
8:00 am

End Time:
5:00 pm

All Day

No Time

OK   Cancel

8 ↑	•00
9	05
10	10
11	15
12P	20
1	25
2	•30
3	35
4	40
5	45
6	50
7 ↓	55

The "All Day" button will set periodic fetching to work between 8am and 5pm. "No Time" will disable automatic mail delivery.

Auto Delivery Prefs

Between: 8:00 am - 5:00 pm

Send/Fetch: Every 30 mins

On: S M T W T F S

☑ Check for phone availability

☐ Disconnect afterwards

☐ Alert: ▼ Alarm

OK   Cancel

Once the start and end time for operation has been set, SnapperMail considers automatically mail to be enabled and a full list of options are displayed in the main configuration form.

Send/Fetch

You can select the frequency at which SnapperMail will fetch mail. Be aware that frequent mail fetching will reduce battery life significantly.

On

SnapperMail allows you to select the days of the week for which automatic delivery will be enabled.

Check for phone availability

SnapperMail checks to see if your phone is powered on before attempting to check for mail. If you are NOT using a phone to connect to your ISP, e.g. WiFi network, then you should uncheck this option.

Disconnect

This setting if activated will cause SnapperMail to disconnect from your ISP after sending and fetching.

Alert

You can tell SnapperMail to alert you if new mail is found. The alert sound can also be customized in the alert tone popup.

```
Alarm
Alert
Bird
Concerto
Phone
Sci-fi
Wake up
```

Reading Mail

The Message Reader

You can read a message by tapping a message in the Message List View. This will take you into the Message Reader.

Message Count — — Header View

Add Sender to Address book

Previous / Next Message
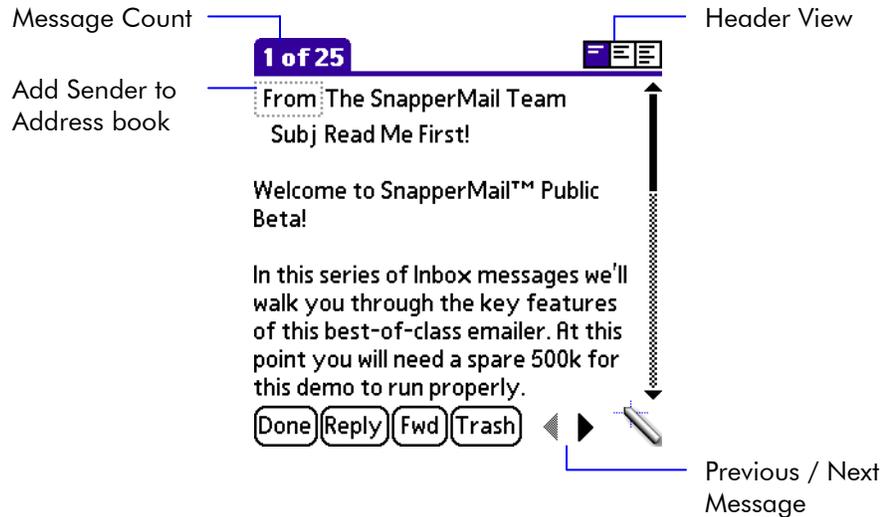
Message Count
The top left of the reader displays the order of the current message in its folder and the number of messages in the folder.

Header View
The message reader can display the message header in short, long, and full header format. Short header displays just the subject and sender while long header adds date and size information as well as cc information if it exists. Full header will display all of the header information as it was received which is sometimes useful for advanced users to check such things as server names, message hops, sender's email client, organization, and any extended header fields that may have been appended to the message.

Adding Sender to the Address Book
If you receive a message from someone who you would like to add to your address book, tap the From label.
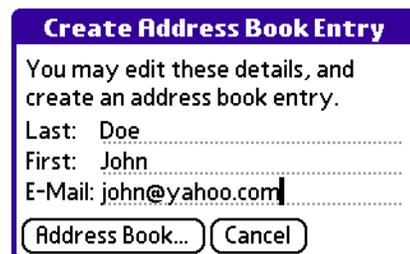
SnapperMail will present you with a form to finalize the address entry before inserting it into your address book.

Navigating Between Messages

You can move between messages by tapping the left and right triangular arrows at the bottom of the screen.

Customizing the Reader View

The reader has both StylusNav and FingerNav modes. The only real difference between the two modes is that the expanding scrollbar is available in FingerNav mode. The font for each mode can be configured independently by using the "Font" menu command.
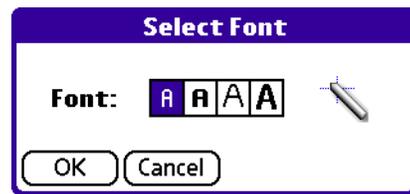
Deleting Messages

Messages can be moved to the Trash folder by tapping the Trash button. This will shift the local copy of the message into the Trash folder for emptying from the handheld later; it doesn't delete the message from the server unless your account settings have been configured to delete messages from server when moved to trash.

For messages that you'd like to remove from the server and locally on your device, you can tap the Junk menu command. The message will be marked to delete from the server on the next fetch operation. Depending on your preferences the local copy of the message will be moved to the trash or deleted immediately.

Partial Messages

If a message has been truncated, SnapperMail will indicate this with a <message truncated> text label at the bottom of the message. A selector trigger to instruct SnapperMail to fetch more of the message will follow this. Your options are to fetch the message text omitting any attachments or to fetch the entire message including attachments.

This will tag the message to fetch more on your next fetch operation. If you would like to fetch more of the message immediately without exiting the message reader, select the Fetch More menu command.
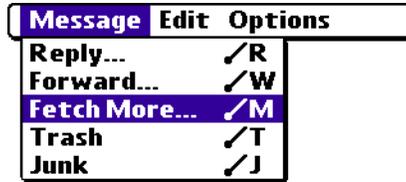
You will then be presented with an option to fetch the just the text or the entire message including attachments if they exist.

Attachments

Any attachments will show at the bottom of the message.

Tapping on an attachment will pop up a list of actions.
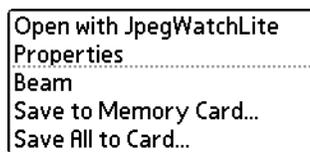
Attachment Information

You can inspect the properties of the attachment by tapping the Properties option in the popup menu.

Properties

Filename:
regina.jpg

MIME Type:
image/jpeg

Size: 18k

[OK] [Cancel]
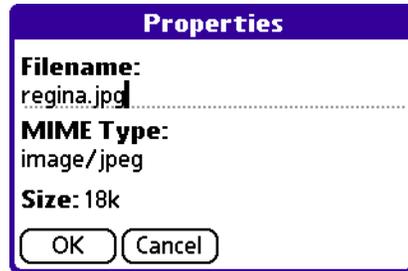
This Properties form will display the filename, the filetype, and also the size of the attachment. You can rename the file by editing the text field inside this form.

Opening an Attachment

To open an attachment, tap the Open option in the popup menu. Just like your desktop, you'll need a compatible viewing application installed. See the Compatible Viewers section for a complete list of supported filetypes and corresponding applications.

Note that if you have more than one application installed that can view the attachment type you will be presented with a list of applications to choose from in the popup.

Once you have tapped the Open option, SnapperMail will transfer the attachment to the viewing application.

Transfer

Transferring:
regina.jpg...

[Cancel]

If you do not have a compatible viewing application installed, SnapperMail will alert you.

Saving an Attachment to the Memory Card

If your handheld supports memory cards, SnapperMail will include additional option in the popup menu to save the attachment. Tapping Save to Memory Card will save the current attachment; you can save all of the attachments in the message by selecting Save All To Card.

You will then be taken to the file browser where you can choose a directory to save the attachment into.

Save Attachment

3922 k free ▾ 4MBRAMDISK

/DCIM/ Size

..
icon description.jpg 13 k
regina.jpg 18 k

Save Cancel
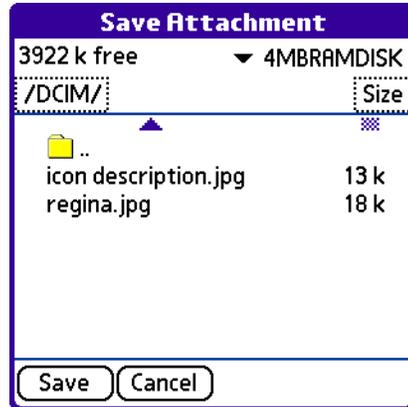
Tip: *You can manage directories inside the browser. Tapping the directory name at the top of the screen will take you to the directory selector, where you can create, rename, and delete directories.*

Beaming Attachments

You can IR beam an attachment by tapping the Beam option on the popup menu. This will beam the file to another device. Note that SnapperMail downloads attachments in native desktop format so you can beam the file to many types of generic devices like laptops (Windows XP/2000 and Mac OS) and PocketPCs. If you are beaming to another Palm handheld, make sure they have a compatible viewing application installed or they will get an Unknown Format error.

Responding to Messages

You can respond to messages by tapping on the Reply or Forward buttons at the bottom of the Message Reader. If the message was sent to multiple recipients then tapping Reply will prompt you to select between Reply and Reply All.

By default, SnapperMail will include the original text in a reply. You can change this configuration and also specify how the original text is quoted in your General Preferences.

Tip: *If you'd like to quote just a small part of the original message in your reply or forward, simply highlight the text you'd like to quote prior to responding.*

Composing Mail

The Message Composer

You can enter the message composer by creating a new message in the Message List View or by replying or forwarding a message in the Message Reader.

The message composer has short and long header views. In long header view, you have additional Cc, Bcc, and priority fields that can be filled in.
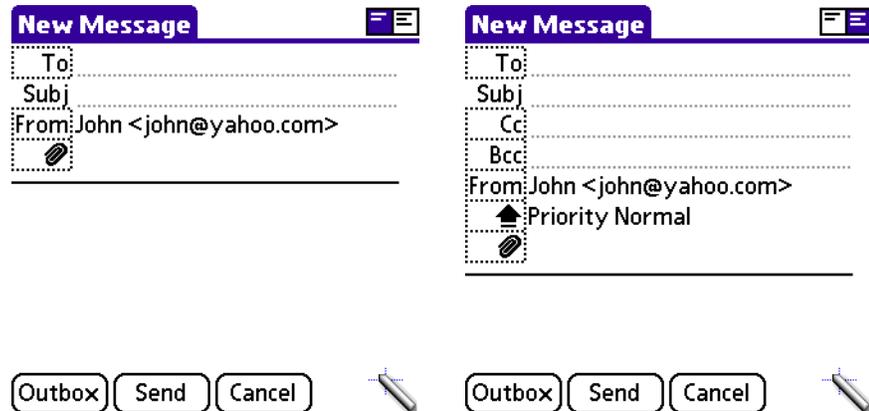
Tapping the Font menu command will customize the font in the composer. FingerNav and StylusNav modes have independent font settings.
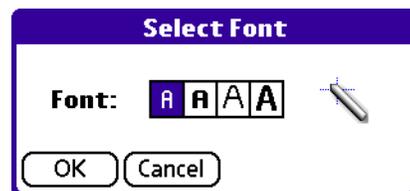
Composing Mail

To compose an email, simply fill in each field of the composer, write your message, and tap the Send or Outbox button.

Addressing Your Recipients

In the To, Cc, and Bcc fields fill in your recipients (Cc and Bcc fields only appear in the long header view). You can type in the full e-mail

address or lookup an e-mail address in your address book by tapping the field label. This will take you to a list of email addresses in your address book.

To Lookup:

Benc, Bozidar	benc@benc.hr
Benc, Bozidar	bozidar.benc@launcher...
Benson, Mark	markbenson@bigfoot....
Berman, Ian	ian@thebeachheadgrou...
Beyer, Rob	robert@isolutions.co.nz
Blake, David	david@iliumsoft.com
Bougainville Travel	bougainville@sup...
Brosnan, Linda	brosnan.l@akl-airpor...
Burnett, Lisa	lburnett@chapura.com
Chan, Kenneth	kchan@everyone.net
Chang, Michael	chang@everyone.net

Look Up: _____ (Add) (Cancel) ⬍

Select the person you wish to address and then tap the Add button.

Note that you can jump directly into a closer region in the lookup by entering the person's last name prior to tapping the To label. Entering a space or a comma can start the same look up action. Treo users may also push the Jog Rocker. If the last name is a unique match in your address book, the name will automatically expand into that person's e-mail address. You can use this auto expand feature to quickly enter e-mail addresses as described in the SnapperMail Tips section.

As you continue to enter addresses, the To field will expand to make room for the entries.

New Message

To: bob@yahoo.com,
    jim@hotmail.com,
 ▲ jo@hotmail.com
Subj
From: John <john@yahoo.com>
📎

(Outbox)(Send)(Cancel)

Once the field grows beyond two lines you may compact the field by tapping the triangular up arrow that appears to the left of the field.

Entering the Subject

In the subject field, enter the subject of the message. This field will expand to accommodate the length of the subject line as you enter it.

Selecting Your Account

If you are composing a new message SnapperMail will use the default account set in your [Account Settings](#). If you are replying to a message or forwarding a message SnapperMail will use the account from which the original message was sent to. You can change the account by tapping the From label and selecting another account.

```
Account 1 (drdoe@snappermail.com)
Account 2 (doe@thedoefamily.co.nz)
Account 3 (john@yahoo.com)
Edit accounts...
```

Adding Attachments

You can add attachments to your message by tapping the paperclip; this will take you to the file browser.

```
        Attach File
3882 k free        ▼ 4MBRAMDISK
□ /DCIM/                     Size

  📁 ..
□ downtown.jpg            18 k
□ tower.jpg               18 k
□ bus tour.jpg            13 k
□ regina.jpg             18 k



( Attach )( Cancel )
```
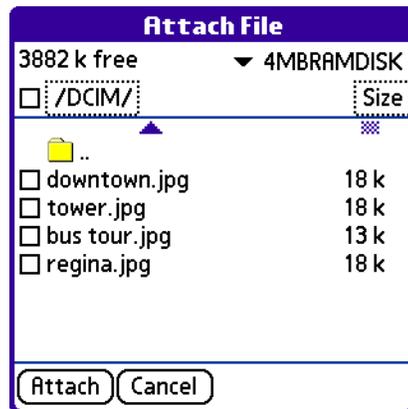
From within the browser you can attach files from your memory card or databases in RAM. You can switch between browsing RAM and the memory card with the selector at the top right of the screen.

Check the files you wish to attach and tap the attach button. SnapperMail will then import the attachments into the message.

```
      Attaching File
        📱➡ ✉
       downtown.jpg
     Attaching 2 of 4
  [████     5.5k/18k    ]
        ( Cancel )
```

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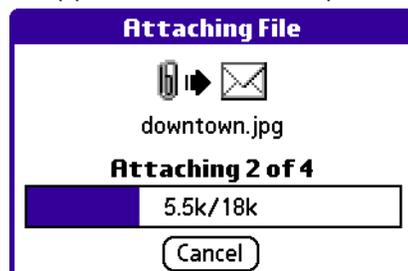
Any attachments imported from the memory card will be cached in RAM. You are free to eject the memory card once you have imported the files. This allows users to connect online with a separate Bluetooth or WiFi card.

Note that Palm handhelds can only store Palm format databases in RAM, so do not expect any documents you attach from RAM in this manner will be readable on a desktop.

Once your attachments have been imported, they will show in your message composer.

New Message

To bob@yahoo.com
Subj Still on holiday!
From John <john@yahoo.com>
📎 bus tour.jpg (14k)
downtown.jpg (18k)
regina.jpg (18k)
tower.jpg (18k)

(Outbox)(Send)(Cancel)

If you change your mind, you can detach a file or all of the files by tapping on an attachment and selecting Detach or Detach All.

Open
Properties
Beam
Detach
Detach All

You can rename a file before sending by tapping the Properties option.

Properties

Filename:
regina.jpg
MIME Type:
image/jpeg
Size: 18k
(OK)(Cancel)
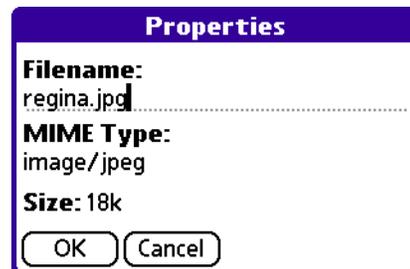
Sending Attachments from Other Applications

SnapperMail registers itself as an e-mail transport scheme on your handheld, so any application that supports this feature will be able to push an attachment object in desktop format directly into SnapperMail.

The built-in Address, Todo, Datebook, and Memo applications in OS 4 devices or above support this feature. Palm Tungsten devices additionally supports this feature in their NotePad and Voice Memo applications.

As an example in Memo Pad you can send a memo as a text file by tapping the Send Memo menu command.
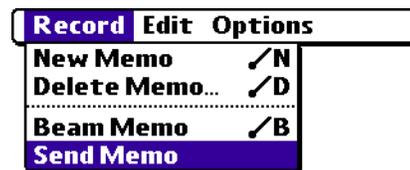
If you have more than one transport scheme installed then an additional dialog will let you choose which scheme to use.
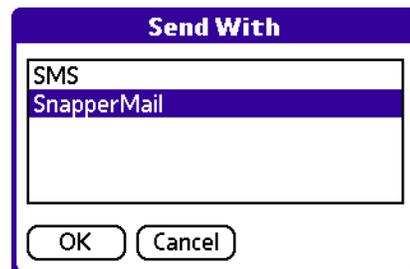
Once SnapperMail has been selected the memo will be transferred to SnapperMail as a text attachment.
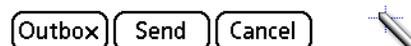
Note that registering as a transport scheme was introduced in OS 4.0 so unfortunately the built-in applications in OS 3.5 will not have this

capability. Third party applications have the capability to send attachments to SnapperMail if they support the SnapperMail OS 3.5 extensions. Some examples are:

- Launcher X (www.launcherx.com)
- JpegWatch Lite (bundled with SnapperMail)
- HandZipper Lite (bundled with SnapperMail)
- DiddleBug (bundled with SnapperMail)
- AcidImage (www.red-mercury.com)
- SplashPhoto (www.splashdata.com)

Writing your Message

You can write your message in the message text area at the bottom of the composer.

As you continue to write the header information will scroll off the screen so you can utilize the full screen to compose the message.

If you have a signature configured for the account you are writing from this will be appended into the message text area.

Sending Mail

Once your message is ready to be sent, you can send it immediately by tapping the "Send" button or you can place it into your Outbox by tapping the "Outbox" button. Any messages placed in the Outbox will be sent when you next hit the "Send/Fetch" button in the Message List View or during the next Auto-Fetch cycle.

If you would like to save this message as a draft message to continue composing later, hit the Cancel button and select Drafts. The other option is Discard, which will remove all trace of the message from your handheld.

Save As Draft

Save this message to
your Drafts folder?

[Drafts] [Discard] [Cancel]
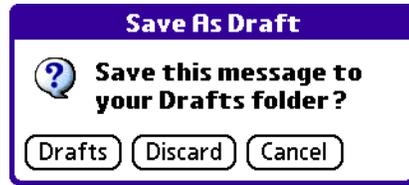
Send, Outbox, Draft, and Discard are all accessible as menu commands.

Message Edit Options
Send...   /Z
Save In Outbox   /O
Save In Drafts   /D
Discard Message /I
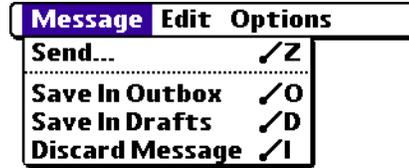
Advanced Users

General Preferences

For more advanced users, SnapperMail has a number of options which can be customized under the "Preferences" menu.

```
┌─────────────────────────────────┐
│ Messages  Options               │
│ New Account...                  │
│ Edit Accounts...          ╱H    │
│ ▓Preferences...           ╱R▓   │
│ Manual Delivery Prefs...        │
│ Auto Delivery Prefs...    ╱Q    │
│ Network Preferences...    ╱W    │
│ Connection Log...         ╱L    │
│ Disconnect                ╱I    │
│ About SnapperMail               │
│ About Security                  │
└─────────────────────────────────┘
```
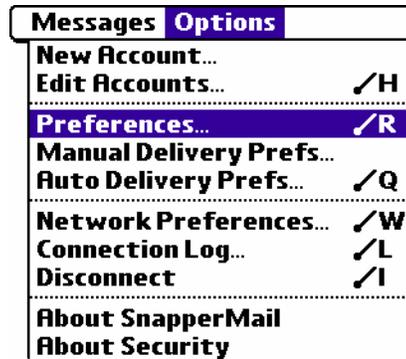
This will access a whole host of customizable options.

```
┌─────────────────────────────────┐
│         Preferences             │
│ ☐ Default email application     │
│ ☑ Backup databases on Hotsync   │
│ ☑ Include original in Reply with >│
│ Quote forwarded msgs with       │
│ Trashing jumps to  ▼ prev message│
│ ☑ Auto-discard from Trash       │
│    messages older than ▼ 3 days │
│ ☑ Junk also discards from Trash │
│     ☑ Confirm discard of Junk   │
│ Browse links with ▼ Default browser│
│                                 │
│ ( OK )  ( Cancel )              │
└─────────────────────────────────┘
```
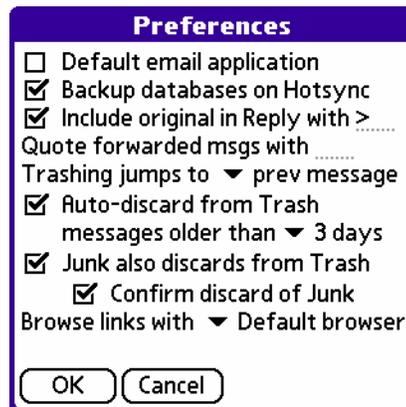
Timezone Offset

SnapperMail needs to know your timezone in order to work out what time messages arrived in your inbox. On OS3.5 devices SnapperMail requires you input this information. On newer handhelds running OS4.0 or better, SnapperMail will use the system's timezone information.

Default Mail Application

This will option when checked causes SnapperMail to register as the default mail handler for your handheld. As an example when running a web browser, mailto: links will launch SnapperMail.

Backup Databases

This will trigger your desktop to backup all of the SnapperMail databases during each HotSync. If you have large amounts of mail stored in SnapperMail and backing up your mail is not important, you may wish to uncheck this option to speed up your HotSync operations.

Include Original in Reply

Check this option if you wish to include the original message when replying. You can also control the prefix which SnapperMail uses to quote the original text; this can be blank or up to 3 characters long.

Quote Forwarded Messages

When forwarding messages, you can configure the prefix which SnapperMail uses to quote the original text; this can be blank or up to 3 characters long.

Trashing Jumps To

When trashing messages in the Message Reader, you can control whether SnapperMail takes you back into the Message List View, the next message or the previous message.

Auto-Discard

SnapperMail can be configured to automatically discard old messages in your Trash.

Junk also Discards from Trash

This will configure the exact behavior of the Junk feature. With this enabled, SnapperMail will bypass the Trash folder when you "Junk" a message. You can additionally configure SnapperMail not to prompt for a confirmation when this happens.

Browse Links With

URLs in a message when tapped will launch your browser. If you have more than one browser installed you may choose which browser to open links with. The normal setting for this is "Default browser" which means the SnapperMail will use the browser that the system determines as the default.

Connection Log

You can access SnapperMail's connection history by tapping the Connection Log menu command.
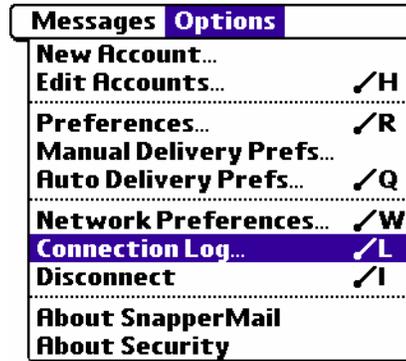
The connection log can be used for checking on past errors, connection times, previously checked accounts and is particularly handy to review past connections when periodic mail fetching is enabled.
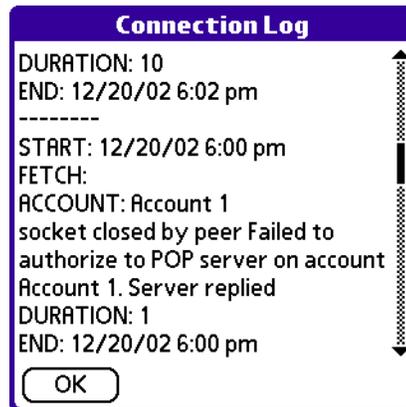
The connection log is limited to 2k, so it is not necessary to empty this log.

SnapperMail™

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SnapperMail Tips

Sending Handwritten Notes

SnapperMail bundles DiddleBug which supports sending handwritten notes. The latest version of Note Pad 2.0 shipped with the Tungsten-T and W devices also supports sending and receiving handwritten notes (and voice memos). Simply tap the Send menu command within the DiddleBug or Note Pad application.

```
Record  Edit  Options
New Note        ✐N
Delete Note…    ✐D
Beam Note       ✐B
Send Note
Compatibility
```
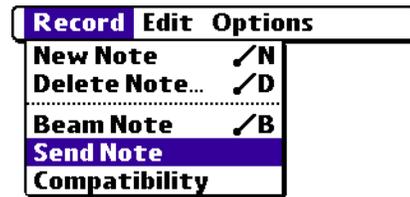
The file will be sent in a PNG graphics file that can be opened by another Palm Device or by any desktop.
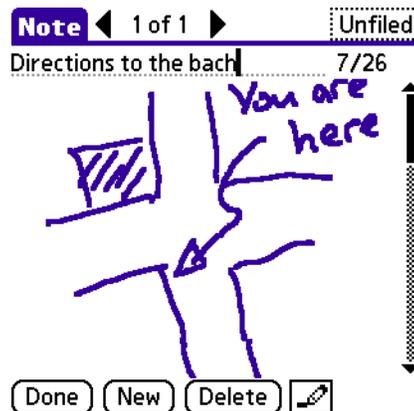
Beaming a file to SnapperMail

SnapperMail can accept a file beamed from your laptop.

Simply modify the filename so that it has a .mail extension and replace all ".” symbols with "^_".

For example `MyPicture.jpg` becomes `MyPicture^_jpg.mail`

When this file is beamed to your handheld, it will be inserted as an attachment in an outgoing message.

This works with any IrObex compliant device, such as laptops using Windows XP/2000.

Setting up Group Mail Lists

SnapperMail doesn't support group mailing lists, but you can easily work with groups in your address book. The best way to do this is to create an address entry with the last name being the name of your group and in the email field enter all of your email addresses separated by commas. When you look up that group from within SnapperMail, it will automatically expand to all the members of your group. This tip DOES NOT work with the Phonebook application on Treo devices.

A Quick Way of Entering Addresses

If you start typing a name in the "To:" field that uniquely matches a last name in the address book, SnapperMail will automatically expand that name into that person's full email address when you tap the "To:" label, or enter a comma/space.

To use this cool trick all the time, you can set up unique "nicknames" in your address book.

E.g. I have a friend I email all the time called John, so I'd set up an address book entry with last name say, "zJohn". So now in SnapperMail I can go to the "To:" field and type "zjo" - since "zjo" is most likely unique in my address book, when I tap the "To:" trigger John's email address gets fully expanded.

SnapperMail Specifications

Memory Footprint

470k Premier Edition
285k Standard

Message Limits

Incoming message body - unlimited
Incoming message attachments - unlimited
Outgoing message body – 32k
Outgoing message attachments - unlimited

Supported Protocols

POP3

APOP
Alternate Port

SMTP

Alternate Port
SMTP AUTH PLAIN
SMTP AUTH LOGIN
POP before Send

SSL

SMTP and POP3 over SSL alternate port
FIPS certified Certicom SSL plus library
Supports 3DES and RC4-128 ciphers

Palm OS Supported Features

Memory Card Support
Full file browser, including file and directory management

Bluetooth
Fully compatible with Palm OS Bluetooth implementations for connecting to the Internet

WiFi
Fully compatible with Palm OS WiFi 802.11 implementations for connecting to the Internet

Compatible Devices

Handspring Treo 90, 180, 270, 300, 600
Handspring Visor series (must run OS 3.5 or above)
Palm III, IIIx, IIIxe (upgraded to OS 3.5 or above)
Palm V, Vx (upgraded to OS 3.5 or above)
Palm m100 series
Palm m500 series
Palm Tungsten series
Palm Zire series
Sony Clie series
Kyocera 6035, 7135
Samsung SPH-i300, SPH-i330, SPH-i500
Samsung SGH-i500
Garmin iQue 3600
Acer s series
* Any device running OS 3.5 or better with a TCP/IP connection.
* Any device more modern than those listed above

Note: Palm VII, i705 running on the Mobitex wireless network will not work. A real TCP/IP connection must be established with a snap-on modem or via IR to a phone to make these devices work.

Compatible Attachment Viewers

Overview

SnapperMail sets new standards in the arena of Palm OS email clients for its ability to work with message attachments in native desktop format.

In order to open attachments, just like on your desktop you must have a compatible application capable of opening the filetype. E.g. If you get an MS Word attachment on your desktop, then you need Microsoft Word installed to open the file. The same is true on your Palm handheld.

This section lists the application and filetypes that can currently be opened. This list is always expanding as developers continue to support SnapperMail, check www.snappermail.com for the latest list.

Additionally, any type of file can be downloaded and saved to your memory card.

Supported Filetypes

Jpeg (*.jpg, *.jpeg)
- JpegWatch, www.handwatch.com
- JpegWatch Lite (bundled free)
- SplashPhoto, www.splashdata.com
- JPGview, www.claus-fenske.de
- AcidImage, www.red-mercury.com
- AcidImage Pro, www.red-mercury.com

BMP
- AcidImage, www.red-mercury.com
- AcidImage Pro, www.red-mercury.com

GIF
- AcidImage, www.red-mercury.com
- AcidImage Pro, www.red-mercury.com

TIFF
- AcidImage Pro, www.red-mercury.com

PRC/PDB/PQA
- Built-in Launcher

vCard (*.vcf)
- Address (built-in)

vCalendar (*.vcs)
- Datebook (built-in)

Text (*.txt)
- Memo (built-in)
- Quickword, www.quickoffice.com

HTML (*.html, *.htm)
- Quickword, www.quickoffice.com
- Quickword Premier, www.quickoffice.com
- Web Browser 2.0 (built-in on Tungsten C)

CSV
- Quicksheet, www.quickoffice.com
- Quicksheet Premier, www.quickoffice.com

MS Word (*.doc)
- Quickword Premier, www.quickoffice.com

MS Excel (*.xls)
- Quicksheet Premier, www.quickoffice.com

MS PowerPoint (*.xls)d
- Quickpoint Premier, www.quickoffice.com

Wave Audio (*.wav)
- Voice Memo (built-in on Tungsten T)

Midi (*.mid)
- Botzam Midi Player Pro

Zip (*.zip)
- HandZipper, www.handwatch.com
- HandZipper Lite (bundled free)
- LightNZip, www.toysoft.ca

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