



PalmTM VersaMailTM
Personal E-Mail Software
Handbook

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Contents

About This Book	1
Chapter 1: Getting Started with Palm™ VersaMail™	
Personal E-Mail Software	3
Palm VersaMail Software features	3
Installing the VersaMail application	3
Synchronizing an existing username	6
Upgrading a MultiMail database	6
Installing Documents To Go	7
Chapter 2: Setting Up and Managing E-Mail Accounts	9
Account and connection types	9
Creating a synchronize-only account	10
Entering the account username and password	12
Entering the name of the outgoing and incoming mail server	12
Setting mail retrieval options for a POP or IMAP account	13
Adding a signature	15
Configuring your synchronize-only account	15
Before setting up a network e-mail account	15
Creating a network e-mail account	17
Entering the account username and password	18
Entering the name of the outgoing and incoming mail server	19
Setting mail retrieval options for a POP or IMAP account	20
Setting outgoing mail options	21
Adding a signature	22
Testing your new account	22
Setting VersaMail connection preferences	22
Editing e-mail accounts	24
Changing the account username and password	25
Editing the name of the outgoing and incoming mail server	25
Editing mail retrieval options for a POP or IMAP account	26
Editing outgoing mail options	27
Adding a signature	28

Deleting an e-mail account	29
Selecting a different service for a given e-mail account	30
Chapter 3: Getting, Sending, and Managing E-Mail	33
Getting and reading e-mail	33
Choosing the e-mail account and displaying the Inbox	33
Getting e-mail by subject or the getting entire message	34
Icons in Palm™ VersaMail™ Personal E-mail Software	36
Reading e-mail	36
Viewing other folders	37
Managing columns in the folder's list view	37
Moving e-mail between folders	38
Creating and editing mail folders	41
Creating and sending new e-mail	42
Addressing a message by typing the address	43
Addressing a message using Address Book	43
Composing and sending e-mail	45
Completing drafts	46
Attaching a personal signature	46
Forwarding e-mail	47
Replying to e-mail	48
Working with attachments	50
Viewing attachments on your handheld	50
Downloading large attachments	53
Attaching files to e-mail	55
Forwarding an attachment	56
Deleting messages	57
Emptying the trash	60
Marking messages as read or unread	61
Setting preferences for getting and deleting e-mail	63
Adding or updating an Address Book entry directly from a message	64
Chapter 4: Synchronizing E-Mail Between the Handheld and the Desktop	67
Configuring an account in HotSync Manager	67
Setting synchronization options and account settings	68
Verifying handheld account settings before synchronizing accounts	72
Configuring Microsoft Outlook	73
Configuring Microsoft Outlook Express	73
Configuring Eudora	74

Converting attached files	74
Synchronizing an account	75
Chapter 5: Going Beyond the Basics	77
Managing mail filters	77
Creating mail filters	78
Turning filters on and off	79
Editing or deleting a filter	80
Setting network and connection preferences	81
Setting network preferences	81
Setting connection preferences	87
APNs	89
Managing mail settings	90
Adding APOP to an account	97
Adding ESMTP to an account	98
Copying text from an e-mail message for use in other applications	100
Using the command bar	100
E-mail header details	101
Backing up mail databases	102
Wireless IMAP folder synchronization	103
Accessing corporate e-mail	104
Appendix A: Five-Way Navigation in Palm™ VersaMail™ Personal E-Mail Software	105
Appendix B: Keyboard Shortcuts in Palm™ VersaMail™ Personal E-Mail Software	107
Index	109

About This Book

With Palm™ VersaMail™ personal e-mail software, you can send, receive, and manage e-mail on your handheld. The *Palm™ VersaMail™ Personal E-Mail Software Handbook* shows you how to install the VersaMail application, describes the various mail accounts, and explains how to use the many e-mail features in the VersaMail application.

This book assumes that you know how to use the basic functions of your Palm™ handheld, such as the basic applications and HotSync® Manager. For more information about using your Palm handheld, consult the documentation that came with the handheld.

Getting Started with Palm™ VersaMail™ Personal E-Mail Software

Palm™ VersaMail™ personal e-mail software is the newest offering in the line of Palm personal e-mail software applications. Formerly known as MultiMail® software, the VersaMail application contains new features that make sending and receiving e-mail messages and managing e-mail accounts easier than ever.

This chapter describes the following:

- An overview of the VersaMail 2.0 application's features
- Installing the VersaMail application
- Synchronizing an existing username
- Upgrading an existing MultiMail database for use with the VersaMail application
- Downloading and installing DataViz Documents To Go

Palm VersaMail Software features

Key features of the VersaMail 2.0 application include the following:

- Support for five-way navigation on handhelds that have a five-way navigator
- Plug-in keyboard support
- Palm™ Tungsten™ T handhelds only: support for the built-in Bluetooth radio on your handheld, enabling wireless e-mail connectivity

Installing the VersaMail application

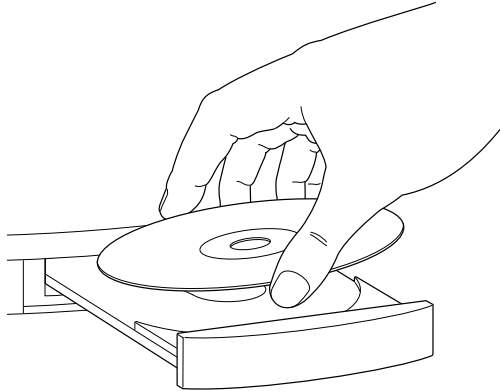
Before installing the VersaMail application, you must have the following:


- A Palm handheld running Palm OS® version 4.1 or later
- 750 kilobytes (KB) of RAM available on your handheld

Tungsten T handheld users can install the VersaMail application from the Software Essentials CD-ROM included with your handheld. Users of other handhelds should download the VersaMail application from the Web. Steps for each type of installation procedure follow.



To install the VersaMail application from the CD-ROM (Windows computer):

1. Insert the Software Essentials CD-ROM that came with your handheld into your computer's CD-ROM drive.



2. From the categories listed on the left side of the Install screen click the Communications tab, click VersaMail, and follow the onscreen instructions.
3. Check that the handheld is in the cradle and that the cable is properly attached to your computer, and then press the HotSync button ™.

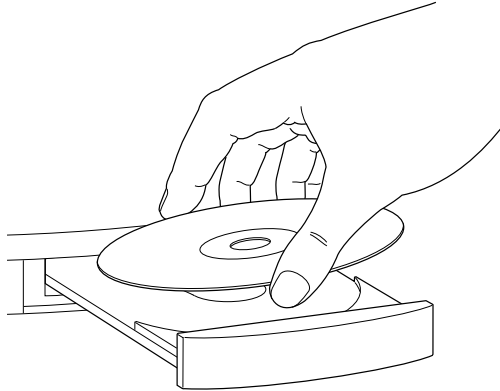
The HotSync® operation updates the VersaMail application files on your handheld.


4. After the HotSync operation has finished, tap the Home icon , and then tap the VersaMail icon .
5. Tap Reset.





To install the VersaMail application from the CD-ROM (Mac computer):

1. Insert the Software Essentials CD-ROM that came with your handheld into your computer's CD-ROM drive.



2. Open the Software Essentials folder, open the Communications folder, double-click the VersaMail Installer icon, and follow the onscreen instructions.
3. Check that the handheld is in the cradle and that the cable is properly attached to your computer, and then press the HotSync button ™.

The HotSync® operation updates the VersaMail application files on your handheld.

4. After the HotSync operation has finished, tap the Home icon , and then tap the VersaMail icon .
5. Tap Reset.

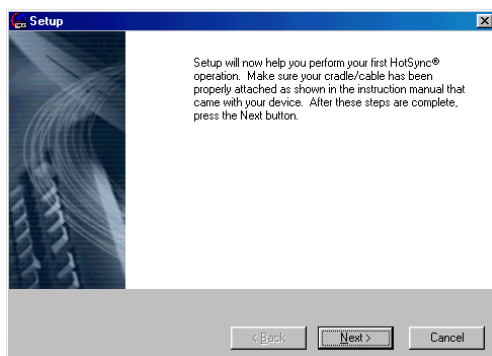


If you purchased the VersaMail application from the Palm Store or another online retailer, you will need to download and install the application from the Web. Follow the instructions on the retailer web site for downloading the installation application.

To and install the VersaMail application from the Web:

1. After downloading the installation application, in Windows Explorer, locate and double-click the versamail-[language].exe file, where [language] is the language you want to use.
2. Click Next, and then click Next again.
3. Check that the handheld is in the cradle and the cable properly attached to your computer, and then click Next.

The HotSync operation updates the VersaMail application files on your handheld.



4. Tap the VersaMail icon  on the handheld after the HotSync operation finishes.
5. Tap Reset.




Synchronizing an existing username

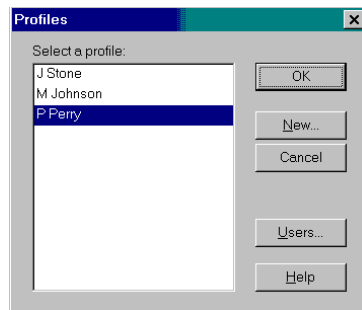
If you plan to synchronize your handheld with an existing username by performing a HotSync operation, you must do so before you enter your e-mail account information in the VersaMail application. If you enter the e-mail account information first and then synchronize your handheld to an existing username, the username information overwrites the e-mail account information you entered.



Upgrading a MultiMail database

If you have previously used a Palm personal e-mail application such as MultiMail SE or MultiMail Deluxe, you can upgrade your mail database for use with the VersaMail application.

To upgrade an existing e-mail database for use with the VersaMail application:

1. Perform a HotSync operation with a user profile that contains the existing e-mail database. To do so, place your handheld in the cradle, press the HotSync button , and then select a profile that contains an e-mail database from the displayed list of users on the desktop.



2. Tap the Home icon , and then tap the VersaMail icon .
3. Tap Yes to accept the upgrade.

NOTE You cannot continue using the VersaMail application until you tap Yes.

Installing Documents To Go

Documents To Go enables you to convert attachments by using HotSync operations. DataViz Documents To Go attachment conversion plug-ins are automatically configured to work with the VersaMail application. You must have version 4.004 or later of Documents To Go to work properly with the VersaMail application.

For Tungsten T handheld users, version 5 of Documents To Go is included on the Software Essentials CD-ROM that came with your handheld. See the *Documents To Go Getting Started Manual* for more information.

For users of other handhelds, you may have received version 4.004 or later of Documents To Go on the bonus CD-ROM that came with your handheld. If not, you will need to go to www.dataviz.com to purchase and download version 4.004 or later of Documents To Go.

Setting Up and Managing E-Mail Accounts

With Palm™ VersaMail™ personal e-mail software, you can access e-mail accounts from e-mail providers such as Earthlink or Yahoo. Some companies may also allow access to corporate e-mail with the appropriate mail server configuration; see “[Accessing corporate e-mail](#)” in [Chapter 5](#) for information.

You can add up to eight e-mail accounts on your handheld by setting up a connection to a network provider or synchronizing to a desktop e-mail application. For example, if you have a Yahoo e-mail account with POP access, you can create a new account in the VersaMail application and name that new account Yahoo, so that you can send and receive e-mail on your handheld using your Yahoo account.

This chapter describes the following:

- Account and connection types
- Getting ready to set up e-mail accounts
- Setting up and configuring e-mail accounts
- Editing e-mail accounts
- Deleting e-mail accounts

Account and connection types

Two types of e-mail accounts are supported:

- **Synchronize Only:** You can view and manage e-mail between the handheld and a desktop e-mail application, such as Microsoft Outlook, by performing a HotSync® operation using the cradle/cable. You can't send and receive messages wirelessly or with a modem for any account of this type.
- **Network:** You can send and receive e-mail directly to and from your handheld by creating a connection with a network provider.

Using a network account, you can set up or access an e-mail account using any of the following connection methods:

- Palm™ Bluetooth Card (sold separately) attached through the expansion card slot, or built-in Bluetooth radio (depends on the handheld model; see the documentation that came with your handheld to determine if it has a built-in Bluetooth radio.)
- PalmModem® accessory (sold separately)

- External modem sled (for example, 802.11 sled)
- Infrared port on the handheld to infrared port on a mobile phone
- Direct connection to a mobile phone by means of a physical cable
- Handheld cradle/cable connected to desktop (Windows users only)

Creating a synchronize-only account

A synchronize-only e-mail account enables you to download, view, and manage e-mail between the handheld and a desktop e-mail application, such as Microsoft Outlook, by performing a HotSync operation with the cradle/cable. You can't send and receive messages wirelessly or with a modem for any account of this type.


If you are setting up a synchronize-only e-mail account and have a well-known ISP such as Earthlink or Mindspring, many of the required settings are automatically configured during the account setup.

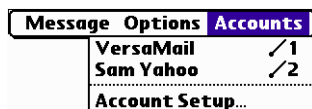
For other ISPs, you need the following information:

- The protocol used for incoming e-mail, such as POP or IMAP
- The name of the incoming mail server
- The name of the outgoing mail (SMTP) server
- Whether your e-mail account requires any encryption, such as APOP or ESMTTP
- Your e-mail address and password

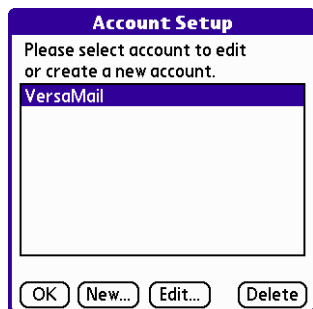
NOTE Information about your e-mail account is available from the e-mail provider. Depending on the type of e-mail service you have, you may be able to access this information by going to the e-mail provider's web site or by contacting the provider's customer support.

To create a synchronize only e-mail account:

1. Tap the Menu icon .
2. Tap Accounts.
3. Select Account Setup.



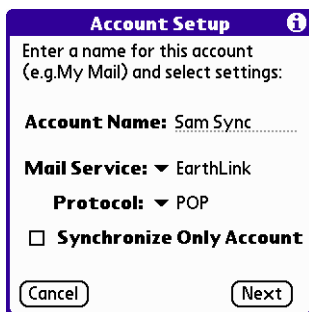
4. Tap New.



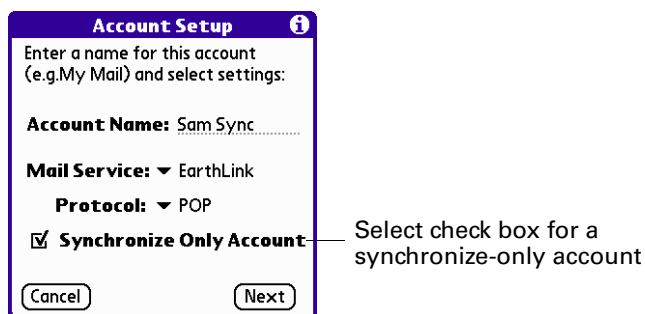
5. Do the following:

- **Account Name:** Enter a descriptive name for this account, such as “My Yahoo.”
- **Mail Service:** Tap the Mail Service pick list and select the provider to which you are connecting. Select Other if your ISP is not listed.
- **Protocol:** Tap the Protocol pick list and select POP or IMAP. (Most e-mail providers use the POP protocol.)

If the VersaMail application knows the protocol for the mail service you selected, it displays the correct protocol.



6. On the same screen, select the Synchronize Only Account check box.



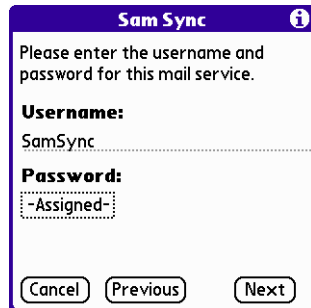
7. Tap Next.

Entering the account username and password

In the next part of the VersaMail Account Setup, you enter the username and password for this account.

To enter the account username and password:

1. Enter the username you use to access your e-mail. This is generally the part of your e-mail address that appears before the @ symbol; it is usually not your entire e-mail address.

A screenshot of a dialog box titled "Sam Sync" with an information icon in the top right corner. The text inside says "Please enter the username and password for this mail service." There are two input fields: "Username:" with the text "SamSync" entered, and "Password:" with the text "-Assigned-" entered. At the bottom are three buttons: "Cancel", "Previous", and "Next".

2. Tap the Password box, and then enter your password. The Password box displays the word "Assigned" to indicate that a password has been entered.
3. Tap OK.
4. Tap Next.

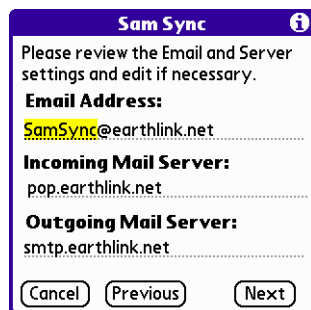
Entering the name of the outgoing and incoming mail server

You need to enter your e-mail address for the account you are accessing, as well as the name of the outgoing and incoming mail servers.

To enter mail server settings:

1. If you chose a preconfigured service from the Mail Services pick list on the Account Setup screen, the e-mail address field is completed automatically based on the username and mail service you entered. Check the address to verify that it is correct, and edit it if necessary.

If you chose Other from the Mail Services pick list on the Account Setup screen, enter the e-mail address for your account.

A screenshot of a dialog box titled "Sam Sync" with an information icon in the top right corner. The text inside says "Please review the Email and Server settings and edit if necessary." There are three input fields: "Email Address:" with the text "SamSync@earthlink.net" entered, "Incoming Mail Server:" with the text "pop.earthlink.net" entered, and "Outgoing Mail Server:" with the text "smtp.earthlink.net" entered. At the bottom are three buttons: "Cancel", "Previous", and "Next".

2. Enter the name of your incoming (POP) mail server, such as pop.mail.yahoo.com.

If the VersaMail application knows the incoming mail server name based on the mail service you selected, the correct server name is displayed.

3. Enter the name of your outgoing (SMTP) mail server, such as smtp.mail.yahoo.com.

If the VersaMail application knows the outgoing mail server name based on the mail service you selected, the correct server name is displayed.

4. Tap Next.

5. Do one of the following:

- To accept these e-mail options and begin using the VersaMail application, tap Done. This takes you to the Inbox of the account you just set up. See [Chapter 3](#) to get and send e-mail.
- To set up additional e-mail options, tap Next. Continue with the next set of procedures.

Setting mail retrieval options for a POP or IMAP account

The next VersaMail Setup screen displays different options, depending on whether your mail service uses a POP or IMAP protocol.

To set mail retrieval server options for a POP or IMAP account:

1. (Optional) Select any of the following:
 - Select Get unread mail ONLY to download only unread e-mail to your handheld. If you don't choose this option and you tap Get & Send, all your e-mail messages on your provider's mail server are downloaded to your Inbox, including messages you have already read. To get all e-mail (including e-mail you have already read) and not just unread e-mail, deselect Get unread mail ONLY.
 - To delete messages on your provider's mail server when they are deleted in the VersaMail application, select the Delete messages on the server when they are deleted in VersaMail check box.
 - (POP account only) To get e-mail on your handheld but also leave it on the server so you can view it later on your desktop, select the Leave mail on server check box. For example, if you create an account to receive e-mail from your Yahoo account and select this option, your old Yahoo e-mail is still visible the next time you visit Yahoo.com to access your Yahoo e-mail Inbox.
 - To limit the maximum size of an incoming e-mail message, enter the size in kilobytes (KB) for the Maximum Message Size. The maximum size of an incoming message is 5KB by default, but you can enter a smaller size. The maximum message size that you can retrieve is 60KB for the body text and 2MB total, including attachments.

POP accounts

Sam Sync ⓘ

Incoming Mail Options:

☒ Get unread mail ONLY.

☐ Delete messages on the server when they are deleted in VersaMail.

☒ Leave mail on server (e.g., to view on desktop later).

Maximum Message Size: 5 Kb.

Cancel Previous Next

IMAP accounts

Sam IMAP ⓘ

Incoming Mail Options:

☒ Get unread mail ONLY.

☐ Delete messages on the server when they are deleted in VersaMail.

Maximum Message Size: 5 Kb.

Cancel Previous Next

2. Tap Next.

Setting outgoing mail options

Outgoing mail options are the same for POP and IMAP accounts.

To set outgoing mail options:

1. (Optional) Do any of the following:
 - **Display Name:** Enter the name you want to appear on your outgoing messages, such as “Joe Smith.”
 - **Reply To Address:** Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if it is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply to address here. Reply To Address makes it look as though the e-mail came from the address you entered.
 - **BCC:** Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your corporate e-mail account, enter that e-mail address.

Sam Sync ⓘ

Outgoing Mail Options:

Your Name (for display only)
Sam Pull

Reply To Address: (if different than current account)
SamPull@yahoo.com

☒ BCC a copy of outgoing msgs to:
sam@sampull.com

Cancel Previous Next

2. Tap Next.

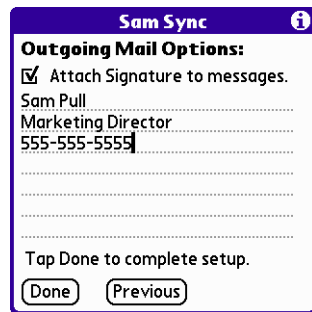
Adding a signature

If you want, you can add a signature to each e-mail message you send. For example, you can enter your name and telephone number so that it appears on each message you send.

To add a personal signature:

1. Tap the Attach Signature to messages check box, and then enter the text of the signature.

This signature will be attached to all your outgoing e-mail.



2. Tap OK.

Configuring your synchronize-only account

After you finish setting up a synchronize-only e-mail account, you need to configure this account on your desktop. See [“Configuring an account in HotSync Manager”](#) in [Chapter 4](#) for information. You will not be able to synchronize e-mail between your handheld and your desktop until you configure the account on your desktop.

Before setting up a network e-mail account

Before you can set up a network e-mail account, you must do the following:

- **Establish the account with a network provider:** Common network providers include Internet service providers (ISPs) such as Earthlink and Prodigy. A provider can also be a wireless GSM or GPRS carrier such as VoiceStream, Cingular, or VodaFone.

You will need to set up an account with a GSM or GPRS carrier if you will be sending and receiving e-mail using the Palm Bluetooth Card with your GSM- or GPRS-enabled mobile phone serving as a modem. You will need to set up an account with a GSM or GPRS carrier if you will be sending and receiving e-mail using the Palm Bluetooth Card or built-in Bluetooth radio products (Tungsten T handhelds only) with your GSM or GPRS enabled mobile phone serving as a modem.

- **Configure the settings for this account on your handheld:** You do this using your handheld's Network Preferences and Connection Preferences panels. See ["Setting network preferences"](#) and ["Setting connection preferences"](#) in Chapter 5.

You must also have the appropriate prerequisites for the types of connections you want to make, as follows.

Connection Type	Prerequisite
Built-in Bluetooth radio (Tungsten T handhelds only)	Wireless service with a GSM or GSM/GPRS carrier and GSM or GPRS mobile phone enabled with Bluetooth technology, or LAN access point enabled with Bluetooth technology. Note that some GSM carriers require you to order a special data service (separate from voice service) in order to make a network connection.
Palm Bluetooth Card attached through expansion card slot (non-Tungsten T handhelds)	Palm Bluetooth Card Active wireless service with a GSM or GSM/GPRS carrier and GSM or GPRS mobile phone enabled with Bluetooth technology, or LAN access point enabled with Bluetooth technology Note that some GSM carriers require you to order a special data service (separate from voice service) in order to make a network connection
PalmModem® accessory	PalmModem accessory
External modem sled (802.11)	Wireless modem accessory
Infrared to Infrared mobile phone	IR-enabled mobile phone
Direct connection to a mobile phone by means of a physical cable	Connector cable and mobile phone
Handheld cradle connected to desktop	Handheld cradle or cable (Windows users only)

If you are setting up a new e-mail account and have a well-known ISP such as Earthlink or Mindspring, many of the required settings are automatically configured during the account setup.

For other ISPs, you need the following information:

- The protocol used for incoming e-mail, such as POP or IMAP
- The name of the incoming mail server


- The name of the outgoing mail (SMTP) server
- Whether your e-mail account requires any encryption, such as APOP or ESMTP
- Your e-mail address and password
- The login script (if any) you need for connecting to your ISP or mail server

NOTE Information about your e-mail account is available from the e-mail provider. Depending on the type of e-mail service you have, you may be able to access this information by going to the e-mail provider's web site or by contacting the provider's customer support.

Creating a network e-mail account

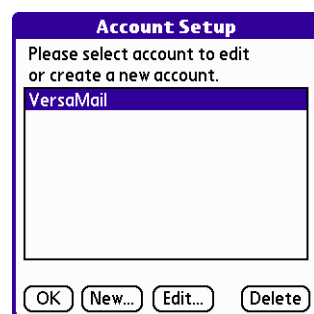
You create a network e-mail account in Account Setup, which guides you through the process.

To create a network e-mail account:

1. Tap the Menu icon .
2. Tap Accounts.
3. Select Account Setup.

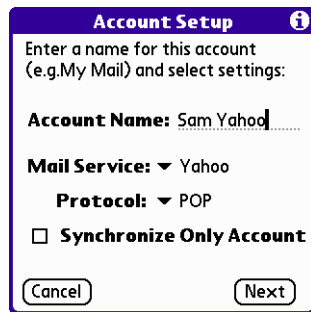


4. Tap New.



5. Do the following:
 - **Account Name:** Enter a descriptive name for this account, such as “My Yahoo.”
 - **Mail Service:** Tap the Mail Service pick list and select the provider to which you are connecting. Select Other if your ISP is not listed.
 - **Protocol:** Tap the Protocol pick list and select POP or IMAP. (Most mail providers use the POP protocol.)

If the VersaMail application knows the protocol for the mail service you selected, it displays the correct protocol.

A screenshot of the 'Account Setup' dialog box. The title bar is purple with the text 'Account Setup' and an information icon. The main area is white with a light blue border. It contains the text 'Enter a name for this account (e.g. My Mail) and select settings:'. Below this are three fields: 'Account Name:' with the text 'Sam Yahoo', 'Mail Service:' with a dropdown arrow and the text 'Yahoo', and 'Protocol:' with a dropdown arrow and the text 'POP'. There is a checkbox labeled 'Synchronize Only Account' which is currently unchecked. At the bottom are two buttons: 'Cancel' and 'Next'.

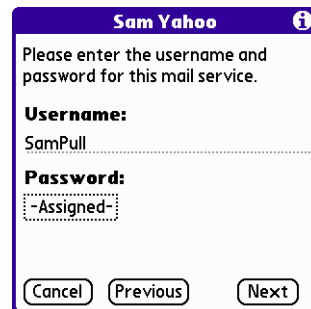
6. Tap Next.

Entering the account username and password

In the next part of the VersaMail Account Setup, you enter the username and password for this account.

To enter the account username and password:

1. Enter the username you use to access your e-mail. This is generally the part of your e-mail address that appears before the @ symbol; it is usually not your entire e-mail address.

A screenshot of the 'Sam Yahoo' dialog box. The title bar is purple with the text 'Sam Yahoo' and an information icon. The main area is white with a light blue border. It contains the text 'Please enter the username and password for this mail service.'. Below this are two fields: 'Username:' with the text 'SamPull' and 'Password:' with the text 'Assigned'. At the bottom are three buttons: 'Cancel', 'Previous', and 'Next'.

2. Tap the Password box, and then enter your password. The Password box displays the word "Assigned" to indicate that a password has been entered.
3. Tap OK.
4. Tap Next.

Entering the name of the outgoing and incoming mail server

You need to enter your e-mail address for the account you are accessing, as well as the name of the outgoing and incoming mail servers.

To enter mail server settings:

1. If you chose a preconfigured service from the Mail Services pick list on the Account Setup screen, the e-mail address field is completed automatically based on the username and mail service you entered. Check the address to verify that it is correct, and edit it if necessary.

If you chose Other from the Mail Services pick list on the Account Setup screen, enter the e-mail address for your account.

E-mail address will be filled in automatically if you chose a preconfigured mail service

Mail servers will be filled in automatically if the VersaMail application knows the names based on the mail service you chose

2. Enter the name of your incoming (POP) mail server, such as pop.mail.yahoo.com.

If the VersaMail application knows the incoming mail server name based on the mail service you selected, the correct server name is displayed.

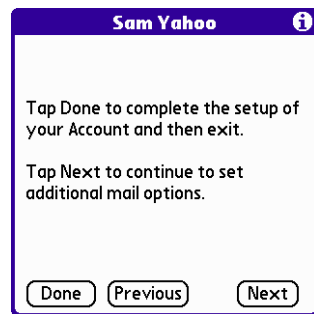
3. Enter the name of your outgoing (SMTP) mail server, such as smtp.mail.yahoo.com.

If the VersaMail application knows the outgoing mail server name based on the mail service you selected, the correct server name is displayed.

4. Tap Next.

5. Do one of the following:

- To accept these mail options and begin using the VersaMail application, tap Done. This takes you to the Inbox of the account you just set up. See [Chapter 3](#) to get and send e-mail.
- To set up additional mail options, tap Next. Continue with the next set of procedures.



Setting mail retrieval options for a POP or IMAP account

The next VersaMail Setup screen displays different options, depending on whether your mail service uses a POP or IMAP protocol.

To set mail retrieval server options for a POP or IMAP account:

1. (Optional) Do any of the following:

- Select Get unread mail ONLY to download only unread e-mail to your handheld. If you don't choose this option and you tap Get & Send, all your e-mail messages on your provider's mail server are downloaded to your Inbox, including messages you have already read. To get all e-mail (including e-mail you have already read) and not just unread e-mail, deselect Get unread mail ONLY.
- To delete messages on your provider's mail server when they are deleted in the VersaMail application, select the Delete messages on the server when they are deleted in VersaMail check box.
- (POP account only) To get e-mail on your handheld but also leave it on the server so you can view it later on your desktop, select the Leave mail on server check box. For example, if you create an account to receive e-mail from your Yahoo account and select this option, your old Yahoo e-mail is still visible the next time you visit Yahoo.com to access your Yahoo e-mail Inbox.
- To limit the maximum size of an incoming e-mail message, enter the size in kilobytes (KB) for the Maximum Message Size. The maximum size of an incoming message is 5KB by default, but you can enter a smaller size. The maximum message size that you can retrieve is 60KB for the body text and 2MB total, including attachments.

POP accounts

Sam Yahoo ⓘ

Incoming Mail Options:

☒ Get unread mail ONLY.

☐ Delete messages on the server when they are deleted in VersaMail.

☒ Leave mail on server (e.g., to view on desktop later).

Maximum Message Size: 5 Kb.

Cancel Previous Next

IMAP accounts

Sam IMAP ⓘ

Incoming Mail Options:

☒ Get unread mail ONLY.

☐ Delete messages on the server when they are deleted in VersaMail.

Maximum Message Size: 5 Kb.

Cancel Previous Next

2. Tap Next.

Setting outgoing mail options

Outgoing mail options are the same for POP and IMAP accounts.

To set outgoing mail options:

1. (Optional) Do any of the following:
 - **Display Name:** Enter the name you want to appear on your outgoing messages, such as “Joe Smith.”
 - **Reply To Address:** Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if it is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply to address here. Reply To Address makes it look like the e-mail came from the address you entered.
 - **BCC:** Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your desktop e-mail account, enter that e-mail address.

Sam Yahoo ⓘ

Outgoing Mail Options:

Your Name (for display only)
Sam Pull

Reply To Address: (if different than current account)
.....

☐ BCC a copy of outgoing msgs to:
.....

Cancel Previous Next

2. Tap Next.

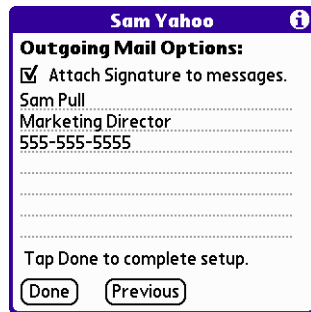
Adding a signature

If you want, you can add a signature to each e-mail message you send. For example, you can enter your name and telephone number so that it appears on each message you send.

To add a personal signature:

1. Tap the Attach Signature to messages check box, and then enter the text of the signature.

This signature will be attached to all your outgoing e-mail.



2. Tap OK.


Testing your new account

When you have finished setting up a new e-mail account, the VersaMail application displays the account's Inbox. You can test whether the e-mail account is set up and working properly by tapping Get Mail. See [“Getting e-mail by subject or the getting entire message”](#) in [Chapter 3](#) for more information.

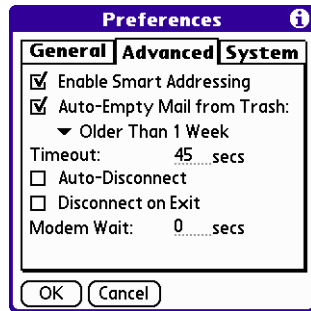
Setting VersaMail connection preferences

You can set connection preferences for your e-mail accounts. These preferences apply to all accounts you have set up in the VersaMail application.

To set account connection preferences:

1. In your Inbox or another folder screen, tap the Menu icon .
2. Tap Options.
3. Tap Preferences.

4. Tap Advanced.




5. Select any of the following preferences:

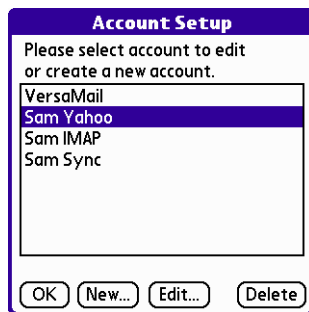
Enable Smart Addressing	Types ahead and completes a recognized e-mail address. See “Using Smart Addressing to address a message” in Chapter 3 for more information.
Auto-Empty Mail from Trash	Determines how often e-mail messages in the trash are automatically deleted. See “Emptying the trash” in Chapter 3 for more information.
Timeout	Sets the number of seconds to try to connect before timing out. If you are using an adapter with a mobile phone, this value should be greater than 45 seconds. To change, tap the Timeout field and enter a new value.
Auto-Disconnect	Automatically disconnects your remote connections after each command. Each command you perform initiates a new call to your ISP. This setting is not recommended if you plan to perform multiple e-mail transactions in a short amount of time.
Disconnect on Exit	Disconnects from the network only after you leave the VersaMail application. This feature is an alternative to Auto-Disconnect. This option keeps your connection active while you perform multiple transactions in the VersaMail application, but automatically disconnects when you begin using a different application on your handheld. If this option is not selected, you must manually disconnect from your ISP.
Modem Wait	Displays the number of seconds that the modem uses to initialize itself. If you have a modem, tap and enter the number of seconds you want for the wait. The typical setting for a wireless modem is 3, and the typical setting for most normal modems is 0.

Editing e-mail accounts

From time to time you may need to edit information about one of the e-mail accounts you set up.

To select the account to edit:

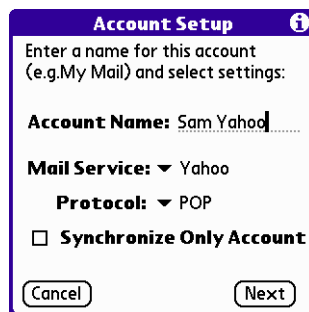
1. Tap the Menu icon .
2. Tap Accounts.
3. Select Account Setup.
4. Tap the name of the account to edit, and then tap Edit.



To edit an account:

1. On the Account Setup screen, change any of the following:
 - **Account Name:** Enter a descriptive name for this account, such as “My Yahoo.”
 - **Mail Service:** Tap the Mail Service pick list and select the provider to which you are connecting. Select Other if your ISP is not listed.
 - **Protocol:** Tap the Protocol pick list and select POP or IMAP. (Most mail providers use the POP protocol.)

If the VersaMail application knows the protocol for the mail service you selected, it displays the correct protocol.



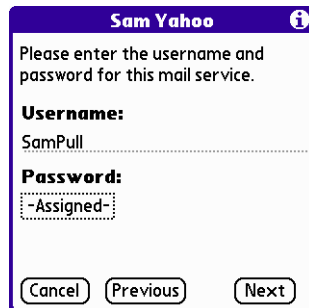
2. Tap Next.

Changing the account username and password

In the next part of the VersaMail Account Setup, you can change the username and/or password for this account.

To edit the account username and password:

1. (Optional) Enter a new username for accessing your e-mail. This is generally the part of your e-mail address that appears before the @ symbol; it is usually not your entire e-mail address.



The screenshot shows a dialog box titled "Sam Yahoo" with an information icon. The text inside says "Please enter the username and password for this mail service." There are two input fields: "Username:" with the text "SamPull" and "Password:" with the text "-Assigned-". At the bottom are three buttons: "Cancel", "Previous", and "Next".

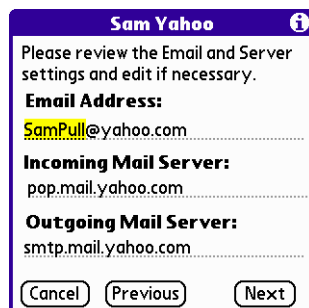
2. (Optional) Tap the Password box, and then enter a new password. The Password box displays the word "Assigned" to indicate that a password has been entered.
3. Tap OK.
4. Tap Next.

Editing the name of the outgoing and incoming mail server

If your e-mail address or the name of the outgoing and incoming mail servers has changed or has been entered incorrectly, you can edit the address or server name.

To edit mail server settings:

1. (Optional) Enter a new e-mail address for the account you are accessing, such as examplename@yahoo.com.



The screenshot shows a dialog box titled "Sam Yahoo" with an information icon. The text inside says "Please review the Email and Server settings and edit if necessary." There are three input fields: "Email Address:" with the text "SamPull@yahoo.com", "Incoming Mail Server:" with the text "pop.mail.yahoo.com", and "Outgoing Mail Server:" with the text "smtp.mail.yahoo.com". At the bottom are three buttons: "Cancel", "Previous", and "Next".

2. (Optional) Enter the new or correct name of your incoming (POP) mail server, such as pop.mail.yahoo.com.

If the VersaMail application knows the incoming mail server name based on the mail service you selected, the correct server name is displayed.

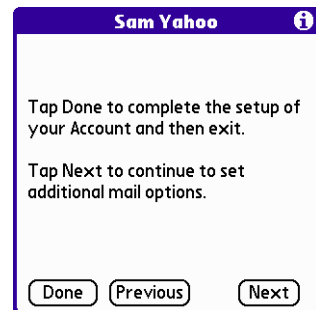
3. (Optional) Enter the new or correct name of your outgoing (SMTP) mail server, such as smtp.mail.yahoo.com.

If the VersaMail application knows the outgoing mail server name based on the mail service you selected, the correct server name is displayed.

4. Tap Next.

5. Do one of the following:

- To accept these mail options and begin using the VersaMail application, tap Done. This takes you to the Inbox of the account you just set up. See [Chapter 3](#) to get and send e-mail.
- To edit additional mail options, tap Next. Continue with the next set of procedures.



Editing mail retrieval options for a POP or IMAP account

The next VersaMail Setup screen displays different options depending on whether your mail service uses a POP or IMAP protocol.

To set mail retrieval server options for a POP or IMAP account:

1. (Optional) Select any of the following:
 - Select Get unread mail ONLY to download only unread e-mail to your handheld. If you don't choose this option and you tap Get & Send, all your e-mail messages on your provider's mail server are downloaded to your Inbox, including messages you have already read. To get all e-mail (including e-mail you have already read) and not just unread e-mail, deselect Get unread mail ONLY.
 - To delete messages on your provider's mail server when they are deleted in the VersaMail application, select the Delete messages on the server when they are deleted in VersaMail check box.

- (POP account only) To get e-mail on your handheld but also leave it on the server so you can view it later on your desktop, select the Leave mail on server check box. For example, if you create an account to receive e-mail from your Yahoo account and select this option, your old Yahoo e-mail is still visible the next time you visit Yahoo.com to access your Yahoo e-mail Inbox.
- To limit the maximum size of an incoming e-mail message, enter the size in kilobytes (KB) for the Maximum Message Size. The maximum size of an incoming message is 5KB by default, but you can enter a smaller size.

POP accounts

IMAP accounts

Sam Yahoo ⓘ

Incoming Mail Options:

☒ Get unread mail ONLY.

☐ Delete messages on the server when they are deleted in VersaMail.

☒ Leave mail on server (e.g., to view on desktop later).

Maximum Message Size: 5 Kb.

Cancel Previous Next

Sam IMAP ⓘ

Incoming Mail Options:

☒ Get unread mail ONLY.

☐ Delete messages on the server when they are deleted in VersaMail.

Maximum Message Size: 5 Kb.

Cancel Previous Next

2. Tap Next.

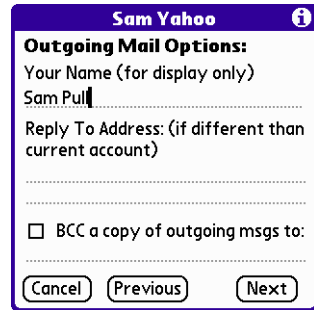
Editing outgoing mail options

Outgoing mail options are the same for POP and IMAP accounts.

To set outgoing mail options:

1. (Optional) Do any of the following:
 - **Display Name:** Enter the name you want to appear on your outgoing messages, such as "Joe Smith."
 - **Reply To Address:** Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if it is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply to address here. Reply To Address makes it look as though the e-mail came from the address you entered.

- **BCC:** Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your corporate e-mail account, enter that e-mail address.



Sam Yahoo ⓘ

Outgoing Mail Options:

Your Name (for display only)
Sam Pull

Reply To Address: (if different than current account)
.....

☐ BCC a copy of outgoing msgs to:
.....

Cancel Previous Next

2. Tap Next.

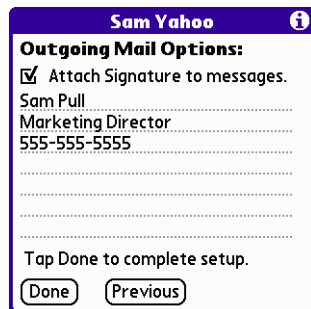
Adding a signature

If you want, you can add a signature to each e-mail message you send. For example, you can enter your name and telephone number so that it appears on each message you send.

To add a personal signature:

1. Tap the Attach Signature to messages check box, and then enter the text of the signature.

This signature will be attached to all your outgoing e-mail.



Sam Yahoo ⓘ

Outgoing Mail Options:

☒ Attach Signature to messages.

Sam Pull
Marketing Director
555-555-5555
.....

Tap Done to complete setup.


Done Previous

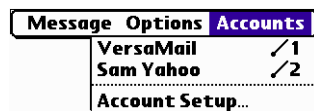
2. Tap OK.

Deleting an e-mail account

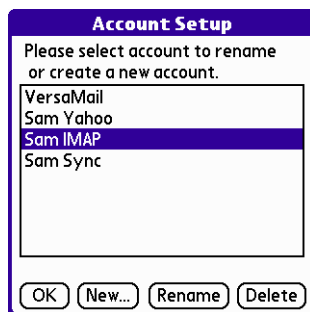
When you delete an account in the VersaMail application, the account is removed from your handheld. The account still exists on the server. For example, deleting your Yahoo account from the VersaMail application deletes only the account from your handheld. Your e-mail account still exists at Yahoo.com.

To delete an account:

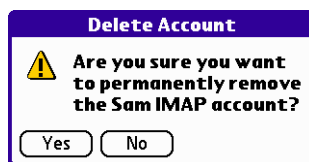
1. Tap the Menu icon .
2. Tap Accounts.
3. Tap Account Setup.



4. Tap the name of the account you want to delete, and then tap Delete.



5. Tap Yes in the Delete Confirmation dialog box to delete the account and all associated e-mail messages.



6. Tap OK.

After you perform the next HotSync operation, the memory associated with an account and its messages is released.

Selecting a different service for a given e-mail account

When you set up connections on your handheld (in the Connection Preferences screen), you pair each connection with a network service (in the Network Preferences screen) and then select one of these services to be the default for all network activity (sending and receiving e-mail, surfing the Web, and so on) on your handheld. By default, the VersaMail application uses this default service for sending and receiving messages for all e-mail accounts you set up.

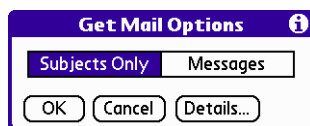
However, for any given e-mail account, you have the option of switching to a different service for use with that account only. For example, if you have a Tungsten T handheld, the default service you have selected for your handheld may be called My Bluetooth GPRS and may use the built-in Bluetooth® radio on your handheld to make a connection to your ISP by means of the high-speed GPRS service on your mobile phone. You may also have set up a secondary service called My Bluetooth GSM, which uses the built-in Bluetooth radio on your handheld to make a connection to your ISP by means of the dial-up GSM service on your mobile phone. If you are checking e-mail on your Earthlink account using the default My Bluetooth GPRS connection but you travel into an area that does not have GPRS coverage, you may want to switch your account to the My Bluetooth GSM service and use the GSM dial-up connection.

To set up a service for a given e-mail account (different from the default service for your handheld):

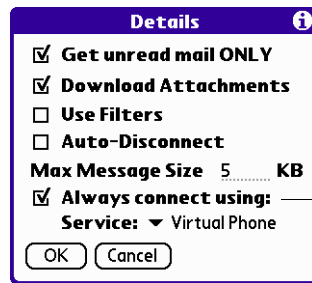
1. From the Inbox of the account you want to switch, tap Get Mail.



2. Tap Details.

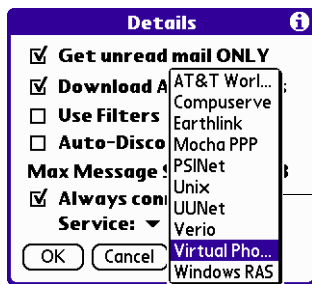


3. Tap the Always connect using check box. A pick list of available services appears. The currently used connection is displayed by default.



Tap to change the service connection for this e-mail account only from your default handheld service connection

4. Select the connection you want to switch to from the Service pick list.



Select a new service connection for this e-mail account only

5. Tap OK, and then tap OK again. If there is an existing service connection, it is disconnected and the new connection is initiated. The VersaMail application sends and checks for any new e-mail using the new connection.

When you exit the VersaMail application, the new service disconnects. When you reopen the application, the e-mail account you selected (Earthlink in this example) continues to connect using the new connection (My Bluetooth GSM in this example) until you either select a new service or deselect the Always connect using check box. If you deselect the Always connect using check box, the e-mail account (Earthlink) connects using the default handheld service (My Bluetooth GPRS in this example).

The Always connect using check box changes the connection service for the selected e-mail account only. You must follow the preceding procedure for each e-mail account whose service you want to switch from the default service on your handheld.

Getting, Sending, and Managing E-Mail

Getting and sending e-mail on your handheld is easy, and it can help you keep your business and personal life organized.

You can manage the messages in your e-mail accounts by moving messages between folders, deleting old e-mail individually or in groups, and marking messages as read or unread.

This chapter explains how to do the following:

- Get e-mail for your e-mail accounts
- View e-mail attachments, such as text or Microsoft Word documents, wirelessly
- Use Documents To Go to view attachments on your handheld

Getting and reading e-mail

You can choose to get e-mail subjects only—the message size, author, and subject—or you can get entire messages immediately. If you choose to get message subjects only and want to read a full message, you can get more of that message.

Choosing the e-mail account and displaying the Inbox

To view the e-mail in an account, you must switch to that account and then get the e-mail. For example, if you want to collect and view the e-mail from your Yahoo account, you switch to the account created to retrieve e-mail from your Yahoo account.

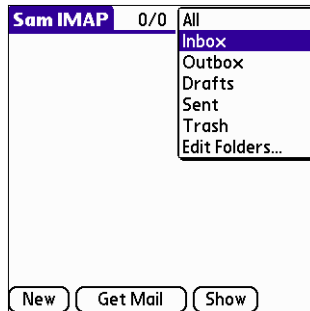
To display an account and its Inbox:

1. Tap the Menu icon .
2. Tap Accounts.

Message	Options	Accounts
		VersaMail /1
		Sam Yahoo /2
		Sam IMAP /3
		Sam Sync /4
		Account Setup...

3. Tap the name of the account.

4. Tap the folders pick list, and then tap Inbox if the Inbox is not displayed.



Getting e-mail by subject or the getting entire message

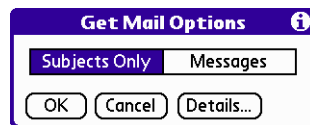
When you get e-mail messages, you can choose to get the subject only or to get the entire message. You can also use the Details dialog box to select options for getting unread e-mail only, downloading attachments, and using filters.

To get e-mail messages:

1. Tap Get Mail.

If you have e-mail stored in your Outbox, tap Get & Send.

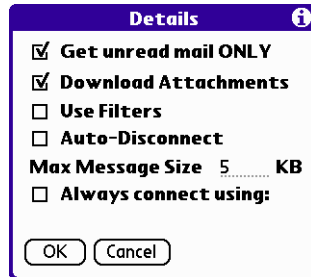
2. In the Get Mail dialog box, tap Subjects Only to download subjects only, or tap Messages to download entire messages.



TIP You can turn off the Get Mail dialog box in VersaMail Preferences. See [“Getting, Sending, and Managing E-Mail”](#) later in this chapter.

3. (Optional) Tap Details and set options for retrieving unread e-mail, attachments, using filters, auto-disconnect, maximum download size, and default connection type for this account. You can retrieve up to 10 attachments with a message. Tap OK.

NOTE See “Setting VersaMail connection preferences” in Chapter 2 for information on the auto-disconnect feature. See “Selecting a different service for a given e-mail account” in Chapter 2 for information on setting a default connection type. See “Creating mail filters” in Chapter 5 for information on filters.



NOTE The maximum size of an incoming message is 5KB by default. The maximum message size that you can retrieve is 60KB for the body text and 2MB total, including attachments.

4. Tap OK.

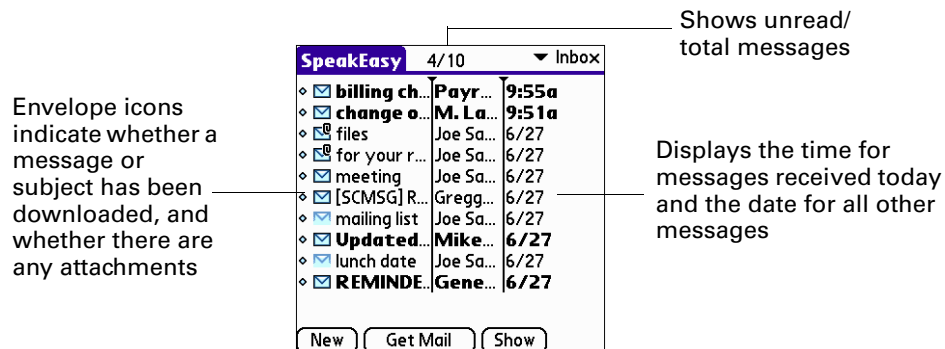
The Getting Messages box shows updates as your e-mail is downloaded

When your e-mail has finished downloading, another box appears and displays the number of new e-mail messages.



5. Tap OK.

A list of your e-mail appears in the Inbox.



Icons in Palm™ VersaMail™ Personal E-mail Software

The icons to the left of a message in the Inbox indicate the message's status.



Only the subject header information is downloaded.



Only the subject header and attachment information are downloaded.



Part or all of the message text is downloaded.

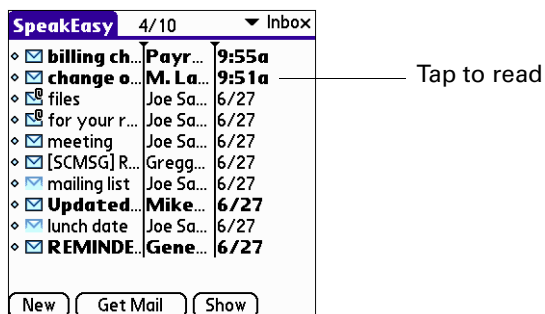



Part or all of the message text and attachment information are downloaded.

Reading e-mail

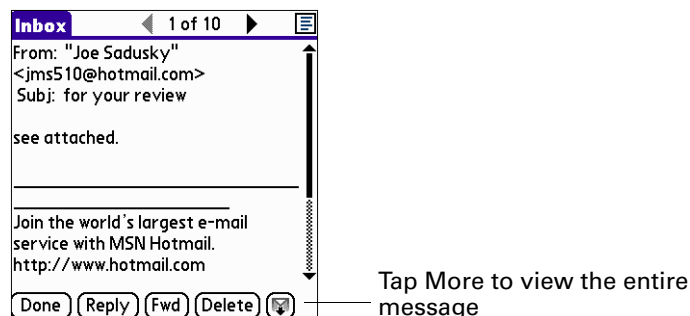
Reading e-mail

To read e-mail, tap the e-mail message in the Inbox or the folder where the message is located.



If you chose to get messages by subjects only, tap the More button  to view the body of the e-mail message, plus any attachments. See [“Getting e-mail by subject or the getting entire message”](#) earlier in this chapter.

If you chose to get entire messages, the body of the e-mail message is displayed. However, if the downloaded message exceeds your maximum message size, only a partial message is displayed. Tap the More button to view the entire message.



To read a message:

1. Tap the message you want to read.

For handhelds with a navigator: Press Up or Down on the navigator to scroll to the message you want to read.

2. Tap the message again to open it.

For handhelds with a navigator: Press Select to select the message, and then press Select again to open the message.

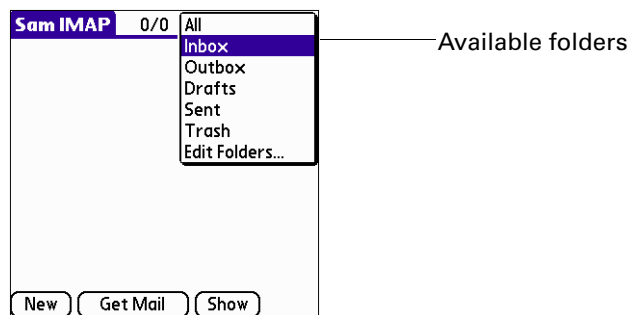
After reading the message, press Select to close the message.

Viewing other folders

When you get new e-mail, it appears in the account's Inbox folder. You can move e-mail between folders and then view it in the other folder.

To view other folders:

1. Tap the folders pick list in the upper-right corner of the screen.



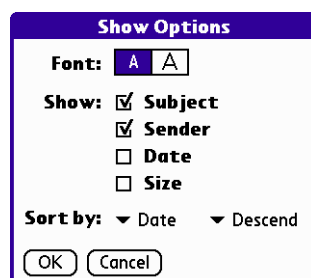
2. Select the folder you want to view.

Managing columns in the folder's list view

The columns in each folder display various types of information, such as the subject, date, or size of a message. You can display or hide specific columns or change the width of the columns in the folder's list view.

To display or hide a column in a folder's list view:

1. Tap Show.



2. Tap the check box for each column that you want to show.

NOTE If you select Date, the Date column displays the message *time* for any messages received today—that is, any message received after 12:01 A.M. Otherwise, the Date column shows the date the message was received.

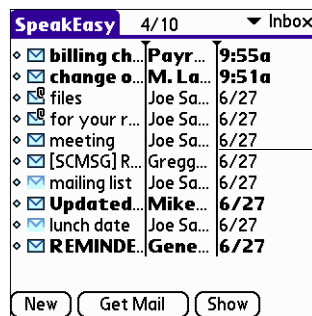
3. Tap the Font letter to display information in a larger or smaller font size.

To change the sort order:

1. Tap the Sort By pick list, and then select the column name.
2. Tap Descend or Ascend to change the sort order.

To change the size of a column in the folder's list view:

1. Tap and hold the stylus on the column divider.
2. Drag the column divider to change the width of the column.



Drag the column divider left or right to make the column narrower or wider

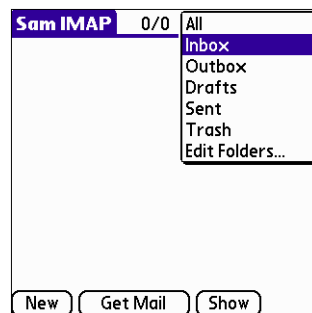
Moving e-mail between folders

You can move one or more e-mail messages between folders.

To move one e-mail:

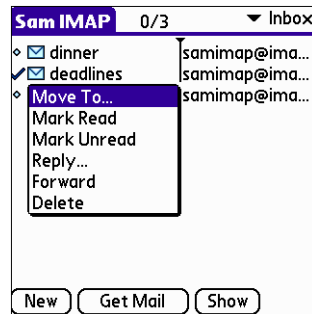
1. Tap the folders pick list in the upper-right corner of the screen, and then tap the folder name.

For handhelds with a navigator: Press Right on the navigator to move to and open the folders pick list in the upper-right corner of the screen. Press Up or Down to move to the folder you want, and then press Select to select the folder.



2. Tap the icon to the left of the message, and then tap Move To from the pop-up menu.

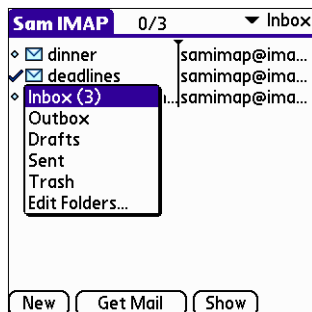
For handhelds with a navigator: Tap the icon to the left of the message, press Right on the navigator to open the Message menu, press Down to move to the Move To option, and then press Select to select this option.



The folders pick list appears.

3. Tap the folder that you want.

For handhelds with a navigator: Press Up or Down on the navigator to move to the folder you want, and then press Select to select the folder.



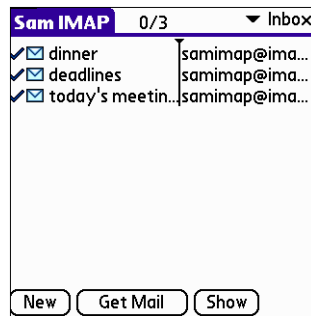
TIP You can also move a single e-mail message from within the body of the message by making the Command stroke in the Graffiti® writing area, tapping the folder icon, and selecting the destination folder from the pick list. See [“Using the command bar”](#) in [Chapter 5](#) for more information on the command bar.

To move multiple e-mail messages:


1. Tap the folder that contains the e-mail messages you want to move.
2. Select the messages to move by tapping at the left of each message icon.

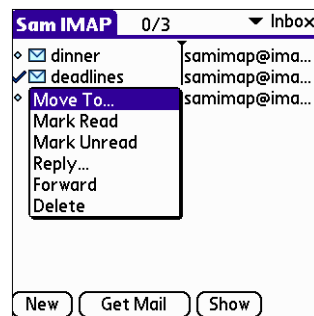
TIP To select a group of messages, drag the stylus to the left of the message icons.

A check mark appears next to the selected messages.

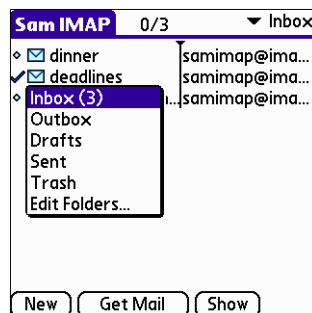


3. Do one of the following:

- Tap the Menu icon , and then tap Move To.
- Tap the message icon next to a selected message, and then tap Move To on the pick list.



4. Tap the folders pick list, and select a destination folder.



5. Tap OK.

Creating and editing mail folders

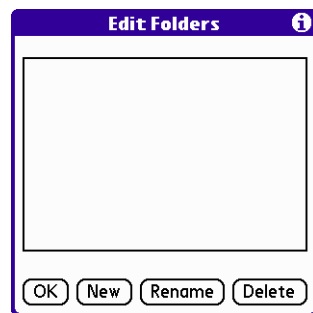
You can also create new folders so that you can store e-mail messages by subject, person, or project. The VersaMail application has certain existing folders, such as Inbox, Outbox, Drafts, and Trash.

The procedure for creating and editing folders varies slightly between POP and IMAP e-mail accounts, as described in the following procedure.

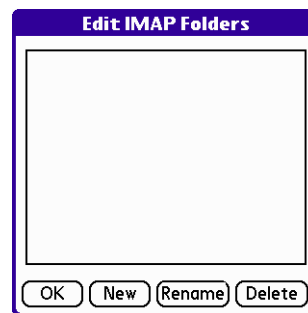
To create and edit e-mail folders:

1. Tap the folders pick list in the upper-right corner of the screen, and then tap Edit Folders.
2. On the Edit Folders or Edit IMAP Folders screen, select any of the following:

POP accounts



IMAP accounts

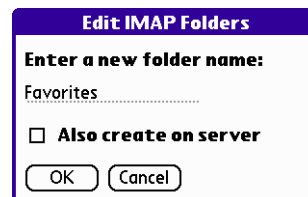


- To create a new folder, tap New, and then enter the new folder name. For IMAP accounts only, select the check box if you also want to create the folder on the server. When finished, tap OK.

POP accounts

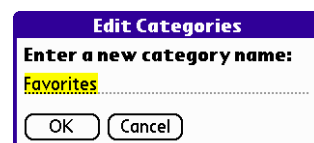


IMAP accounts

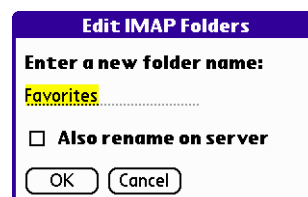


- To rename a folder, tap the folder name from the list on the screen, tap Rename, and then enter the new folder name. For IMAP accounts only, select the check box if you also want to rename the folder on the server. When finished, tap OK.

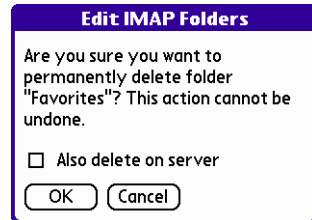
POP accounts



IMAP accounts



- To delete a folder, tap the folder name from the list on the screen, and then tap Delete. For IMAP accounts only, select the check box if you also want to delete the folder on the server, and then tap OK. For POP accounts, the folder will be deleted immediately and you will not see a confirmation screen.



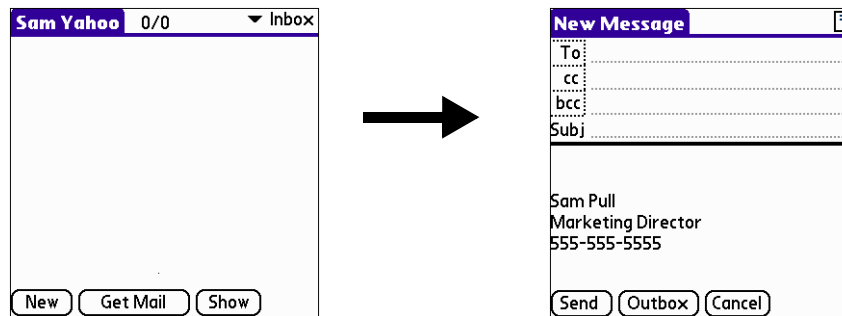
Delete confirmation appears for IMAP accounts only

Creating and sending new e-mail

When you create a new e-mail messages, you can enter the recipient's e-mail address or use the Lookup screen to find a particular address.

To create a new e-mail message:

1. Tap New.



2. Enter the recipient's name using one of the methods described in the next procedures.

NOTE When you address a message to several recipients, you will not see all the recipients listed on the To list because the list is truncated on the To line. If you tap To, a dialog box shows all recipients for the current message.

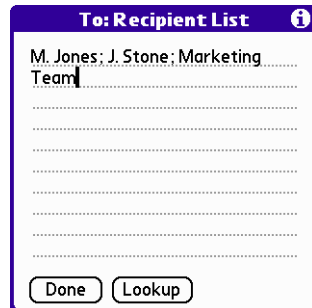
Addressing a message by typing the address

You can address a message by entering the complete address.

To enter the address:

1. In the New Message screen, tap To and enter the address, and then tap Done.

For multiple recipients, type a semicolon (;) and then a space between recipient names.



NOTE If you enter a comma instead of a semicolon, it is automatically changed to a semicolon. If you enter a space with no punctuation between names, semicolons are not inserted and the e-mail message is improperly addressed.

If you want to edit an e-mail address that is longer than the line provided in the New Message screen, tap To and edit the address.

2. To send copies, tap cc: or bcc: and enter the recipient's address.

Copies (cc:) allow recipients to see the addresses of the other recipients, but addresses in the blind copies (bcc:) field are hidden from all other recipients.

TIP To automatically fill in the address as you type, see [“Using Smart Addressing to address a message”](#) later in this chapter.

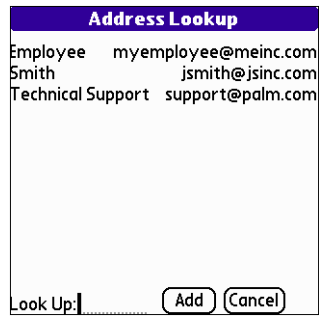
Addressing a message using Address Book

You can enter a recipient's address by using the Lookup screen to select the address. The names and addresses in the Lookup screen come from Address Book.

To use an address from Address Book:

1. In the New Message screen, tap To.
2. Tap Lookup.

3. Tap the address you want, and then tap Add.



4. Repeat steps 2 and 3 to add more addresses.
5. Tap Done.
6. To enter an address in the cc: or bcc: field, tap the field name and follow the steps given for the To field.

Using Smart Addressing to address a message

Smart Addressing types ahead and completes a recognized e-mail address. Smart addressing automatically fills in fields when the recipient's name and e-mail address are in your Address Book.

By default, Smart Addressing is selected in VersaMail Preferences.

To use Smart Addressing to address a message:

1. In the New Message screen, tap To.
2. Start entering the person's name, such as Joe Smith.


Once the name is recognized from your Address Book, the name and e-mail address are automatically completed on the recipient list. For example, if you have a Joe Smith and a Joan Smith in your Address Book (and no other names starting with J), once you enter "Joe," the entry "Joe Smith" is completed with the correct e-mail address.

3. Tap Done.

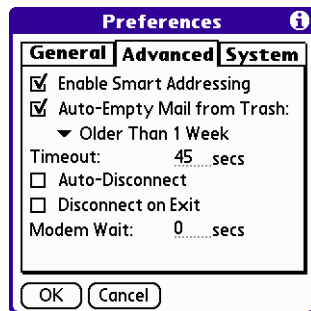
Turning Smart Addressing on or off

You can turn Smart Addressing on or off in VersaMail Preferences.

To turn Smart Addressing on or off in VersaMail Preferences:

1. In the Inbox, tap the Menu icon .
2. Tap Options.
3. Select Preferences.

4. Tap Advanced.



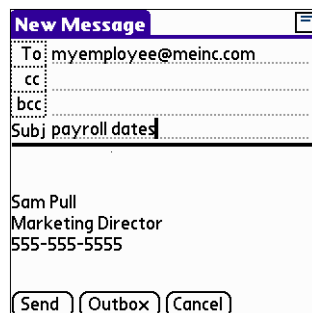
5. Tap the Enable Smart Addressing check box if it is not selected. A check mark means it is turned on.
6. Tap OK.

Composing and sending e-mail

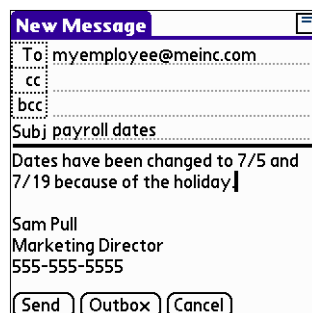
After you enter your recipient addresses, you can compose the rest of the e-mail message.


To compose the rest of the e-mail message and send it:

1. Tap the Subject field and enter the subject of your e-mail.



2. Tap the area below the Subject line, and enter the text of your e-mail.



To access the editing features available on the Edit menu, tap the Menu icon . The first character of each sentence is automatically capitalized for you.

3. (Optional) Tap Options and select Add Attachments. See [“Attaching files to e-mail”](#) later in this chapter.
4. Tap one of the following to send the e-mail message:

Send	Sends the e-mail message immediately.
Outbox	Stores e-mail in the Outbox so you can compose e-mail offline and then send all e-mail during one connection with the server. To send your e-mail later, go to the Outbox and tap Get & Send. The connection is initiated to the mail server and all the e-mail in the Outbox is delivered.

TIP You can also tap Options and then tap Save To Drafts to save this message in the Drafts folder rather than sending it.


Completing drafts

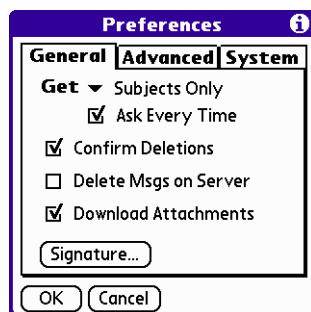
If you are composing an e-mail message and you exit the VersaMail application before tapping Outbox, Send, or Cancel, the e-mail automatically moves to the Drafts folder. To finish editing the e-mail, tap the folders pick list and select Drafts. Select the e-mail you want to complete or edit, and tap Edit. You can also delete the e-mail in the Drafts folder.

Attaching a personal signature

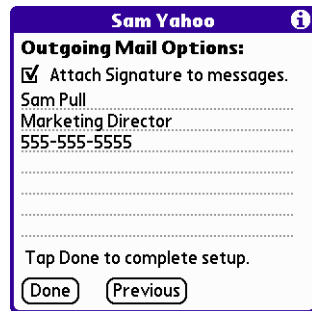
You can include a personal signature, such as your name, e-mail address, and telephone number, to each e-mail message you send.

To create a personal signature:

1. Tap the Menu icon .
2. Tap Options.
3. Select Preferences.
4. Tap Signature.



5. Tap the Attach Signature check box to select it.



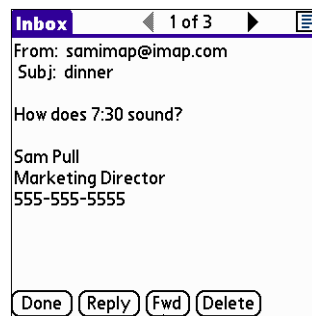
6. Enter your signature information.
7. Tap OK.

Forwarding e-mail

You can quickly forward e-mail messages from any folder other than the Outbox folder.

To forward e-mail:

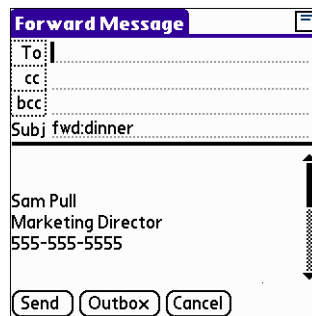
1. Tap the folders pick list and select the folder that contains the e-mail.
2. Tap the e-mail message to display it.
3. Tap the Forward button (labeled Fwd).



Tap Forward

4. Tap To.

5. Enter or look up the recipient address. See the procedure for creating new e-mail earlier in this chapter for more information on addressing messages.



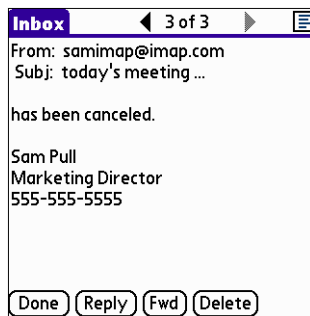
6. (Optional) Enter some text describing the forwarded message.
7. Tap Send to send the message, or tap Outbox to store it in the Outbox.

Replying to e-mail

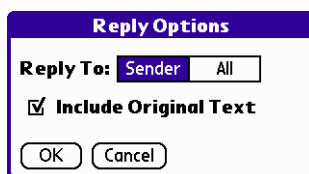
You can reply to an e-mail as you are reading it, or start the reply when viewing messages in the folders list view.

To reply to an e-mail that you are reading:

1. Tap the e-mail you want to reply to.
2. Tap Reply.



3. In the Reply Options dialog box, set options for replying to the sender only or to all e-mail recipients, and for including original message text.



4. Tap OK.

5. Enter a reply.

6. Tap Send to send the message, or tap Outbox to send it later.

To reply to an e-mail from the folders list:

1. Tap the folders pick list and select the folder, such as Inbox or Drafts, that contains the e-mail.

For handhelds with a navigator: On the message screen, press Right on the navigator to move to and open the Options menu.

2. Tap the envelope icon next to the message, and then select Reply from the pick list.

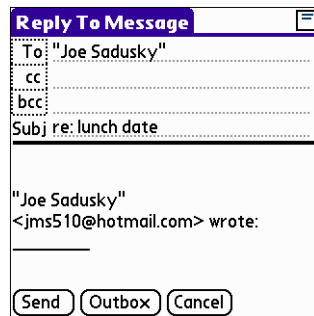
For handhelds with a navigator: Press Down on the navigator to move to the Reply option, and then press Select to select this option.

3. In the Reply Options dialog box, set options for replying to the sender only or to all e-mail recipients, and for including original message text.

4. Tap OK.

The e-mail is addressed.

5. Enter a reply.



6. Tap Send to send the message, or tap Outbox to send it later.

Working with attachments

You can easily download, view, and send attachments with e-mail messages.

Viewing attachments on your handheld

At times e-mail contains attached files, such as Microsoft Word or text files, that you want to view on your handheld. You can view the following attached files:

vCard (.vcf)	This is an address.
vCal (.vcs)	This is usually a calendar appointment or a To Do task.
Text (.txt)	This is usually a memo or another plain text file.
HTML (.html or .htm)	This is usually a web page or a formatted text file. By default, the VersaMail application strips the formatting and shows only the text of most HTML attachments. However, some browsers allow other applications to pass them a file for viewing in full HTML. If your browser supports this function, you can view HTML attachments with all formatting intact. You do not need to do anything different in the steps for downloading and viewing attachments; the attachment is automatically opened in the correct format for your handheld (text only or full HTML) based on the applications you have installed.
Microsoft Word (.doc)	The formatting is stripped and the text of most Microsoft Word documents is shown.

Other application files (such as graphics files) For other types of application files, your handheld may contain a viewer that allows other applications to pass it a file for viewing. For example, your handheld may contain an image viewer that allows another application to pass it a JPEG or GIF attachment for viewing. You do not need to do anything different in the steps for downloading and viewing attachments; if your handheld contains such a viewer, the attachment is automatically opened. If your handheld does not contain such a viewer, you cannot view the attachment.

PRC (.prc) This is a Palm OS® application that you can install and run on your handheld.

PDB (.pdb) This is a file that works with specific Palm™ applications.

Among the types of attachments you can receive are the following handheld application files:

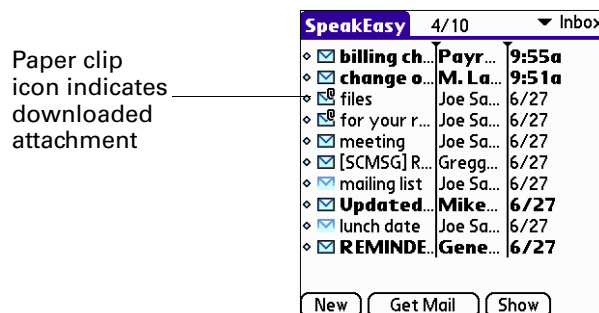
- Address Book entries
- Date Book appointments
- To Do list items
- Memos

NOTE The maximum message size that you can retrieve is 60KB for the body text and 2MB total, including attachments. If the attachment is too large, it cannot be downloaded to the handheld.

To view an attachment:

1. In the Inbox, tap the message with the attachment.

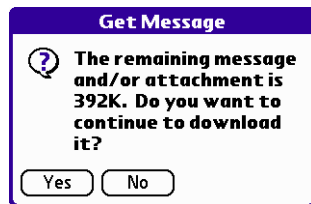
A paper clip icon appears on the message's icon if there is an attachment.



If you choose to get messages by subject only, you must tap More for each downloaded message to view the body of the e-mail message plus any attachments.

If Download Attachments is selected in VersaMail Preferences, any attachments that do not cause the message to exceed the maximum message size are

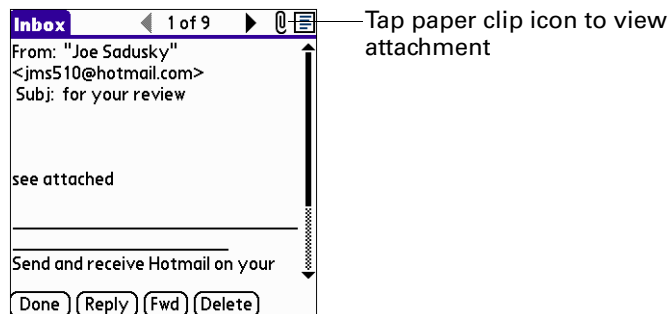
downloaded. Otherwise, you see a message showing that the attachments were too large and asking if you would like to continue downloading them.



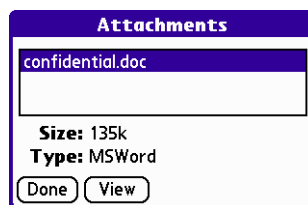
For example, if the maximum message size is 5KB and you download a message whose body text size is 2KB, then any attachment under 3KB is also downloaded, and any attachment over 3KB is not. See ["Downloading large attachments"](#) later in this chapter.

If an attachment is not downloaded, the message will not show a paper clip icon in the Inbox even though it was sent with an attachment.

2. Click the paper clip icon in the upper-right corner. If the attachment is not downloaded, a paper clip icon will not appear even though the message was sent with an attachment. You must download the attachment for the paper clip icon to appear.



3. Tap the name of the attachment you want to view, and tap View.



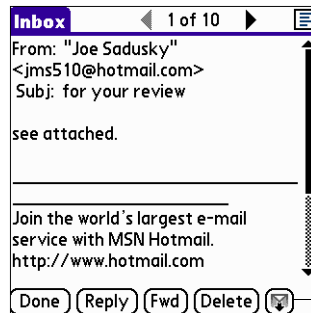
4. When you have finished viewing the attachment, tap Done. This returns you to the Attachments dialog box, where you can select another attachment to view if you want to.
5. When you have finished viewing all attachments, tap Done on the Attachments dialog box. This returns you to the Message screen.

Downloading large attachments


Downloading and viewing a message with a single attachment that exceeds your maximum message size, or a message with multiple attachments whose total size exceeds your maximum message size, requires some extra steps.

To determine if a message has an attachment or multiple attachments that exceed the maximum message size:

- In the Inbox, tap the message title.



More button indicates that message plus any attachments exceeds maximum message size

If the message plus attachment exceeds the maximum message size, the More button  appears on the Message screen. In the case of multiple attachments, if some of the attachments downloaded completely, both the paper clip icon (indicating fully downloaded attachments) and the More button (indicating incompletely downloaded attachments) are displayed.

To download a single attachment that exceeds the maximum message size:

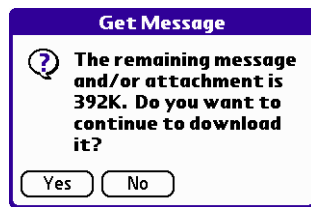
1. Tap the More button.



Tap More

2. Tap No to stop downloading and return to the Message screen.

Tap Yes to continue downloading the entire message and attachment.

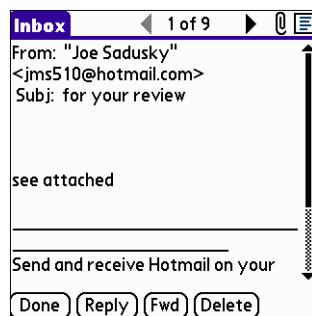


3. (Optional) Tap Cancel to stop downloading and return to the Message screen.

After downloading, the paper clip icon appears and the More button is no longer displayed. Follow the procedure for viewing an attachment presented earlier in this chapter.

To download multiple attachments whose total size exceeds the maximum message size:

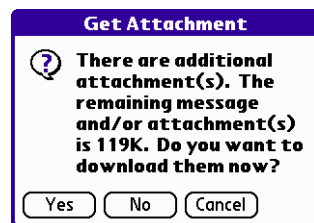
1. Tap the paper clip icon.



2. Select one of the following:
 - To return to the Message screen, tap Cancel.
 - To view any fully downloaded attachments without continuing to download additional attachments, tap No.

Follow the procedure for viewing an attachment, presented earlier in this chapter.

- To continue downloading all messages, tap Yes.



3. (Optional) Tap Cancel to stop downloading and return to the Message screen.

When downloading is complete, the Attachments dialog box appears, showing all downloaded messages. Follow the procedure for viewing an attachment, presented earlier in this chapter.

Attaching files to e-mail


You can attach files on your handheld to e-mail messages you send. For example, you can attach files from the various handheld applications, such as any Date Book appointment (.vcs), To Do List tasks (.vcs), or memos (.txt).

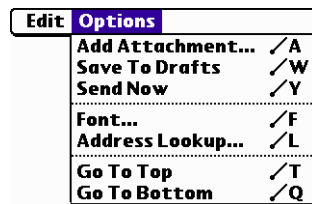
NOTE The maximum message size that you can send is 60KB for the body text and 2MB total, including attachments. The maximum number of attachments for any e-mail is ten, regardless of the attachments' size.

You can attach the following types of files:

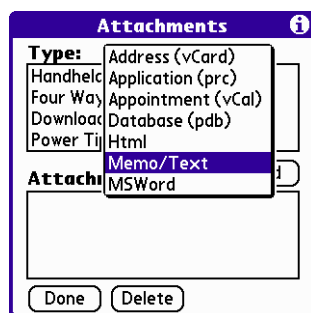
- vCard (.vcf)
- vCal (.vcs)
- Memo/Text (.txt)
- PRC (.prc)
- PDB (.pdb)

To attach a file to a message:

1. Tap the Menu icon .
2. Tap Options.
3. Tap Add Attachments.

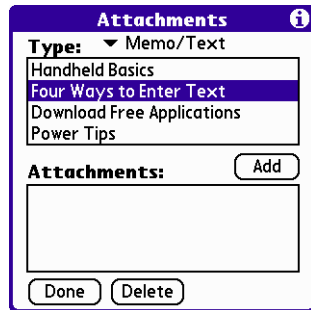


4. Tap the Type pick list and select the file type.

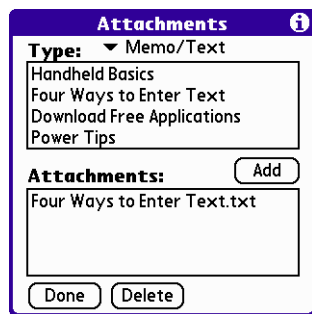


All files of the selected type appear in the Type box. For example, if you select Appointments (.vcs), you can tap Date Book to see a list of appointments from a particular date that you can attach, or you can tap To Do to see To Do List tasks.

5. Tap the file to attach, and then tap Add.



The selected file appears in the Attachments box.



6. Repeat steps 4 and 5 to for each attachment you want to add, and then tap Done.

TIP To delete an attachment from an e-mail, tap the attached file in the Attachments box and then tap Delete.

7. Tap Send or Outbox.

Forwarding an attachment

You can include attachments on any message you forward, up to the maximum message size.

To forward a message with an attachment:

1. Tap the folders pick list and select the folder that contains the e-mail.
2. Tap the e-mail message to display it.
3. Tap the Forward button (labeled Fwd).

4. Tap To. On the Recipient List screen, enter or look up the recipient address. See the procedure for creating e-mail, presented earlier in this chapter, for more information on addressing messages.
5. Follow the steps for the procedure for attaching files presented earlier in this chapter.

Deleting messages


You can delete one or more e-mail messages from any folder. For example, you can delete old messages in the Inbox or messages that you were working on in the Drafts folder. When you delete a message it is placed in the Trash folder. See [“Emptying the trash”](#) later in this chapter.

To delete messages on the server when you empty the trash on your handheld, you can select the Delete Msgs on Server setting in VersaMail Preferences. If you don’t periodically empty the trash and delete messages on the server, any new incoming e-mail may “bounce” back to the sender. See [“Getting, Sending, and Managing E-Mail”](#) later in this chapter.

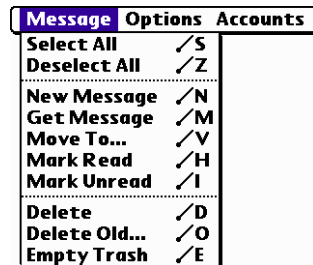
To delete one or more messages:

1. Tap the folders pick list and select the folder that contains the messages you want to delete.
2. Do one of the following:

Item to delete	Action
One message	Tap the bullet next to the message’s icon.
Multiple messages	Tap the bullet next to each message’s icon that you want to delete.
A group of adjacent messages	Drag the stylus along the left of the message icons. To select another group, lift the stylus and select the next group of messages.

3. Do one of the following:
 - Tap the message icon next to a selected e-mail message, and then tap Delete.
 - Tap the Menu icon , and then tap Delete.

- For handhelds with a navigator: Press Right on the navigator to move to and open the Message menu, press Down to move to the Delete option, and then press Select to delete the message.



4. Tap OK.
5. (Optional) Tap Also delete message on server if you want to delete the message from the server now.




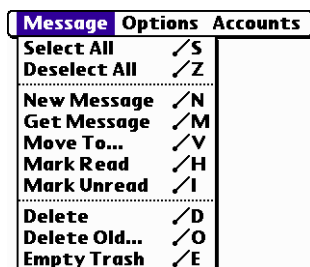
If you selected the setting Delete Msgs on Server in the Preferences, this check box is selected

The selected messages move to the Trash folder and are deleted from your handheld when you empty the trash. If you set the preference to automatically empty the trash, the messages are deleted when the trash is emptied. See [“Emptying the trash”](#) for more information.

IMPORTANT If you delete a message on the server, you cannot retrieve it and view it again later.

To delete messages before a certain date:

1. Tap the Menu icon .
2. Tap Delete Old from the Message menu.

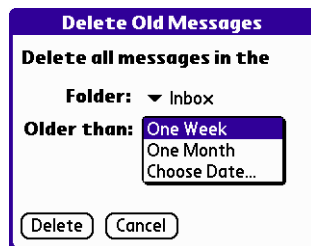


3. Tap the Folder pick list and select the folder that contains the messages you want to delete.

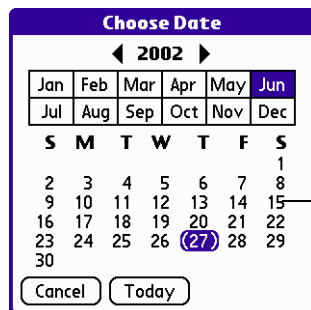


Displays the current folder for deleting messages

4. Tap the Older than pick list, and then tap One Week, One Month, or Choose Date.



If you tap Choose Date, you can select a date from the calendar.



Tap a date to select it, or tap Today

5. Tap Delete.
6. (Optional) Tap Also delete message on server if you want to delete the message from the server now.




7. Tap OK.

Emptying the trash

Deleted e-mail accumulates in the Trash folder and takes up space on your handheld. To increase memory, you should empty the trash regularly. If you want to automatically empty the trash, you can set a preference to empty the trash immediately or empty any e-mail older than a certain number of days.

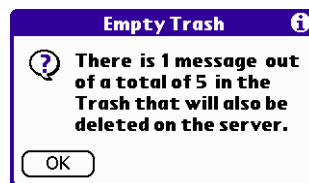
To empty the trash:

1. Tap the Menu icon .
2. Tap Empty Trash from the Message menu.



NOTE If Auto-Empty Mail from Trash is selected in VersaMail Preferences, a message asks if you want to delete the trash.

3. (Optional) Tap Details to see how many messages are in the trash and whether the messages are set to be deleted on the server.




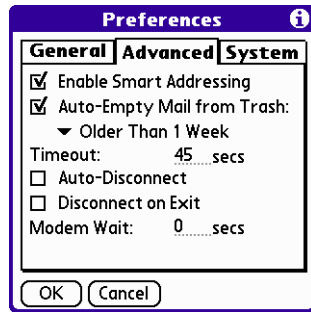
4. If you want to delete messages from the handheld as well as from the server, tap Both. A message asks if you want to update the server now.

To delete the message from only the handheld now, tap Handheld.

NOTE Many e-mail providers, such as Yahoo, have size restrictions for mail storage. If your mailbox on the server becomes full, any new messages are returned to their senders.

To have the trash emptied automatically:

1. Tap the Menu icon .
2. Tap Options, and then select Preferences.
3. Tap Advanced.



Auto-Empty Mail from Trash is selected by default.

4. Tap the pick list, and select how often you want the e-mail messages automatically emptied from the trash.
 - **Immediately:** Deletes e-mail messages from the handheld as soon as you delete them, instead of putting them in the Trash folder.
 - **Older Than 1 Day:** Deletes messages that are one day or older.
 - **Older Than 3 Days:** Deletes messages that are three days or older.
 - **Older Than 1 Week:** Deletes messages a week or older.
 - **Older Than 1 Month:** Deletes messages that are one month or older.
5. Tap OK.

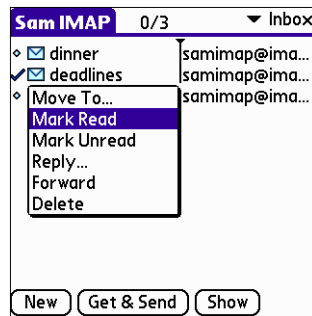
Marking messages as read or unread


You can mark messages as read or unread. When you tap a message to read it, it is automatically marked as read.

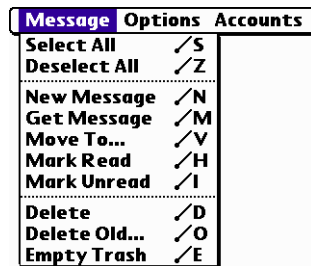
NOTE Because POP servers do not support the read or unread message feature, the message is in bold or regular typeface for POP accounts on the handheld, but you can't connect with the server to change the message state.

To mark messages as read or unread:

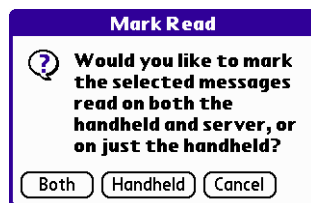
1. Tap the folders pick list and select the folder you want.
2. Tap the icon next to the message you want to mark.
3. Tap Mark Read or tap Mark Unread.



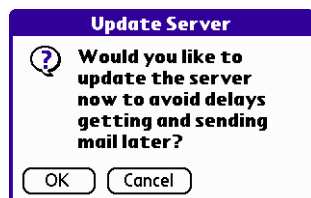
TIP To mark multiple messages, tap the bullets next to the messages you want, tap the Menu icon , and then tap Mark Read or Mark Unread.



4. Tap Handheld to mark the messages as read or unread on your handheld. Tap Both to mark the messages on both the handheld and the server.



If you tap Both, this message appears.



Tap OK to connect with the server and immediately mark the messages as read or unread on the server. This action also processes any other pending actions on the server, such as messages not yet deleted.


Tap Cancel if you want the messages marked during the next HotSync® operation or the next time you connect to the server.

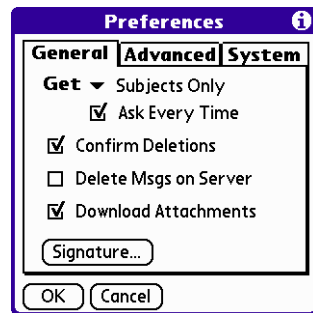
Read messages appear in plain text; unread messages appear in bold text.

Setting preferences for getting and deleting e-mail

VersaMail Preferences determine how the VersaMail application gets, sends, and deletes e-mail.

To set e-mail preferences:

1. Tap the Menu icon .
2. Tap Options.
3. Select Preferences.



4. Select preferences:


Get	Enables you to retrieve messages by subject only or to retrieve the entire message.
Ask Every Time	Displays a dialog box for choosing subjects only or entire messages each time you retrieve e-mail. If this preference is not selected, messages are always retrieved using the option you select in the Get pick list.
Confirm Deletions	Displays a confirmation dialog box before deleting e-mail.

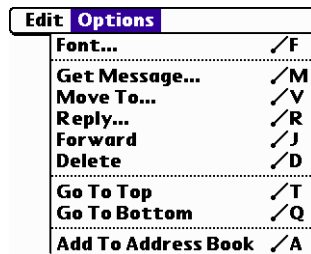
Delete Msgs on Server	If selected, automatically deletes messages on the server that you have deleted on your handheld. If this preference is not selected, you are asked each time you delete messages on your handheld whether you want to also delete them on the server. Because mailboxes on the server usually have size restrictions, we recommend periodically deleting messages on the server.
Download Attachments	Causes files attached to e-mail to be automatically downloaded to your handheld. Attachments that exceed the maximum message size are not downloaded. See “Working with attachments” earlier in this chapter for more information.
Signature	Enables you to attach a default signature to all your outgoing messages. See “Attaching a personal signature” earlier in this chapter for more information.

Adding or updating an Address Book entry directly from a message

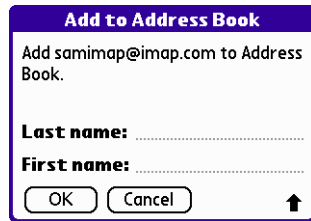
You can add or update an e-mail address in the Address Book directly from the body of a received e-mail message.

To add a new Address Book entry:

1. On the Message screen, tap the Menu icon .
2. Tap Options.
3. Tap Add to Address Book.



A dialog box appears with the “From” address displayed. If a Display Name exists for this Address Book entry, the Last name and First name fields show the display name.

A dialog box titled "Add to Address Book" with a purple header. The main text says "Add samimap@imap.com to Address Book." Below this are two fields: "Last name:" and "First name:", each followed by a dotted line for text entry. At the bottom are two buttons, "OK" and "Cancel", and a small upward-pointing arrow icon on the right.

4. (Optional) If the Last name and First name fields are blank, enter the first and last name associated with the “From” e-mail address.
5. Tap OK to add the e-mail address to the Address Book, and then tap OK in the confirmation dialog box.

You can also update an existing Address Book entry with a new e-mail address, or create a second Address Book entry for a name that has an existing record. The procedure is the same as for adding a new Address Book entry. If you tap Add to Address Book from the body of an e-mail message and a record already exists for the recipient name, you are prompted either to update the e-mail address for the recipient or to create a new record for the recipient.

Synchronizing E-Mail Between the Handheld and the Desktop

To manage your e-mail on your desktop as well as on your handheld, you can synchronize an e-mail account on the handheld with an e-mail application on the desktop. You can use many popular e-mail applications, called *clients*, such as Microsoft Outlook, Eudora, Lotus Notes, Outlook Express, or any other e-mail clients that use Managing Application Program Interface (MAPI).


This chapter describes the following:

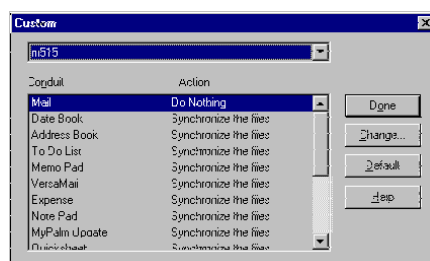
- Starting the Palm™ VersaMail™ HotSync® Conduit
- Configuring and activating accounts in the HotSync Manager
- Synchronizing e-mail on the handheld with a desktop e-mail application
- Converting attached files using attachment conversion plug-ins

Configuring an account in HotSync Manager

Before synchronizing an e-mail account, you configure the account's settings in the Palm VersaMail HotSync Conduit. The settings only have to be specified once unless you need to make changes.

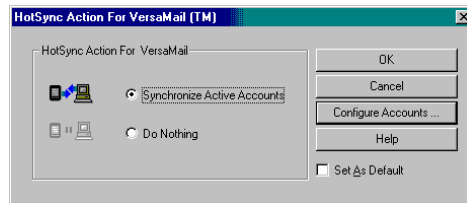
To start Palm VersaMail HotSync Conduit:

1. Click the HotSync Manager icon ™ in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.



4. Click Change.

5. Select Synchronize Active Accounts.

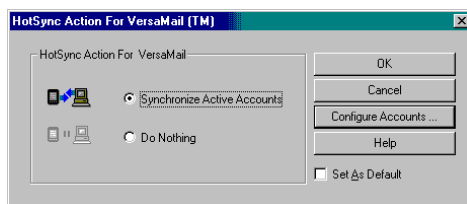


Setting synchronization options and account settings

Next, you must configure each e-mail account's general synchronization settings. For example, if you created an Earthlink e-mail account on the handheld and want to synchronize that with the desktop, you set the synchronization options for the Earthlink account. During a HotSync operation, the Earthlink account on the handheld and the e-mail application specified in the conduit are synchronized.

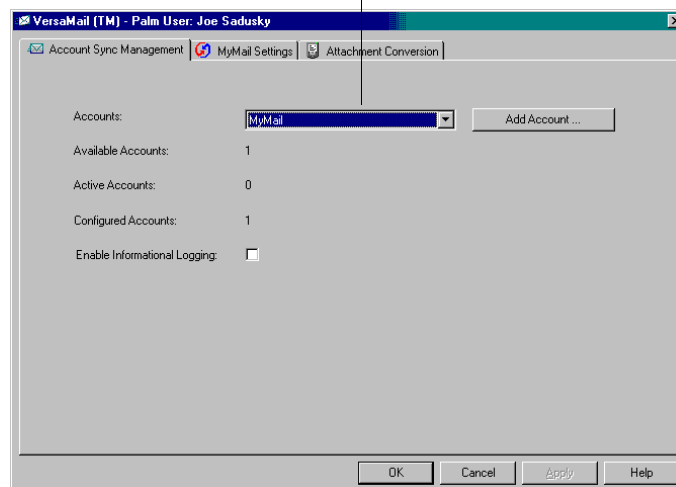
To configure an account and set the synchronization options:

1. In the HotSync Action For VersaMail dialog box, click Configure Accounts.



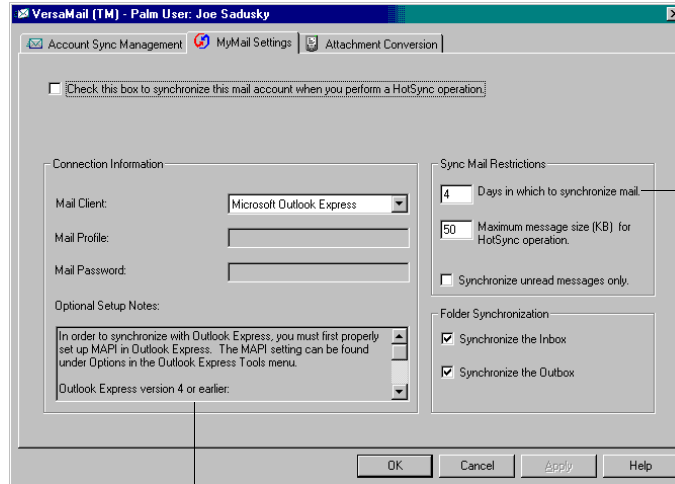
2. (Optional) Select the Enable Informational Logging check box if you want the HotSync log to record information, such as errors encountered, about the conduit during a HotSync operation.

Select the account to configure and synchronize



3. Select the account you want to configure from the Accounts drop-down list.

The tab with the account's name and settings, such as Yahoo Settings, is displayed.



Enter the message size and the number of days before today that synchronization occurs

Check here for helpful notes when configuring an e-mail client

4. Select the option Check this box to synchronize this e-mail account when you perform a HotSync operation; otherwise, the account will not be synchronized.
5. In Connection Information, select the desktop e-mail application, such as Microsoft Exchange 5.0 or later, Outlook Express, or Eudora, that you are synchronizing the account with and specify any necessary settings.

TIP If your e-mail application is compatible with Extended MAPI, try Microsoft Exchange 5.0 or later as a choice for the Mail Client option. If your e-mail application is compatible with Simple MAPI (SMAPI), try Microsoft Outlook Express as a choice for the Mail Client option. Although Netscape uses SMAPI, Netscape is not supported.

Mail Client	Action
Microsoft Exchange 5.0 or later	Select a MAPI profile to access the mail server. The conduit displays any existing MAPI profiles in the list.
Microsoft Outlook 97 or later	Select the MAPI profile to access the mail server. The conduit checks for any existing MAPI profiles and displays them in the list. Enter your password for Outlook. See “Configuring Microsoft Outlook” later in this chapter for the changes you need to make in Outlook.

Mail Client	Action
Microsoft Outlook Express 5.5 or later	If you select Microsoft Outlook Express, enter the password for your e-mail account. See “Configuring Microsoft Outlook Express” later in this chapter for details.
Lotus Notes	Enter your Lotus Notes ID and password. Click Browse if you need to locate your Notes ID.
Eudora 5.0 or later	See “Configuring Eudora” later in this chapter for more information about the settings you need to make in Eudora.
Direct POP connection to server	<p>Select this option to synchronize an account by connecting directly with a POP server. You must enter the information about the server in the VersaMail application on your handheld when you create the e-mail account to access the server. You will enter information about the incoming (POP) server, outgoing (SMTP) server, your e-mail username, your password, and your e-mail address.</p> <p>During the HotSync operation, the conduit reads the settings you made. If the settings do not exist or all server information is wrong, an error is reported in the HotSync.log file. However, if the incoming server (POP) is correct, the Inbox is synchronized if the option to synchronize the Inbox is selected. If the outgoing server (SMTP) is correct, the Outbox is synchronized (send e-mail) if you selected the option to synchronize the Outbox. If neither is correct, then nothing happens.</p> <p>If you want to synchronize e-mail for an account that requires APOP authentication, you must select the option to use APOP on your handheld. See “Adding APOP to an account” in Chapter 5 for details.</p> <p>If you want to synchronize e-mail for an account that requires ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use ESMTP on your handheld. See “Adding ESMTP to an account” in Chapter 5 for details.</p>

Mail Client	Action
Direct IMAP connection to server	<p>Select this option to synchronize an account by connecting directly with an IMAP server. You must enter the information about the server in the VersaMail application on your handheld when you create the e-mail account to access the server. You will enter information about the incoming (IMAP) server, outgoing (SMTP) server, your e-mail username, your password, and your e-mail address.</p> <p>During the HotSync operation, the conduit reads the settings you made. If the settings do not exist or all server information is wrong, an error is reported in the HotSync.log file. However, if the incoming server (IMAP) is correct, the Inbox is synchronized if the option to synchronize the Inbox is selected. If the outgoing server (SMTP) is correct, the Outbox is synchronized (send e-mail) if you selected the option to synchronize the Outbox. If neither is correct, then nothing happens.</p> <p>If you want to synchronize e-mail for an account that requires ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use ESMTP on your handheld. See “Adding ESMTP to an account” in Chapter 5 for details.</p>
Other e-mail applications	<p>Select Microsoft Exchange 5.0 or later as the choice for the Mail Client option if your e-mail application is compatible with extended MAPI. If your e-mail application is compatible with SMAIL, select Microsoft Outlook Express as the choice for the Mail Client option.</p>

NOTE A profile contains configuration information, such as the location of incoming e-mail, your personal address book, and other information services that you can use. The profile may be MS Exchange Settings, your name, or something different. For more information on profiles, see your e-mail application’s documentation.

6. Enter the Sync Mail Restrictions you want:

- **Days in Which to Synchronize Mail:** Set how many days of e-mail, between 0 and 999, that e-mail should be synchronized. A value of 0 synchronizes all e-mail in the Inbox during the next HotSync operation. For other values, the conduit synchronizes e-mail for today and the number of days preceding today. For example, if you enter a value of 2, e-mail is synchronized for today and yesterday, but if you enter 3, e-mail is synchronized for today, yesterday, and the day before.
- **Maximum Message Size (KB) for HotSync Operation:** Enter the maximum message size from 1 to 2048KB. If the message exceeds the maximum size,

the conduit truncates the message. For example, the maximum message size may be 50KB, and the message might have the following:

Message header	1KB
Body	20KB
Attachment 1	40KB
Attachment 2	20KB

In this case, the conduit puts the message header, body, and attachment 2—totaling 41KB—on the handheld. Attachment 1 is removed because adding it to the message causes the message to exceed the maximum.

- **Synchronize unread messages only:** Select whether to synchronize all e-mail between your desktop and your handheld, or unread e-mail only. By default, the check box is unselected, meaning that all e-mail will be synchronized.
7. Select the folder synchronization you want:
 - Select the Synchronize the Inbox check box to synchronize the Inbox during the next HotSync operation.
 - Select the Synchronize the Outbox check box to send any e-mail in the handheld's Outbox during the next HotSync operation.
 8. Click Apply.

Verifying handheld account settings before synchronizing accounts

Certain settings you configure on your handheld for a given e-mail account must be set correctly for the synchronization process as well. Before configuring an e-mail client on your desktop for synchronization, be sure to verify the following settings on your handheld:

- **APOP and ESMTP:** If you want to synchronize e-mail for an account that requires either APOP or ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use APOP or ESMTP on your handheld. See [“Adding APOP to an account”](#) and [“Adding ESMTP to an account”](#) in Chapter 5 for details.
- **Mail filters:** Any mail filters you have configured for a given e-mail account on your handheld also apply during the synchronization process. For example, if you have set filters to accept only e-mail containing the subject words “Current Software Project,” only those same messages are synchronized between your desktop and your handheld. Be sure to turn mail filters off if you want to synchronize all messages between your desktop and your handheld. See [“Turning filters on and off”](#) in Chapter 5 for details.

Configuring Microsoft Outlook

You can synchronize Microsoft Outlook 97/98/2000/XP with a VersaMail e-mail account, but you must set Microsoft Outlook as the default mail handler. You must check your username and password.

To configure Microsoft Outlook:

1. In the Control Panel, click Internet Options.

NOTE For Windows XP, click Network and Internet Connections, and then click Internet Options.

2. Click the Programs tab.
3. Select Microsoft Outlook as the default e-mail program.
4. Click OK.

NOTE Make sure your username and password are set up correctly within Microsoft Outlook.

Configuring Microsoft Outlook Express

You can synchronize a VersaMail e-mail account with Microsoft Outlook Express 5.5 or 6.0, but you must set Outlook Express as the default mail handler.

NOTE Make sure your username and password are set up correctly within Outlook Express.

To configure Outlook Express:

1. In the Control Panel, click Internet Options.

NOTE For Windows XP, click Network and Internet Connections, and then click Internet Options.

2. Click the Programs tab.
3. Select Outlook Express as the default e-mail program.
4. Click OK.

TIP You can also make Outlook Express the default mail handler within the e-mail application. From the Tools menu, select Options. Click the General tab, and then click Make Default.

Configuring Eudora

If you are using Eudora as your e-mail application, you must set up MAPI in Eudora.

To set up MAPI in Eudora:

1. From the Eudora Tools menu, select Options.
2. Do one of the following:
 - If Eudora is the only e-mail application that you use, select Always as the MAPI setting.
 - If you use more than one e-mail application, select When Eudora is running as the MAPI setting.
3. Ensure that your user name and password are set up correctly within Eudora. This information is needed to log in to Eudora and to retrieve and synchronize your e-mail.

IMPORTANT Eudora must be running in order for you to perform a HotSync® operation. the VersaMail application synchronizes with your Dominant Personality in Eudora 5.1 or later.

Converting attached files

You can use attachment conversion plug-ins to convert attached files that you are sending or receiving. Documents To Go plug-ins are automatically configured; however, you must install Documents To Go on your desktop computer and on your handheld for attachments to be converted properly. You must have version 4.004 or later of Documents To Go to work properly with the VersaMail application.


For Tungsten T handheld users, version 5 of Documents To Go is included on the Software Essentials CD-ROM that came with your handheld. See the *Documents To Go Getting Started Manual* for more information.

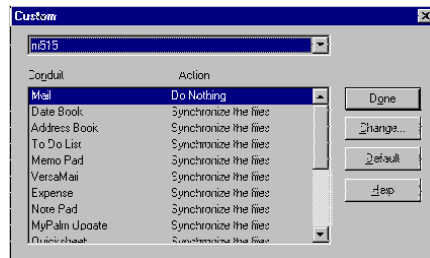
For users of other handhelds, you may have received version 4.004 or later of Documents To Go on the bonus CD-ROM that came with your handheld. If not, you will need to go to www.dataviz.com to purchase and download version 4.004 or later of Documents To Go.

When you receive a message with an attachment on your handheld, the file is converted to the DataViz format on the handheld when you perform a HotSync operation. You can then read and edit the file in Documents To Go on the handheld.

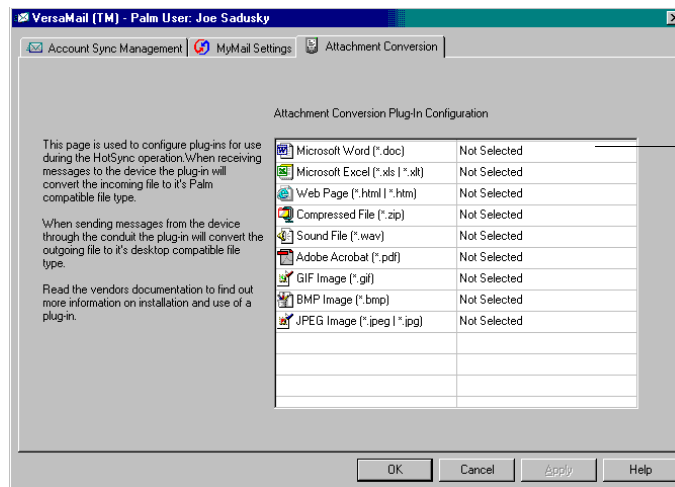
In the Palm VersaMail HotSync Conduit, you can turn off DataViz Documents To Go plug-ins or select other plug-ins.

To turn off attachment conversion plug-ins:

1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.



4. Click the Attachment Conversion tab.



Documents To Go
plug-ins are configured
automatically


5. To deselect a plug-in, select Not Selected from the drop-down list. To select a plug-in, select Selected from the drop-down list.
6. Click OK.

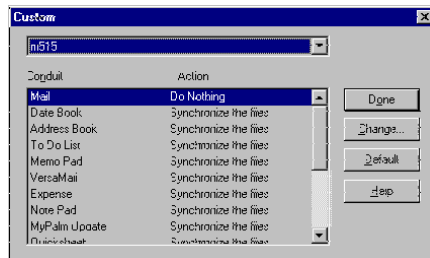
Synchronizing an account

To synchronize accounts, you must set the HotSync action for the VersaMail application in the HotSync Manager. You can, however, exclude e-mail accounts from a HotSync operation.

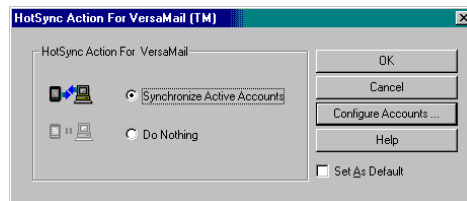
TIP If you don't want an account synchronized, deselect the check box Select this check box to synchronize this e-mail account when you perform a HotSync operation.

To select which accounts are synchronized during a HotSync operation:

1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.



4. Click Change.



5. Select one of the following:
 - **Synchronize Active Accounts:** Select this option to include active accounts in the next HotSync operation. For an account to be synchronized, you must have selected the option Check this box to synchronize this e-mail account when you performed a HotSync operation.
 - **Do Nothing:** Select this option to exclude e-mail accounts from the next HotSync operation.
6. (Optional) Select Set as Default to apply the options you selected to all subsequent HotSync operations. Otherwise, the settings apply to the next HotSync operation only.
7. Click OK.
8. Perform a HotSync operation.

Going Beyond the Basics

Many of Palm™ VersaMail™ personal e-mail software features, such as getting and sending e-mail, you use daily. Other features are used less frequently but are especially valuable in certain situations. For example, filtering e-mail is helpful if you are traveling and want to receive messages only from certain people or about specific subjects. Filters and other special features are discussed in this chapter.

This chapter describes the following:

- Creating and using filters to determine which e-mail you actually view
- Setting network and connection preferences on your handheld
- Managing mail settings
- Adding APOP to an account
- Adding ESMTP to an account
- Copying text from an e-mail message for use in other applications
- Using the command bar
- Viewing e-mail header details
- Backing up your mail databases
- Synchronizing IMAP folders wirelessly
- Accessing corporate e-mail

Managing mail filters

Filters provide efficient ways to manage e-mail retrieval and storage. When you tap Get Mail or Get & Send, filters determine which e-mail messages are downloaded to your handheld and in which folder the downloaded messages are stored.

For example, you may want to file e-mail about sales meetings in a Sales folder. You can create a filter that automates this action, so that whenever you receive an e-mail about sales meetings, it is immediately sent to the Sales folder, which you created in the filters screen.

Creating mail filters


To create a mail filter, you select various criteria, such as To, From, and Contains. This information makes up the filter statement.

For example, if you want stock quotes from your online brokerage service sent to a specific folder, you can filter those e-mail messages and store them in the Inbox folder. The filter statement, which is displayed in the Filter Editor, is shown in the following figure.

The screenshot shows a dialog box titled "Filter Editor" with an information icon in the top right corner. It contains the following fields and options:

- Name:** Quotes
- If the** (dropdown menu): From
- Contains** (dropdown menu): onlinebroker
- Then get mail and move to:** (dropdown menu): Inbox
- Buttons: OK, Cancel, Delete

To create a filter:

1. Tap the Menu icon .
2. Tap Options, and then tap Filters.
3. Tap New.
4. Enter a short description of the filter in the Name field.

The screenshot shows a dialog box titled "Filter Editor" with an information icon in the top right corner. It contains the following fields and options:

- Name:** To
- If the** (dropdown menu): To
- Contains** (dropdown menu): [Empty field]
- Then get mail and move to:** (dropdown menu): Inbox
- Buttons: OK, Cancel, Delete

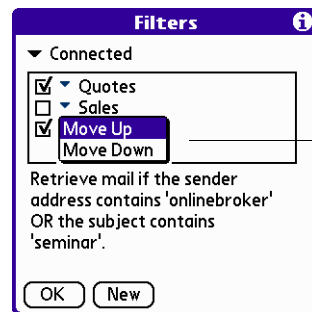
5. Use the If the pick lists to create criteria for the filter.

The three pick lists and the edit line combine to create a statement that identifies the type of e-mail and where you want the e-mail stored. For example, a filter might read, "If the [Subject] [Contains] sales meeting, Then get mail and move to [Sales]." When you use this filter to sort incoming e-mail, any e-mail containing sales meetings in the subject line is filed in the Sales folder.

To pick list	Select the message header field with the information contained in the edit line: To, From, Subject, cc, Date, Size. For example, you might select Date to download only messages that are less than a certain number of days old.
Contains pick list	Select a filter action: Contains, Starts with, Does NOT Contain.
Edit line	Enter the text that must be found in the header field. For example, if you want to sort e-mail with the Subject Sales, enter "Sales." If you enter more than one criteria, separate each with a comma—for example, Sales, New York.
Then get mail and move to pick list	Select the folder or mailbox into which you want your filtered e-mail to go. You can also create a new folder for storing the incoming e-mail. Tap Edit Folders, and then create a new folder or delete or rename existing ones.

6. Tap OK.

The filter appears in the Filters list.



Tap the ▼ icon and then move the filter up or down in the list


Selected filters execute in the order in which they appear on the list. Move filters up and down the list to ensure that they execute in the correct order.

NOTE Filters created on the handheld also apply to e-mail synchronization. See [“Synchronizing an account”](#) in [Chapter 4](#) for more information.

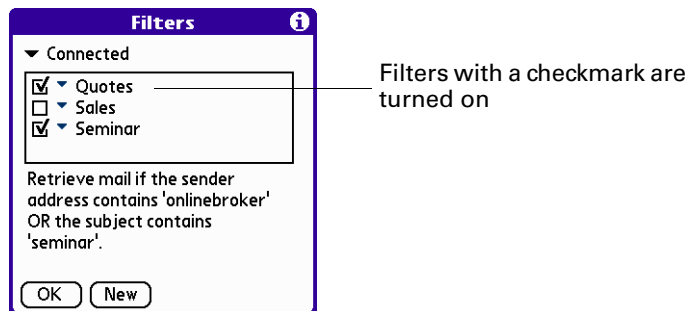
Turning filters on and off

By default, a filter that is turned on or selected affects all subsequent downloads of e-mail until you deselect it. More than one filter can be in effect at once. Before you download e-mail, be sure to turn on the filters you want and turn off those you don't want.

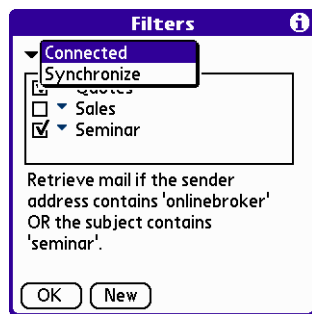
To turn a filter on or off:

1. Tap the Menu icon .
2. Tap Options, and then tap Filters.

The Filters dialog box appears with the filters you created.



3. Tap the pick list in the upper-left corner, and select Connected or Synchronize.



- Connected applies a filter to a modem transaction.
 - Synchronize applies a filter to a HotSync® operation.
4. Tap the filter check boxes to select the filters you want to use for subsequent e-mail transactions.


IMPORTANT If you deselect a filter listed under Connected, be sure that the filter is deselected also under Synchronize.

5. Tap OK.

Editing or deleting a filter

You can edit a filter to change its name or the criteria in the filter.

To edit or delete a filter:

1. Tap the Menu icon .
2. Tap Options, and then tap Filters.
3. Tap the name of the filter.

4. Do one of the following:
 - To edit the filter, revise your entry in the Name field and/or your selections in the pick lists, and revise the text in the edit line. Tap OK.
 - To delete the filter, tap Delete, and then tap Yes to confirm deletion.
5. Tap OK.

Setting network and connection preferences

If you want to send and receive e-mail through any type of account other than a synchronize-only account (for example, using a built-in Bluetooth radio or the Palm™ Bluetooth card (sold separately), PalmModem® accessory (sold separately), an 802.11 sled, or an IR connection to an IR phone), you will need to set network and connection preferences for your e-mail account to work properly. After setting preferences, see [Chapter 2](#) for setting up your e-mail account.

Setting network preferences

To do any type of network activity from your handheld (using the VersaMail application, surfing the Web, and so on), you must make a connection with a network service provider (for example, an ISP or a wireless carrier). Each connection is categorized on your handheld as a “service,” and each service contains all the appropriate settings for that connection.

You can create or access as many services on your handheld as you choose; however, you must select one service to be the default for all network activity from your handheld.



You have three options in setting up a service:

- Select an existing service that is preconfigured on your handheld, and use all the preconfigured settings.
- Select an existing service that is preconfigured on your handheld, but edit one or more settings.
- Create a new service and input all settings.

Selecting an existing service

Your handheld includes a number of services whose settings are preconfigured. Use the Network Preferences screen to select the preconfigured service for your network service provider if one is available.

To select or create a service:

1. Tap the Home icon .
2. Tap the Preferences icon .
3. Tap Network from the pick list in the upper-right corner of the screen.

4. Tap the Service pick list.

Palm™ Tungsten™ T handhelds

Other handhelds

Displays a list of service templates

5. To use a preconfigured service that appears on the list, tap the service name.

To create a new service or use a service that does not appear on the list, tap New Service.

If you select a preconfigured service, some or all settings on the Network Preferences screen are filled in by default. You may need to enter some settings as explained in the following procedures.

If you create a new service, you need to enter all the settings for that service as explained in the following procedures.

Entering a user name

The User Name setting identifies the name you use when you log in to your network service provider. Although this field can contain multiple lines of text, only two lines appear on the screen.

To enter a user name:

- In the Preferences screen, tap the User Name field, and enter your user name.

Tungsten T handhelds

Other handhelds

Enter your username here, such as your Earthlink ID

Entering a password

The Password box identifies the password you use to log in to your network service provider. Your entry in this field determines whether your handheld prompts you to enter a password each time you log into your network:

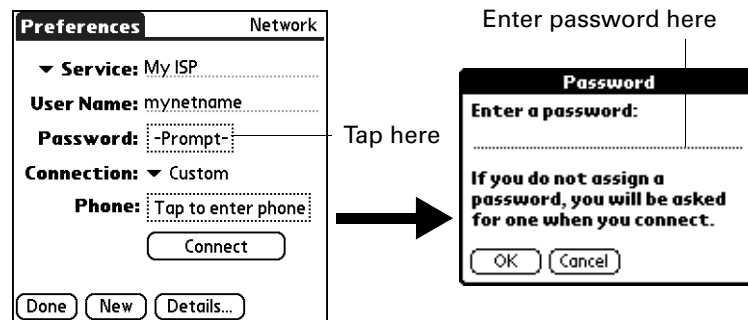
- If you do not enter a password, your handheld displays the word “Prompt” in this field, and you must enter a password during the login procedure.
- If you enter a password, your handheld displays the word “Assigned” in this field, and you aren’t asked for your password during the login procedure.

If you are concerned about security, select the Prompt option and do not enter a password.

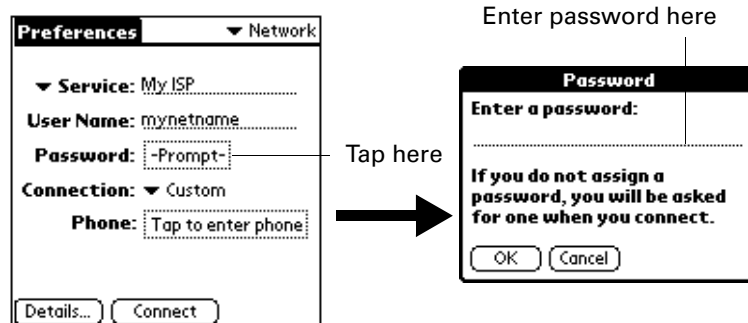
To enter a password:

1. In the Preferences screen, tap the Password field.
2. Enter the password you use to log in to your network service provider.

Tungsten T handhelds



Other handhelds



3. Tap OK.

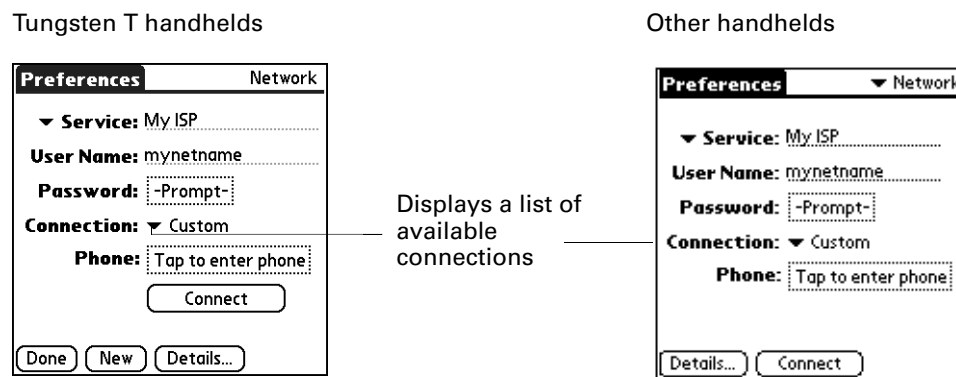
The Password field updates to display the word “Assigned.”

Selecting a connection

The Connection field on the Network Preferences screen enables you to select the default method you want to use to connect to your ISP or to a dial-in server. As with services, your handheld includes a number of preconfigured connection types that contain default settings. You can choose one of the preconfigured connection types, edit an existing connection type, or create a new connection type. See [“Setting connection preferences”](#) later in this chapter for information about creating and configuring connection settings.

To select a connection:

1. In the Preferences screen, tap the Connection pick list.



2. Tap the connection you want to use, or tap Edit Connections to edit an existing connection or create a new connection. See [“Setting connection preferences”](#) later in this chapter for more information.

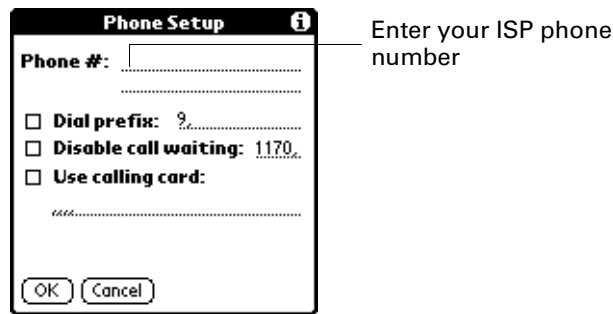
Adding telephone settings

If the connection type you selected requires a phone (for example, if you are using the built-in Bluetooth radio on your handheld or the Palm Bluetooth Card, and will connect with your mobile phone as a modem), the Phone field appears. When you select the Phone field, your handheld opens a dialog box in which you define the telephone number you use to connect with your ISP or dial-in server. In addition, you can also define a prefix, disable call waiting, and give special instructions for using a calling card.

To enter your server phone number:

1. In the Preferences screen, tap the Phone field.
2. In the Phone Setup screen, enter the phone number for your ISP or dial-in server.

For example, if you dial 555-555-5555 to log in to your Earthlink ISP account, enter that phone number.



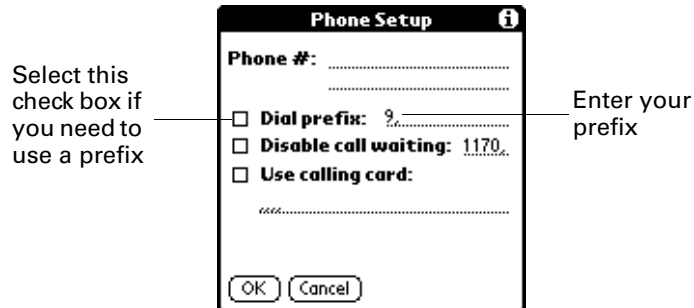
3. If you need to enter a prefix or to disable call waiting, skip to those procedures. Otherwise, tap OK.

Entering a prefix

A prefix is a number that you dial before the telephone number to access an outside line. For example, many offices require that you dial “9” before you dial a number outside the building.

To enter a prefix:

1. In the Phone Setup screen, tap the Dial Prefix check box to select it.



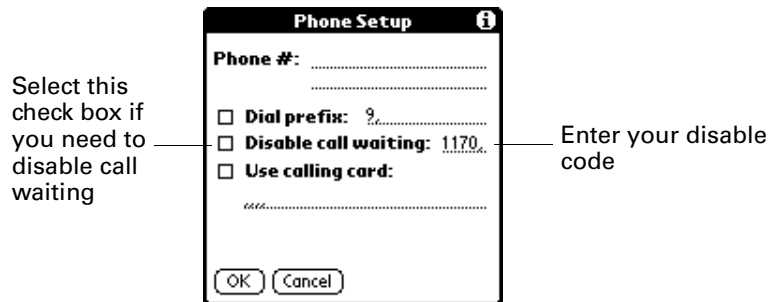
2. Enter the prefix.
3. Tap OK.

Disabling call waiting

Call waiting can cause your session to terminate if you receive a call while you are connected. If you connect to your ISP using a modem connected to a telephone that has call waiting, you need to disable this feature before logging in to your ISP or dial-in server.

To disable call waiting:

1. In the Phone Setup screen, tap the Disable call waiting check box to select it.



2. Enter the code to disable call waiting on the Disable call waiting line.

Each telephone company assigns a code to disable call waiting. Contact your local telephone company for the appropriate code.

3. Tap OK.

Using a calling card

You can use your calling card when dialing your ISP or dial-in server. Keep in mind that there is usually a delay before you enter your calling card number. When you define your calling card number, you need to add commas at the beginning to compensate for this delay. Each comma delays transmission of your calling card number for two seconds.

NOTE Calling card option available for use only in the USA.

To use a calling card:

1. In the Phone Setup screen, tap the Use calling card check box.



2. Enter your calling card number on the Use calling card line.

NOTE The Phone Setup dialog box works correctly for AT&T and Sprint long-distance calling card services. However, because MCI works differently, MCI customers need to put the calling card number in the Phone # field and the phone number in the Use calling card field.

TIP It's a good idea to add at least three commas before your calling card number to compensate for the cue delay.

3. Tap OK.

Setting a service as the default connection for your handheld

Once you have configured all the service connection settings on the Network Preferences screen (or have accepted default settings for a preconfigured service), tap Connect to make this service the default for your handheld. The service you choose becomes the default connection for all network activity with your handheld, including sending and receiving e-mail, accessing the Web, and so on.

For a given e-mail account, you can choose to use a different service from your default. For example, if you have a Palm™ Tungsten™ T handheld, your default service might be Earthlink by means of the built-in Bluetooth radio on your handheld, but you might want to use Yahoo by means of the PalmModem accessory for your Yahoo e-mail account. See [“Selecting a different service for a given e-mail account”](#) in [Chapter 2](#) for details.

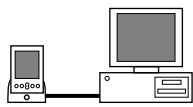
IMPORTANT You can create as many services as you want, but you must choose one as the default for your handheld by tapping Connect on the Network Preferences screen. Otherwise, you cannot do any network activity such as sending and receiving e-mail.

Setting connection preferences

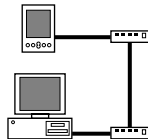
The Network Preferences screen enables you to use a preconfigured connection type for each service you select or create. You can also choose to edit the settings of a preconfigured connection type or to create a new connection type. Use the Connection Preferences screen either to edit the settings of a preconfigured connection type or to create a new connection type.

The list of preconfigured connection types varies according to the software that has been installed on your handheld. Also, the steps necessary for editing a connection type vary according to the type. For example, if a modem connection appears on the list, you need only to specify the phone setup (and network connection, if required) to complete the configuration.

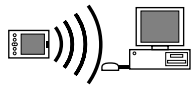
The following are examples of the custom connection types you can create:



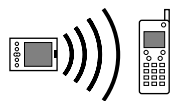
PC by means of Cradle/Cable: A local HotSync connection: the direct connection between your handheld and your desktop computer. Your handheld is connected by its universal connector to the cradle/cable, and the cradle/cable is attached by its cable to a USB port of your desktop computer. (If you are using the optional serial cradle/cable, the cradle attaches by its cable to a serial [COM] port of your computer.)



Modem by means of Universal Connector: A connection between your handheld's universal connector and a modem for dialing in to a modem that is part of your computer or laptop.



PC by means of Infrared: A connection between the IR port of your handheld and the infrared device of your computer or laptop.





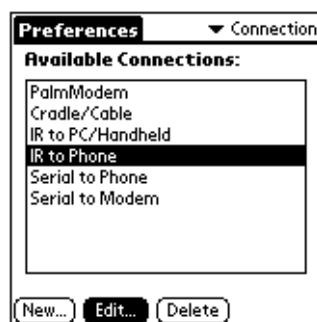
Modem by means of Infrared: A connection between the IR port of your handheld and a modem. The modem can be attached to or within a mobile phone or other device containing an IR port. (Some IR phones contain modems.)

Editing connections

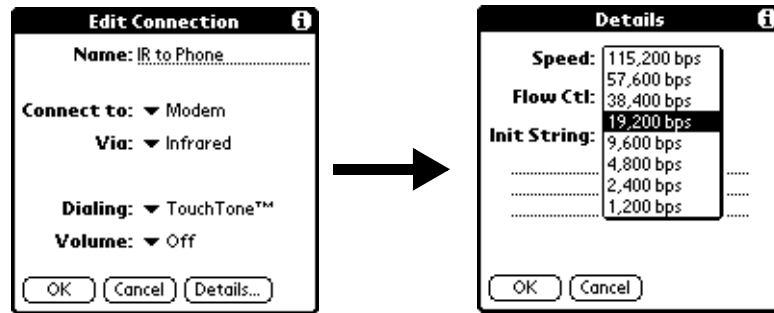
The following sample procedure shows you how to edit the IR to Phone connection to adjust the communication speed; you can similarly edit other connections or settings or create a custom connection.

To edit the IR to Phone connection:

1. Tap the Home icon .
2. Tap the Preferences icon .
3. Select Connection from the pick list in the upper-right corner of the screen.
4. Select the IR to Phone connection and tap Edit.



5. Tap Details.



6. Tap the Speed pick list and select the appropriate speed.
7. Enter the initialization string supplied by the documentation for the modem attached to your mobile phone, if necessary.
8. Tap OK, and then tap OK again to save the configuration.

After you create the configuration, you need to set up the HotSync Manager of your Desktop application and the HotSync application of your handheld to perform a HotSync operation.

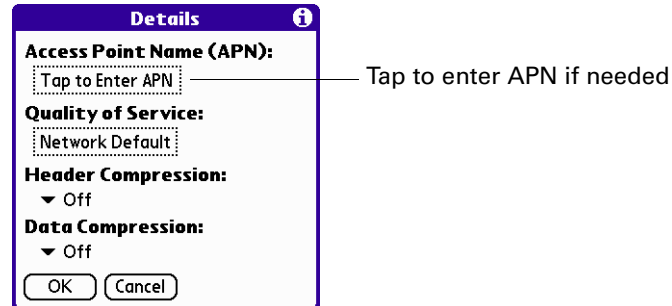
APNs

Depending on the type of connection you create in the Connection Preferences screen, you may need to enter an access point name (APN) for the connection. APNs enable wireless carriers who are network service providers to charge different rates for data access and voice access. For a given connection that requires an APN, the APN may be preconfigured on your handheld, or you may need to enter it. If you need to enter an APN, contact your wireless carrier to obtain the correct APN.

To enter an APN:

1. On the Connection Preferences screen, tap New, or select the connection you want from the list and tap Edit.
2. On the Edit Connection screen, tap Details.

3. If the Details screen displays the APN field, do one of the following:
 - If the APN field is filled, do nothing.
 - If the APN field is empty, enter the APN supplied by your wireless carrier.




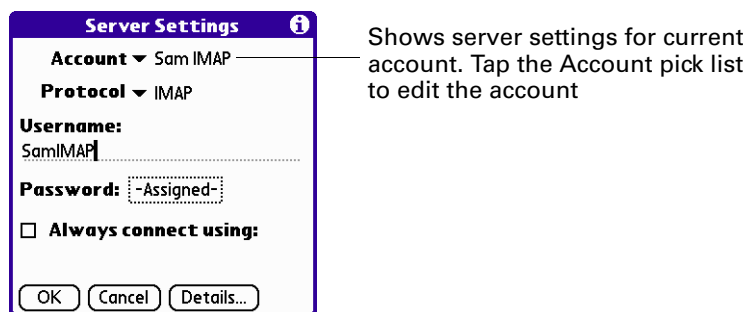
4. Tap OK.

Managing mail settings

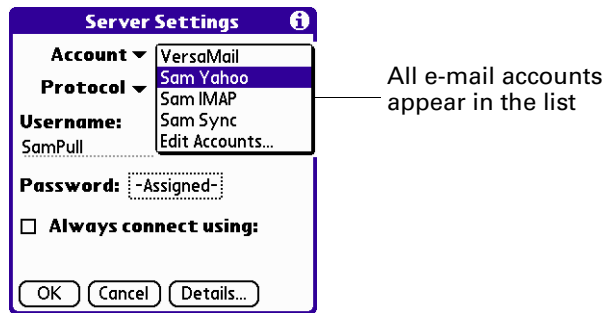
You can configure advanced mail settings such as server information, incoming and outgoing mail server options, and more for each e-mail account.

To select the account whose settings you want to manage:

1. In your Inbox or another folder screen, tap the Menu icon .
2. Tap Options.
3. Tap Mail Servers.



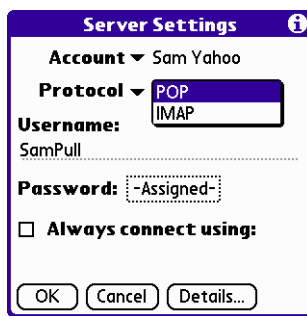
4. Tap the Account pick list and then select Edit Accounts.



5. Tap the name of the account whose settings you want to manage, and then tap OK.

To change the protocol type:

1. In the Server Settings screen, tap the Protocol pick list, and then tap POP or IMAP.

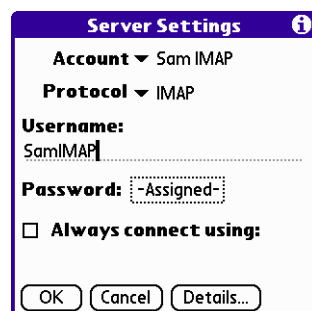


2. Tap OK.

To change your username or password:

1. In the Server Settings screen, enter a new username.

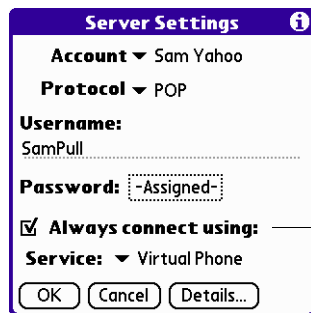
Your username is typically the first part of your e-mail address, which appears before the @ symbol.



2. Tap the Password box and enter a new password in the Password Entry dialog box.
3. Tap OK.

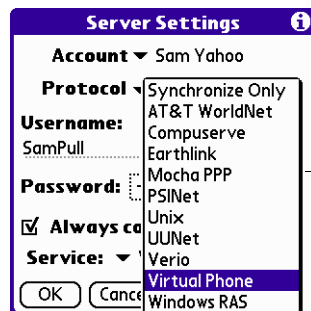
To set a default service for this account (different from the default service for your handheld):

1. In the Server Settings screen, tap the Always Connect Using check box.



Tap to change the service connection for this e-mail account only from your default handheld service connection

2. Select the connection type you want from the Services pick list.



Select a service connection for this e-mail account only

3. Tap OK.

NOTE Select this option only if you want a given e-mail account to use a different service from the default service you set for your handheld. For example, if you have a Tungsten T handheld, you may have selected a default service that uses the built-in Bluetooth radio on your handheld to make a network connection. However, for your Earthlink account, you may want to switch to the Earthlink service, which uses an external modem accessory to make a network connection. To do this, tap this check box and select Earthlink from the Services pick list. Leave this box deselected if you want to use your default handheld service for this e-mail account.

See [“Setting network and connection preferences”](#) earlier in this chapter for information on setting connection types and selecting a default service for your handheld. See [“Selecting a different service for a given e-mail account”](#) in [Chapter 2](#) for details on using a different service for a specific e-mail account.

To change e-mail address/mail server settings:

1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Address/Servers.

The screenshot shows the 'Mail Servers' screen. At the top, there's a title bar with 'Mail Servers' and an information icon. Below it, the 'Options:' dropdown menu is open, showing three options: 'Address/Servers' (highlighted), 'Incoming Mail', and 'Advanced Outgoing'. The 'Email Address:' field contains 'SamPull@yahoo.com'. The 'Incoming Mail Server:' field contains 'pop.mail.yahoo.com'. The 'Outgoing Mail Server:' field contains 'smtp.mail.yahoo.com'. At the bottom, there are 'OK' and 'Cancel' buttons.

3. Edit any of the following:
 - **E-mail address:** Enter the e-mail address of the account you are accessing, such as “examplename@yahoo.com.”
 - **Incoming mail server:** Enter the name of your incoming (POP) mail server, such as pop.mail.yahoo.com.
 - **Outgoing mail server:** Enter the name of your outgoing (SMTP) mail server, such as smtp.mail.yahoo.com.

The screenshot shows the 'Server Settings' screen. At the top, there's a title bar with 'Server Settings' and an information icon. Below it, the 'Options:' dropdown menu is open, showing three options: 'Address/Servers' (highlighted), 'Incoming Mail', and 'Advanced Outgoing'. The 'Email Address:' field contains 'SamPull@yahoo.com'. The 'Incoming Mail Server:' field contains 'pop.mail.yahoo.com'. The 'Outgoing Mail Server:' field contains 'smtp.mail.yahoo.com'. At the bottom, there are 'OK' and 'Cancel' buttons.

4. Tap OK.

To change incoming mail server settings:

1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Incoming Mail.

The screenshot shows the 'Mail Servers' screen. At the top, there's a title bar with 'Mail Servers' and an information icon. Below it, the 'Options:' dropdown menu is open, showing three options: 'Address/Servers', 'Incoming Mail' (highlighted), and 'Advanced Outgoing'. The 'Get unread messages' checkbox is checked. The 'Max Messages' field is empty. The 'Leave mail on server' checkbox is checked. The 'Port Number:' field contains '110'. The 'Use APOP' checkbox is unchecked. At the bottom, there are 'OK' and 'Cancel' buttons.

3. The incoming mail options are different, depending on the connection type you selected and the server protocol—POP or IMAP.

POP accounts

Server Settings ⓘ

Options: ▼ Incoming Mail

☒ **Get unread mail ONLY**

Max Message Size: 256 Kb

☒ **Leave mail on server**

Port Number: 110

☐ **Use APOP**

OK Cancel

IMAP account

Server Settings ⓘ

Options: ▼ Incoming Mail

☒ **Get unread mail ONLY**

Max Message Size: 256 Kb

Port Number: 143

Mailbox:

☐ **Deleted mail:** Trash

☐ **Sent mail:** Sent

OK Cancel

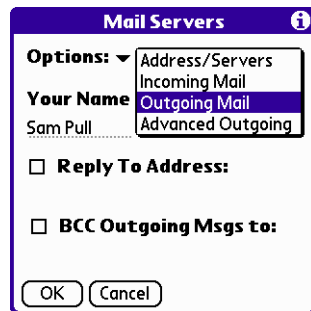
Leave mail on server (POP only)	Leaves e-mail that you receive on the handheld on the server also.
Get unread mail ONLY	Retrieves unread e-mail only. To get all e-mail and not just unread e-mail, deselect Get unread mail ONLY.
Maximum Message Size	Shows the maximum message size that you can receive.
Use APOP (POP only)	Encrypts your username and password when traveling over the network. Some services require APOP to work properly, while others do not work properly if APOP is used. If you aren't sure if your ISP or web e-mail provider supports APOP, check with your e-mail provider. See “Adding APOP to an account” later in this chapter.
Port Number	Defaults to 110 for POP and 143 for IMAP servers respectively. If you are not sure about the correct port number, check with your mail server administrator.
Mailbox (IMAP only)	Defines the root mailbox on your IMAP server.
Deleted Mail (IMAP only)	Stores deleted e-mail in the folder you specify on the server. This field is case sensitive, so spell the folder name exactly as it is on the server. For example, if your Deleted Mail folder is called Trash on the server, you must enter Trash in this space.
Sent Mail (IMAP only)	Shows the name of your Sent Mail folder on the server. This field is case sensitive, and the folder name should be spelled exactly as it is on the server.

4. Tap OK.

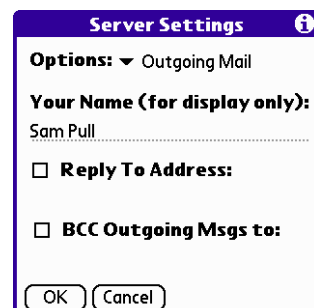
If you are using the Palm™ VersaMail™ HotSync® Conduit and have an IMAP account, you must configure the outgoing mail settings if you want to send mail.

To set outgoing mail server (SMTP) settings:

1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Outgoing Mail.



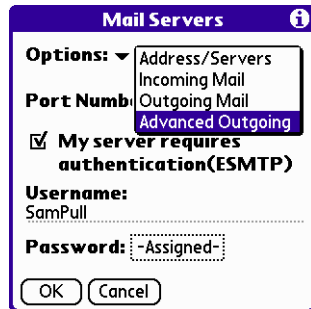
3. Enter any of the following:
 - **Display Name:** Enter the name you want to appear on your outgoing messages, such as “Joe Smith.”
 - **Reply To Address:** Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if it is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply to address here. Reply To Address makes it look like the e-mail came from the address you enter.
 - **BCC:** Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your desktop e-mail account, enter that e-mail address.



4. Tap OK.

To set additional outgoing mail options:

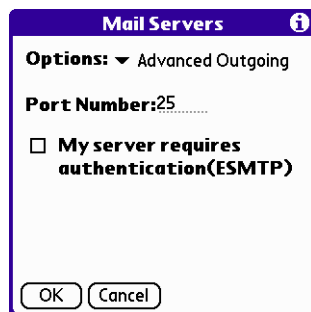
1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Advanced Outgoing.



3. Set additional options for outgoing e-mail:

Port Number The default is 25, the port number most SMTP servers use. If you are not sure about the correct port number, check with your mail server administrator.

My server requires authentication (ESMTP) Select this option if the outgoing server (SMTP) requires authentication. Check with your system administrator before selecting this option. See [“Adding ESMTP to an account”](#) later in this chapter.




4. Tap OK twice.

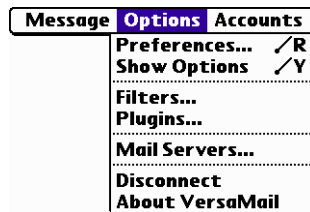
Adding APOP to an account

To encrypt your username and password when traveling over the network, some services require APOP to work properly, while others do not work properly if APOP is used. If you aren't sure if your ISP or web e-mail provider supports APOP, check with your e-mail provider.

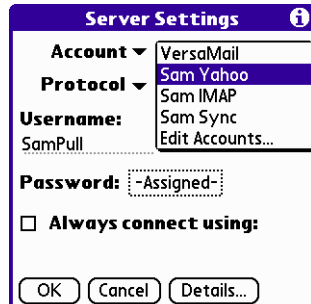
NOTE APOP works only with accounts that use the POP protocol.

To edit an account and add APOP:

1. In your Inbox or another folder screen, tap the Menu icon .
2. Tap Options.
3. Tap Mail Servers.



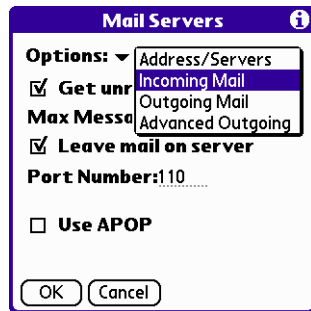
4. Tap the Account pick list and select Edit Accounts.



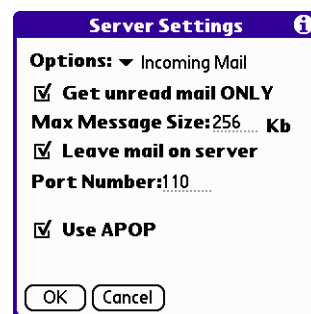
All e-mail accounts appear in the list

5. Tap the name of the account you want to change, and then tap OK.
6. In the Server Settings screen, tap Details.

7. Tap the Options pick list and select Incoming Mail.



8. Select the Use APOP check box.




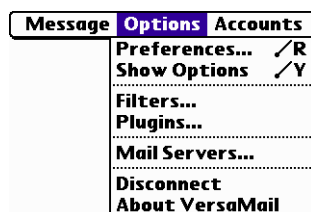
9. Tap OK.

Adding ESMTP to an account

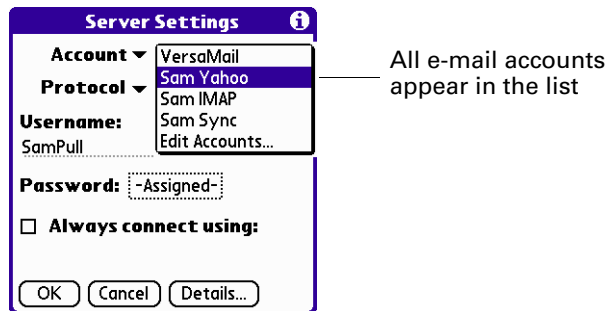
Some services require ESMTP authentication to validate your username and password on a given SMTP server. If you aren't sure if your ISP or web e-mail provider supports ESMTP, check with your e-mail provider.

To edit an account and add ESMTP:

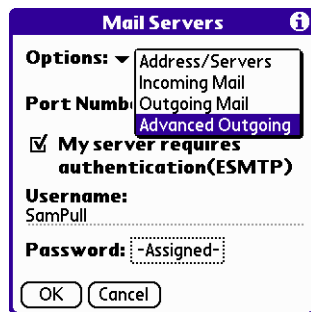
1. In your Inbox or another folder screen, tap the Menu icon .
2. Tap Options.
3. Tap Mail Servers.



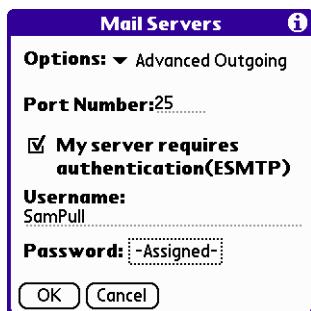
4. Tap the Account pick list and select Edit Accounts.



5. Tap the name of the account you want to change, and then tap OK.
6. In the Server Settings screen, tap Details.
7. Tap the Options pick list and select Advanced Outgoing.



8. Select the My server requires authentication (ESMTP) check box.




9. Tap OK.

Copying text from an e-mail message for use in other applications


You can copy any text from an e-mail message, either from one you have composed or have read or from an attachment you have downloaded and opened (such as a Word doc), for use elsewhere in the VersaMail application or in another application. Text you can select and copy includes the following:

- A name
- An e-mail address
- Body text of an e-mail message or a downloaded attachment

To copy text from an e-mail message:

1. Tap the Menu icon .
2. Tap Edit and select Copy.

To paste the text elsewhere in the VersaMail application or in another application:

1. Go to the new location, and tap the Menu icon .
2. Tap Edit and select Paste.

Using the command bar








The command bar provides shortcuts for performing numerous tasks. The options presented on the command bar change, depending on which screen is displayed in the application. For example, if you are viewing a message in the Inbox, the command bar gives you the option of quickly moving the message to another folder. See [“Moving e-mail between folders”](#) in [Chapter 3](#).

To access the command bar on your handheld:

- Enter the command bar stroke in the Graffiti® writing area.

For each type of screen in the VersaMail application, the command bar offers various options:

View	Options
List (Inbox, Outbox, and so on showing list of messages)	<ul style="list-style-type: none">✓☰ Select all messages.☐☐☐ Deselect all messages.A Change display font (toggles between large and small font).🗑 Delete messages from the handheld; icon appears only if you have previously selected all messages.

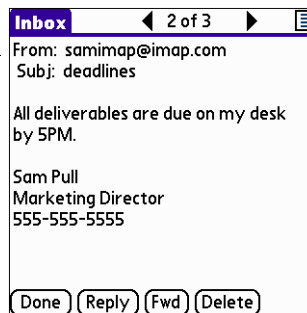
View	Options
Reading a message	 Delete message from the handheld.  Move message to a different folder; select folder from pick list.  Change display font (toggles between large and small font).
Composing a message	 Insert the @ symbol in a recipient e-mail address.  Add attachment.  Paste text.  Undoes last action; icon appears in command bar only if you have previously performed one of the preceding actions.

E-mail header details

When viewing a message in any folder, you can change the view of the message header. The e-mail header options are as follows:

- **Short header:** Shows sender's name or address (From field) and subject line (Subj field)

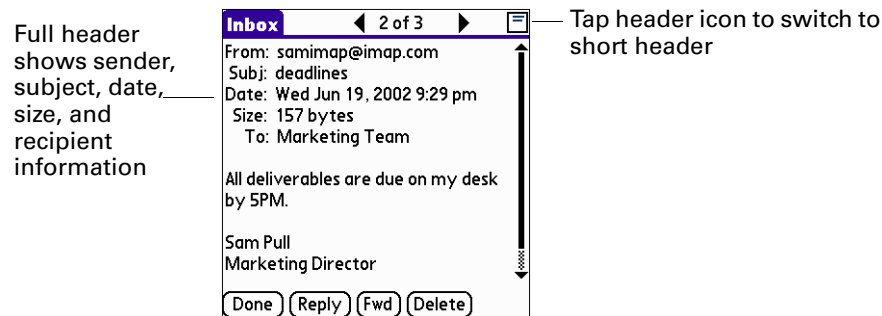
Short header shows sender name and message subject only



Tap header icon to switch to full header

- **Full header:** Shows the following:
 - Sender's name or e-mail address (From field)
 - Subject line (Subj field)
 - Date message was composed, sent, or received (Date field)

- Size of message including any attachments (Size field)
- Recipient's name or e-mail address (To field)




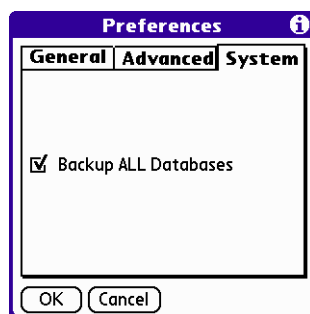
To switch between short header and full header view, tap the header icon in the upper-right corner of the screen.

Backing up mail databases

In most cases your e-mail is on your server, so you do not need to back up your e-mail database from your handheld. If you want to make sure you have a current copy of all your e-mail, you can back up all the e-mail databases from the handheld.

To back up the e-mail database:

1. Tap the Menu icon .
2. Tap Options.
3. Select Preferences.
4. Tap System.



5. Tap Backup ALL Databases to select it.

NOTE If you don't select this option, HotSync operations are faster.

6. Tap OK.

Wireless IMAP folder synchronization

If you create an IMAP folder in an account on your handheld that matches a folder on the mail server, you can wirelessly synchronize e-mail messages that you move into or out of the IMAP folder, or delete in the folder.

When you synchronize a folder, any e-mail messages in the selected folder on the mail server will be downloaded to the same folder on your handheld. Any messages moved out of the selected folder on your handheld or deleted on your handheld will be moved or deleted in the folder on the mail server.

Depending on how you have set up IMAP folders on your handheld and/or the mail server, you may have to perform some steps before you can wirelessly synchronize e-mail messages between your handheld and the server, as follows:

- If you need to create a folder on both your handheld and the server, see [“Creating and editing mail folders”](#) in [Chapter 3](#). Be sure to select the Also create on server check box as described in that section. After creating the folders, continue with the following procedures for synchronizing IMAP folders.
- If there is a folder on the mail server but need to create it on your handheld, see [“Creating and editing mail folders”](#) in [Chapter 3](#). You do not need to select the Also create on server check box as described in that section. After creating the folder, continue with the following procedures for synchronizing IMAP folders below.
- If you have a folder on your handheld that matches a folder on the mail server, continue with the following procedures for synchronizing IMAP folders.


You can synchronize either a single pair of handheld/mail server folders, or multiple pairs of folders.

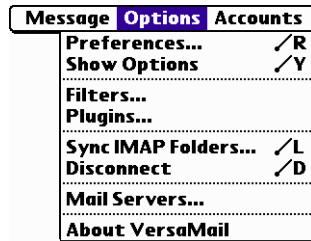
NOTE You can synchronize folders whose names are up to 16 characters in length. You can synchronize up to 11 custom folders you create, in addition to the default folders Inbox, Outbox, Drafts, Sent, and Trash.

To wirelessly synchronize a single pair of handheld/mail server IMAP folders:

1. From within an IMAP e-mail account, tap the folders pick list in the upper-right corner of the screen and select the folder you want to synchronize.
2. Tap Get Mail.

To synchronize multiple pairs of IMAP folders:

1. In your Inbox or another folder screen of an IMAP e-mail account, tap the Menu icon .
2. Tap Options, and then select Sync IMAP Folders.



3. Select the folders you want to synchronize from the pick list. A connection is made to your network provider to update the server with changes from your handheld, and to have your handheld updated with changes from the server.

Accessing corporate e-mail

Many corporate e-mail servers—including Microsoft Exchange and Lotus Domino servers—support direct IMAP access. If you are accessing your e-mail using the VersaMail application and an 802.11 network behind your company's firewall, you may be able to directly access your business e-mail. If your company requires extra security or you are accessing your e-mail through either a dial-up connection or a LAN outside of your company's firewall, you will need to use a Virtual Private Network (VPN) client before you can access your business e-mail. Check with your company's network administrator for information about VPN access, your business e-mail username and password, and IMAP and SMTP settings.

Five-Way Navigation in Palm™ VersaMail™ Personal E-Mail Software

NOTE Information in this appendix applies to Palm™ Tungsten™ T handhelds only.

Your Tungsten T handheld contains a navigator that can be used for numerous applications supported by the handheld. This appendix contains a summary of five-way navigation controls specific to Palm™ VersaMail™ personal e-mail software. See the electronic handbook that came with your Tungsten T handheld for general five-way navigation information.

View	Selection	Navigation	Function
Main List (Inbox or other folder list)	No message selected	Up/Down	Scrolls between messages in list.
		Select	Highlights the first message in the list.
		Right	No function.
	Message selected	Left	No function.
		Select	Opens messages for viewing.
		Right	Displays context menu that normally appears when clicking on the e-mail icon for each message.
Compose New Message	N/A	Left	Returns you to the "no message selected" options.
		Up/Down	In To, cc, bcc, and Subject fields: Tabs to the next/previous field. In message body text: Scrolls the text viewed on the text list.
		Select	No function.

View	Selection	Navigation	Function
Read Message	N/A	Right	In To, cc, bcc, and Subject fields: Moves to the next character. In message body text: No function.
		Left	In To, cc, bcc, and Subject fields: Moves to previous character. In message body text: No function.
		Up/Down	Scrolls the message text.
		Select	Returns you to list view.
		Right	Displays the next message. If you are is viewing the last message, returns you to the folder list view.
		Left	Displays the previous message. If you are viewing the first message in the folder, returns you to the folder list view.

When you return from viewing a message to the list view (Inbox or other folder), the message you were viewing may or may not be selected in the list, according on the following:

- If you pressed Select to view the message, the message will be highlighted on the list on when you return to the list view
- If you used the stylus or pressed Right or Left to view the message, the message will not be highlighted when you return to the list view. If you press Select, the first message in the list will be selected.

The following sample procedure shows how to use the navigator to read and delete a message.


To read and delete a message:

1. Press Up or Down on the navigator to scroll to the message you want to read.
2. Press Select to select the message, and then press Select again to open the message.
3. After reading the message, press Select to close the message.
4. (Optional) The cursor should remain on the selected message. If not, press Up or Down to scroll to the message, and press Select to select the message.
5. Press Right to open the pop-up menu.
6. Press Down to scroll to Delete Message.
7. Press Select to delete the message.
8. Press Select to confirm that you want to delete the message.

Keyboard Shortcuts in Palm™ VersaMail™ Personal E-Mail Software

You may purchase an optional add-on keyboard for use with your handheld. With this keyboard, you can use shortcuts to perform many tasks in various handheld applications. The following table summarizes the keyboard shortcuts specific to Palm™ VersaMail™ personal e-mail software.

To use a keyboard shortcut:

1. Press Command .
2. Press the letter of the shortcut.

ShortCut	Feature
A	Add Attachment
C	Copy
D	Delete
E	Empty Trash
F	Forward Message
H	Mark Read
I	Mark Unread
K	Keyboard
L	Address Lookup
M	Get Message
N	Create New Message
O	Reply to Message
P	Paste
Q	Go to Bottom
R	Preferences ...
S	Select All
T	Go to Top
U	Undo
V	Move To ...
W	Save to Draft
X	Cut
Y	Send
Z	Deselect All
Press & hold Mail	Get & Send

A

- Access point name. *See* APNs
- Account. *See* E-mail account
- Address Book
 - adding e-mail address from 43
 - adding entry from e-mail 64–65
 - using to address e-mail 43
- Addressing e-mail
 - displaying another address 14, 21, 28, 95
 - message 43–45
 - using Smart Addressing 44
- Advanced preferences 61
- APNs 89
- APOP
 - adding to an account 94, 97
 - and synchronization 70
 - requirement 17, 94
- Attaching a signature to messages 15, 22, 28
- Attachments 50–57
 - adding 55–56
 - downloading 64
 - downloading large 53–55
 - forwarding 56
 - icon for 36
 - selecting plug-ins 75
 - using Documents To Go 74–75
 - viewing 50–52

B

- Backing up e-mail databases 102
- Bcc field 43
 - See Also* Blind copies
- Blind copies 14, 15, 21, 22, 28, 43, 95
- Bluetooth Card. *See* Palm Bluetooth Card
- Bluetooth radio
 - connection using 9
 - prerequisites for connecting 16

C

- Call Waiting, disabling 86
- Calling card, using in phone settings 86
- Cc field 43
- Command bar, in VersaMail 100
- Conduit. *See* HotSync Conduit
- Configuring accounts. *See* Connection preferences, E-mail account *and* Network preferences
- Connection preferences 22
 - APNs 89
 - setting 81–89
- Connection type
 - Bluetooth radio 9, 16
 - changing in account 91
 - modem sled 16
 - network account connection methods 9
 - network connection 9
 - Palm Bluetooth Card 9, 16
 - PalmModem accessory 16
 - selecting for network 84
 - synchronize only 9
- Converting attachments with Documents To Go 7, 74

D

- Databases
 - backing up 102
 - upgrading a MultiMail database 6
- Deleting
 - e-mail 57–59, 94
 - filters 80
 - mail in the trash 60
 - old messages 58
- Disabling call waiting 86
- Disconnecting a modem 23
- Documents To Go
 - converting attachments 74–75
 - installing new version 7
- Download message size 13, 20, 27, 71

Downloading attachments 36

Drafts

- creating 41
- saving 45, 46

E

E-mail

- accessing corporate e-mail 104
 - adding Address Book entry from e-mail 64–65
 - adding attachments 55–56
 - addressing 43
 - attaching files 34
 - attachments 50–57
 - backing up databases 102
 - composing 45
 - copying and pasting text 100
 - creating new messages 42–45
 - days to synchronize 71
 - deleting messages on handheld 57–59
 - deleting messages on server 94
 - downloading large attachments 53–55
 - drafts 46
 - emptying trash 60–61
 - filters for 77–81
 - folder on server 94
 - forwarding 47, 48
 - forwarding attachments 56
 - getting entire message 34
 - getting on desktop 68–71
 - getting subject only 34
 - header details 101
 - icons 36
 - leaving mail on server 13, 20, 26, 94
 - managing mail settings 90–96
 - marking read and unread 61–63
 - maximum message size 13, 20, 27, 71
 - personal signature 46, 64
 - preferences 63–64
 - reading 33–34
 - replying to 48–50
 - sending 45
 - signature, adding 15, 22, 28
 - storing in Outbox 45
 - trash 60
 - viewing attachments 50–52
- E-mail account
- account types 9

- APOP setting 94
- before setting up network account 15
- changing e-mail address 93
- changing mail server settings 93
- changing protocol type 91
- changing username and password 91
- checking for new messages 33, 34
- creating new 14, 17–22, 26–27
- default mail service 30–31, 92
- deleting accounts 29
- displaying Inbox 33
- editing accounts 24–28
- incoming and outgoing server 12, 19, 25
- managing mail settings 90–96
- network account 9
- outgoing mail server 95
- password 12, 18, 25
- selecting for synchronization 69
- synchronization options 68–71
- synchronize-only account 9, 10–15
- synchronizing 68, 75–76
- username 12, 18, 25

E-mail address

- changing 93

Envelope icon 36

Error log 68

ESMTP 10, 17, 96

- adding to an account 98
- and synchronization 70, 71

Eudora, configuring for e-mail 74

Existing accounts

- synchronizing username 6
- upgrading database 6

Extended MAPI 69

F

Files

- converting attachments 74–75
- error log 68

Filters

- creating 77–79
- deleting 80–81
- editing 80–81
- examples of 80
- turning on and off 79–80

Five-way navigation. *See* Navigator

Folders

- creating new 41

viewing other 37
Forwarding e-mail 47

G

Getting e-mail, checking for new messages 34

H

HotSync Conduit 67–76
HotSync Manager 76
 operations using cradle 88
 operations using IR port 88–89
 starting 67
 synchronize active accounts 68

I

Icons
 for e-mail messages 36
 HotSync Manager 67
 paperclip 36
 VersaMail e-mail 36
IMAP
 adding an account 11, 18, 24
 ESMTP synchronization in 71
 root mailbox 94
 server options 13, 20, 26
 synchronizing an account 71
 wireless folder synchronization 103
Inbox
 synchronizing 72
 viewing mail 33
Incoming mail server 12, 18, 19, 25
 changing 93
Infrared 81
 connections 88
 HotSync operations 89
Initialization string 89
Installing
 Documents To Go 7
 VersaMail 4–6
IR to Phone connection 88
IrCOMM 88
ISP
 login script 17
 password 83
 phone number 84
 requirements for 15

requiring APOP 94, 97
requiring ESMTP 98

K

Keyboard shortcuts, in VersaMail 107

L

Logging informational errors 68
Login script 17
Lotus Notes, selecting as mail client 70

M

Mail server settings, changing 93
Mail service, default service for e-mail account 30–31, 92
Mail settings
 changing e-mail address 93
 changing mail server settings 93
 changing protocol type 91
 changing username and password 91
 managing 90–96
Mailbox, adding new 17–22
Marking messages unread/read 61
Maximum message size
 for HotSync operation 71
 incoming e-mail 13, 20, 27
 POP and IMAP server 94
Microsoft Exchange 5.0 69
Microsoft Outlook Express
 configuring for e-mail 73
 selecting as mail client 70
Microsoft Outlook, synchronizing with 69
Modem
 auto-disconnect 23
 initialization string 89
 initializing 23
 timeout 23
Modem sled, prerequisites for connecting 16
MultiMail, upgrading database 6
Multiple addressees 43

N

Navigator, in VersaMail 105
Netscape 69
Network
 password 83

- phone settings 84
- selecting connection 84
- selecting service 81
- username 82
- Network account 9
 - before setting up
 - connection methods 9
 - creating new 17–22
- Network preferences
 - setting 81–89
- New account. *See* Network account, creating *and* Synchronize-only account, creating

O

- Old messages, deleting 57
- Outbox 41
 - storing e-mail 45
 - synchronizing 72
- Outgoing server, settings 12, 19, 25, 95

P

- Palm Bluetooth Card
 - connecting using 9
 - prerequisites for connecting 16
- PalmModem accessory, prerequisites for connecting 16
- Paperclip icon 36
- Password 12, 18, 25
 - changing 91
 - editing in account 24
 - network 83
- Personal signature. *See* Signature
- Phone number
 - call waiting 86
 - ISP 84
 - prefix 85
 - using a calling card 86
- Phone settings for ISP or dial-in server 84–87
- Plug-ins 75
- POP accounts 13, 20, 26
 - adding an account 11, 18, 24
 - APOP synchronization in 70
- Port number 94, 96
- Preferences
 - advanced 61
 - connection 22, 81–89
 - deleting e-mail 63

- getting mail 63
- mail databases 102
- network 81–89
- Trash 61
- VersaMail 34, 44, 51, 57, 60, 63
- Profile 71
- Protocol
 - changing type 91

R

- Read messages, marking 61
- Reading e-mail 33–36
- Registering Documents To Go 7
- Replying to e-mail 48

S

- Saving
 - e-mail databases 102
 - e-mail messages 58
- Sending e-mail 45
- Server
 - deleting messages on 60, 64
 - sent mail folder 94
- Service, selecting for ISP or dial-in server 81
- Settings. *See* Connection Preferences *and* Network Preferences
- Signature 15, 22, 28
 - attaching personal 46–47, 64
- SMAPI (Simple MAPI) 69
- Smart Addressing
 - turning on 44
 - using 44–45
- SMTP settings 95
- Synchronize-only account 9
 - configuring 15
 - creating 10–15
- Synchronizing an existing username 6
- Synchronizing e-mail 75–76
 - active accounts 76
 - e-mail applications for 69
 - HotSync operation 68
 - logging errors 68
 - setting how many days 71
 - turn off synchronization 76
- Synchronizing IMAP folders 103

T

- Text, copying and pasting in e-mail 100
- the 63
- To field 43
- Trash
 - automatically emptying 61
 - creating other folders 41
 - emptying deleted e-mail 60–61
 - setting frequency in preferences 61

U

- Universal connector 88
- Unread mail 13, 20, 26, 94
- Unread messages, marking 61
- Upgrading a MultiMail database 6
- Username 12, 18, 25
 - changing 91
 - editing in account 24
 - entering 91
 - for ISP 82
 - network 82
 - synchronizing existing 6

V

- VersaMail
 - icons 36
 - installing 4–6

W

- Web, Documents To Go 7
- Wireless modem 23, 81

