



**Palm™ VersaMail™ Handbook  
for  
Palm™ i705 Handhelds**

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# Contents

<b>About This Book</b> .....	<b>1</b>
<b>Chapter 1: Getting Started with Palm™ VersaMail™</b>	
<b>Personal E-mail Software</b> .....	<b>3</b>
Upgrading to the VersaMail application .....	3
What's new .....	3
Installing the VersaMail application .....	4
Synchronizing an existing username .....	7
Upgrading a MultiMail database .....	8
Getting and installing Documents To Go .....	8
<b>Chapter 2: Using Your Palm™ Wireless E-Mail Account</b> .....	<b>9</b>
What is a Palm Wireless e-mail account? .....	9
Viewing your Palm.com Inbox on your handheld .....	10
Receiving e-mail notification .....	11
Viewing and using the Reminders list .....	11
Setting notification options for your Palm.com account .....	13
Changing the notification sound .....	13
Making your handheld buzz or blink when you get new e-mail .....	14
Creating a notification filter for e-mail you receive in your Palm.com account .....	15
Viewing your Palm.com e-mail on the Internet .....	16
Working with your Palm.com mailbox limit .....	16
Deleting messages from your Palm.com account .....	17
Viewing Palm.com e-mail through Microsoft Outlook .....	18
Collecting e-mail from other POP3 accounts into your Palm.com account ..	19
Forwarding e-mail from another e-mail account .....	20
<b>Chapter 3: Setting Up and Managing Other E-Mail Accounts</b> .....	<b>21</b>
Choosing a connection type .....	21
Creating an e-mail account using the Palm Wireless connection .....	22
Entering the account username and password .....	23
Entering the name of the incoming and outgoing mail server .....	24
Setting mail retrieval options for a POP or IMAP account .....	25

Setting outgoing mail options .....	26
Adding a signature .....	27
Testing your new account .....	27
Editing e-mail accounts .....	27
Changing the account username and password .....	29
Editing the name of the incoming and outgoing mail server .....	29
Editing mail retrieval options for a POP or IMAP account .....	30
Editing outgoing mail options .....	31
Editing a signature .....	32
Deleting an e-mail account .....	33
<b>Chapter 4: Getting, Sending, and Managing E-Mail .....</b>	<b>35</b>
Getting and reading e-mail .....	35
Choosing the e-mail account and displaying the Inbox .....	35
Getting e-mail by subject or getting the entire message .....	36
Icons in Palm™ VersaMail™ personal e-mail software .....	38
Reading e-mail .....	38
Viewing other folders .....	40
Managing columns in the folder's list view .....	40
Moving e-mail between folders .....	41
Creating and editing mail folders .....	43
Creating and sending new e-mail .....	46
Addressing a message by typing the address .....	47
Addressing a message using Address Book .....	47
Using Smart Addressing to address a message .....	48
Composing and sending e-mail .....	49
Completing drafts .....	50
Attaching a personal signature .....	50
Forwarding e-mail .....	51
Replying to e-mail .....	52
Working with attachments .....	54
Viewing attachments on your handheld .....	54
Saving attachments to an expansion card .....	57
Attaching files to e-mail .....	57
Uploading attachments from an expansion card .....	59
Forwarding an attachment .....	61
Deleting messages .....	61
Emptying the trash .....	64
Marking messages as read or unread .....	65

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Setting preferences for getting and deleting mail .....	67
Adding or updating an Address Book entry directly from a message .....	68
<b>Chapter 5: Synchronizing E-Mail Between the Handheld and the Desktop .....</b>	<b>71</b>
Configuring an account in HotSync Manager .....	71
Setting synchronization options and account settings .....	72
Verifying handheld account settings before synchronizing accounts .....	77
Configuring Microsoft Outlook .....	78
Configuring Microsoft Outlook Express .....	78
Configuring Eudora .....	79
Converting attached files .....	80
Synchronizing an account .....	82
<b>Chapter 6: Going Beyond the Basics .....</b>	<b>83</b>
Managing mail filters .....	84
Creating mail filters .....	84
Turning filters on and off .....	86
Editing or deleting a filter .....	87
Creating a synchronize-only account .....	87
Entering the account username and password .....	89
Entering the name of the incoming and outgoing mail server .....	90
Setting mail retrieval options for a POP or IMAP account .....	91
Adding a signature .....	93
Configuring your synchronize-only account .....	93
Setting up an account with a network connection .....	93
Creating a network e-mail account .....	94
Entering the account username and password .....	96
Entering the name of the incoming and outgoing mail server .....	96
Setting mail retrieval options for a POP or IMAP account .....	97
Setting outgoing mail options .....	98
Adding a signature .....	99
Setting VersaMail connection preferences .....	100
Testing your new account .....	101
Setting network and connection preferences .....	101
Setting network preferences .....	101
Setting connection preferences .....	107
Selecting a different service for a given e-mail account .....	108
Managing mail settings .....	110
Adding APOP to an account .....	117

Adding ESMTP to an account .....	119
Copying text from an e-mail message for use in other applications .....	120
Using the command bar .....	120
E-mail header details .....	121
Backing up mail databases .....	122
Using wireless IMAP folder synchronization .....	123
Accessing corporate e-mail .....	124
Using Palm Desktop Link .....	124
<b>Appendix A: Keyboard Shortcuts .....</b>	<b>125</b>
<b>Index .....</b>	<b>127</b>

# About This Book

With Palm™ VersaMail™ personal e-mail software, you can send, receive, and manage e-mail on your handheld. *Palm™ VersaMail™ Handbook for Palm™ i705 Handhelds* shows you how to install version 2.0 of 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 do the following:

- Use the basic functions of your Palm™ i705 handheld, such as the basic applications and the HotSync® Manager
- Use Microsoft Windows or Macintosh OS X

For more information about using your Palm i705 handheld, please 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.

You can quickly and easily install version 2.0 of the VersaMail application on your Palm™ i705 handheld, and then begin using its many features. You can upgrade any version of MultiMail SE or MultiMail Deluxe to the VersaMail application version 2.0.

This chapter describes the following:

- Downloading and 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

## Upgrading to the VersaMail application

Your Palm i705 handheld came with MultiMail Deluxe 1.0, and you may have upgraded to version 1.2. To take advantage of the many new features, you should install version 2.0 of the VersaMail application.

### What's new

The VersaMail application offers improved product performance, bug fixes, and new features that enable you to do the following:

- Set up and edit e-mail accounts quickly and easily through a streamlined setup process
- Create a new Address Book entry directly from the body of an e-mail message
- Quickly forward e-mail messages, using a streamlined interface
- Save attachments to an expansion card (sold separately), and upload attachments from an expansion card for sending

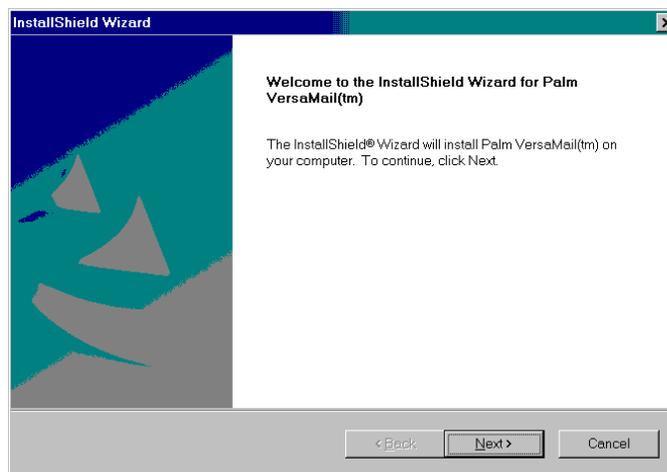
## Installing the VersaMail application

To install the VersaMail application on your handheld, you must have activated your Palm i705 handheld. If your handheld has not been activated, see the *Handbook for the Palm i705 Series Handheld* before continuing. You will need the following to install the VersaMail application:

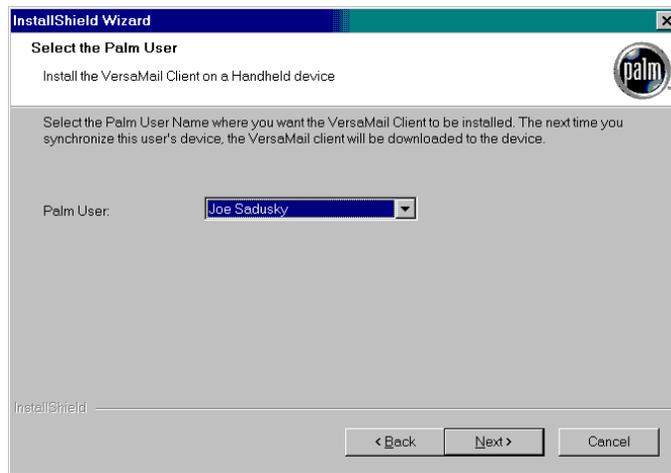
- Activated Palm i705 handheld
- Active subscription to consumer Palm.Net® service
- 750 kilobytes (KB) of RAM available on your handheld
- A Pentium-class computer running Windows 98/2000/NT 4.0/XP or a Mac computer running OS X

**To install the VersaMail application (Windows users):**

1. In Windows Explorer, locate and double-click the file “i705\_install.exe.”
2. Click Next.



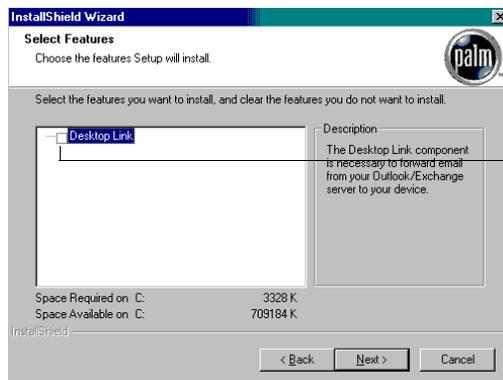
- When prompted, select username of the handheld to which you want to install the VersaMail application.



- Click Next.
- (Optional) Select the Palm Desktop Link 1.2 check box. If you are using Microsoft Outlook to access an Exchange corporate e-mail account and want to securely access your business e-mail wirelessly from your handheld, you can use Palm Desktop Link. Activating Desktop Link on your desktop computer automatically creates a Business e-mail account on your handheld. See the *Palm™ Desktop Link Handbook* for more information.

If Desktop Link 1.1 is already installed on your desktop computer, you must install version 1.2 to continue accessing your business e-mail. If you are installing Palm Desktop Link for the first time, you can install the VersaMail application and Desktop Link 1.2 at the same time.

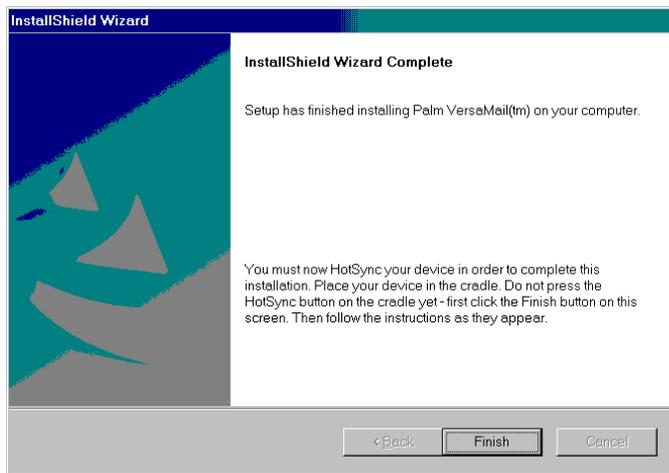
**NOTE** You should only select the Palm Desktop Link 1.2 check box if you have a Windows computer and are using Microsoft Outlook to access an Exchange corporate e-mail account. Otherwise, Desktop Link will not work.



Select this check box only if you want to install Palm Desktop Link

- Click Next.

7. Be sure that the handheld is in the cradle and that the cable is properly attached to your computer, and then click Finish.



8. Follow the onscreen instructions for performing an initial HotSync® operation. The HotSync operation updates the VersaMail application files on your handheld.
9. Tap Reset.



10. Press the VersaMail button  on your handheld.
11. Tap Yes to update the files on your handheld.

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

**To install the VersaMail application (Mac users):**

1. Locate and double-click the file "versamail\_i705\_mac."
2. When prompted, select username of the handheld to which you want to install the VersaMail application.



3. Click OK.
4. Press the HotSync button ™ on your handheld to perform an initial HotSync operation.
5. Tap Reset.



6. Press the VersaMail button  on your handheld.
7. Tap Yes to update the files on your handheld.

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

## 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

You can upgrade any mail database that you created in an earlier version of the MultiMail application in order to use the database 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 the 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.

## Getting and installing Documents To Go

**NOTE** Documents To Go integration with VersaMail synchronization is available for Windows computers only.

DataViz Documents To Go attachment conversion plug-ins are automatically configured to work with the VersaMail application. To use the latest Documents To Go features with the VersaMail application, you must download Documents To Go version 4.004 or later from the DataViz web site, [www.dataviz.com/i705\\_news](http://www.dataviz.com/i705_news). You must install Documents To Go version 4.004 on both your desktop computer and your handheld for the conversion to work properly.

Palm i705 handheld users can download a free update to the Documents To Go version 4.0 that was included on the Palm i705 CD-ROM. You must register as a Palm i705 handheld user to obtain a registration number and activation key.

# Using Your Palm™ Wireless E-Mail Account

After you have installed Palm™ VersaMail™ personal e-mail software version 2.0 on your Palm™ i705 handheld, you are ready to use the many wireless e-mail features. As part of your paid subscription to consumer Palm.Net® wireless service, a wireless e-mail account is created for you when you activate your handheld. This account is active as long as your Palm.Net subscription is active.

**NOTE** This wireless e-mail account is *not* provided if your company has activated your handheld using a group or corporate discounted Palm.Net service plan.

This chapter describes the following:

- What features and advantages your Palm Wireless e-mail account offers
- How to view your Palm Wireless e-mail account on your handheld as well as on the Internet
- How to set up wireless notification for new e-mail messages
- How to collect mail from other e-mail accounts into your Palm.com account for centralized access to all your mail

## What is a Palm Wireless e-mail account?

When you register for your Palm Wireless service and activate your handheld, you receive a 5 megabyte (MB) Palm Wireless e-mail account, either a Palm.com or a Palm.Net account. Most users are given a Palm.com address, such as "jsmith@palm.com." If you have upgraded wireless service from a Palm™ VII/VIIx handheld, you will retain a Palm.Net address, such as "jsmith@Palm.net."

**NOTE** Although this handbook refers to your Palm.com address, it can be used interchangeably with a Palm.Net address.

Access your Palm.com account using the VersaMail application on your handheld, view it on the Internet, or view it on a desktop computer with an active Internet connection using any POP (Post Office Protocol) e-mail client application. As with a Yahoo, AOL, Hotmail, or other personal e-mail account, you can send and receive e-mail messages, create folders, and forward messages.

Your wireless e-mail account features push e-mail. E-mail messages received into your Palm Wireless account are *pushed* to your handheld, so that they are ready for you to read them. Your handheld notifies you of new messages by blinking an indicator light, beeping, or vibrating. The handheld also displays a visual list of notifications, called the Reminders list.

You can view your Palm.com Inbox in three ways:

- Using the VersaMail application on your handheld (this is the easiest way to access your account)
- Using a web browser to view your account on the Internet
- Using a POP e-mail application, such as Microsoft Outlook, while connected to the Internet

## Viewing your Palm.com Inbox on your handheld

When you open the VersaMail application, your messages appear in the mailbox that you last used. If you don't see any messages, tap Get Mail to retrieve your e-mail messages.

**To access your Palm.com account on your handheld and view the Inbox:**

1. Press the VersaMail button  on your handheld.

**TIP** Holding down the button for two seconds initiates wireless message retrieval.

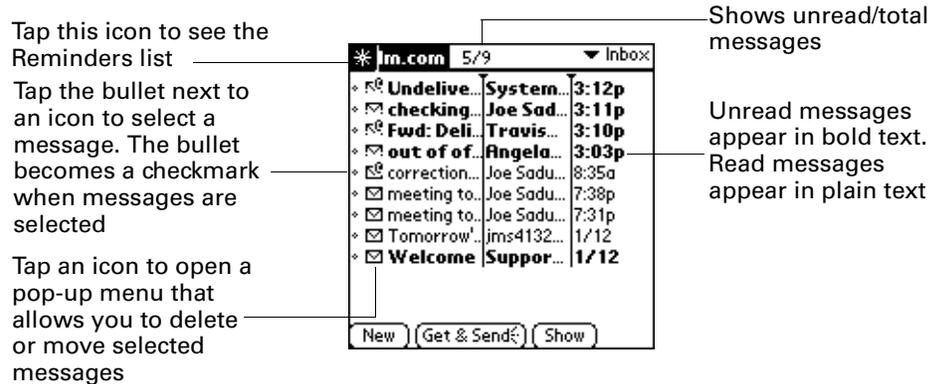
If you need to switch from another e-mail account to your Palm.com account, continue with steps 2 and 3.

2. Tap the Menu icon , and then tap Accounts.



3. Tap Palm.com.

4. Tap the e-mail's subject to read the message.



**TIP** You can change which columns appear in the Inbox and how messages are sorted. See [“Managing columns in the folder’s list view”](#) in [Chapter 4](#) for more information.

## Receiving e-mail notification

When a new message arrives in your Palm.com or Business account, by default your handheld beeps and notifies you of the new e-mail’s arrival. The beep or alert sound your hear is called a *notification*. Your handheld also notifies you of a new message’s arrival by blinking an indicator light or vibrating if the right preferences are turned on. For more information, see [“Making your handheld buzz or blink when you get new e-mail”](#) later in this chapter. You can set notification options only for the Palm.com or Palm Desktop Link Business account.

**NOTE** The Notification option is turned on by default. If the handheld does not notify you when new messages are received, check whether the Notification option is turned on. See [“Setting notification options for your Palm.com account”](#) later in this chapter for more information.

## Viewing and using the Reminders list

The handheld also displays a Reminders list that shows summary information about new e-mail messages and alerts from other applications, such as alerts to remind you of Date Book appointments.

**To view the Reminders list:**

- Tap the blinking asterisk  in the upper-left corner of any screen.



If you are using the VersaMail application and you receive new e-mail messages, they filter into the Inbox. As you work with e-mail messages in the Inbox, the Reminders list doesn't display a reminder for any new messages that arrive because the messages are already displayed in the Inbox.

**NOTE** A broken envelope icon appears next to a message when an e-mail was not successfully downloaded. To retrieve the e-mail, you can either tap the reminder in the Reminders list or tap Get Mail in the VersaMail application.

**To respond to the reminders, do one of the following:**

- Tap the check box to clear a reminder from the list.

**NOTE** Clearing a reminder only removes it from the Reminders list. It does not delete the message from the VersaMail application.

- Tap the reminder (either the mail icon or the text description) to open and read the e-mail message in the appropriate account's Inbox. If you tap a notification for a message in the Palm.com account, then the Palm.com Inbox is displayed.
- Tap Done to close the Reminders list and return to whatever you were doing on your handheld before the Reminders list appeared.
- Tap Snooze to see the list again in five minutes.
- Tap Clear All to dismiss all reminders in the Reminders list.

Although your handheld notifies you only of new messages received in your Palm.com or Business account, you can set up e-mail forwarding from another e-mail account to your Palm.com account. You can also collect e-mail from other accounts into your Palm.com account by setting POP mail collection options. When e-mail forwarded or collected from other accounts is received into your Palm.com account, it is *pushed* to your handheld and you are notified of its arrival.

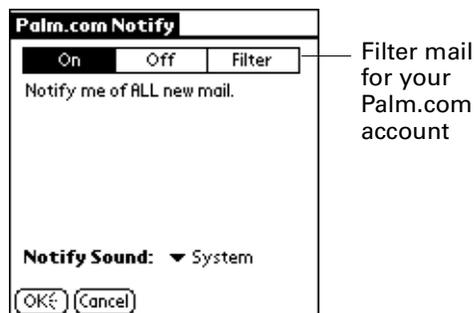
## Setting notification options for your Palm.com account

For your Palm.com account, you can turn the notification sound on or off to determine which messages trigger an alert.

To set notification options:

1. Press the VersaMail button  on your handheld.
2. Tap the Menu icon .
3. Tap Options.
4. Tap Notification.
5. Select one of the following options:

- On**      You are notified of all new e-mail whenever wireless coverage is enabled. This is the default.
- Off**      You receive no notifications.
- Filter**    You can create a notification filter that determines which e-mail messages trigger an alert. You can create a notification filter only for your Palm.com account. See [“Creating a notification filter for e-mail you receive in your Palm.com account”](#) later in this chapter for more information.



6. Tap OK.

## Changing the notification sound

You can choose from a variety of sounds, such as birds, bumble bees, or simply an alarm, to notify you when new e-mail is received in your Palm.com or Business account.

1. Tap the Menu icon .
2. Tap Options.
3. Tap Notification.

4. Tap the Notify Sound pick list and select a sound. The handheld plays a brief demonstration of the sound.

With the sound turned off, the indicator light goes on or the handheld vibrates if you selected one of those options (see the next section).



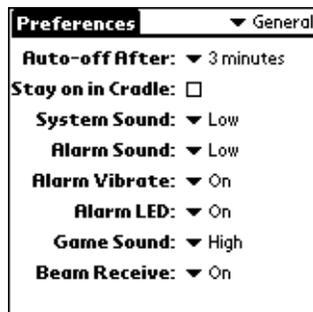
5. Tap OK.

## Making your handheld buzz or blink when you get new e-mail

You can select how your handheld notifies you of new e-mail by setting the Alarm preferences. These preferences are set in your handheld's General preferences.

To make your handheld buzz or blink when you get new e-mail:

1. Tap the Home icon .
2. Tap the Preferences icon .
3. Tap the Preferences pick list in the upper-right corner, and then tap General.



4. Do either or both of the following:
  - To change the volume of the Alarm Sound, tap the Alarm Sound pick list, and then tap Low, Medium, High, or Off.
  - To change whether or not the handheld vibrates when you receive new e-mail, tap the Alarm Vibrate pick list, and then tap On or Off.
5. Press the VersaMail button  on your handheld.

## Creating a notification filter for e-mail you receive in your Palm.com account

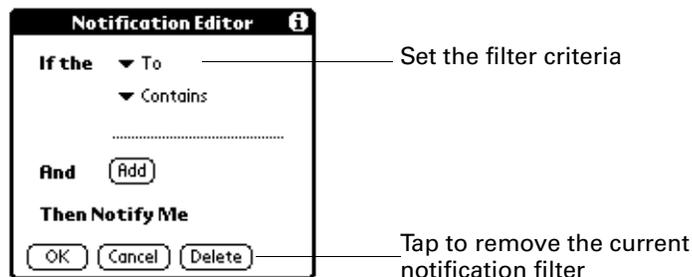
For your Palm.com wireless e-mail account *only*, you can create and use a notification filter to limit the e-mail messages that trigger an alert from your handheld. The notification filter doesn't filter the e-mail messages themselves, just the notification—all messages are still delivered.

For example, when you travel you may want to be alerted only to e-mail regarding a specific project. You can create a notification filter that alerts you when e-mail that meets these conditions arrives in your Palm.com account.

**NOTE** Although the notification filter alerts you when e-mail that meets the filter criteria arrives, all other e-mail messages are also received into your Palm.com account. You don't receive a notification for other messages, however. If you want to receive only specific e-mail messages in your Palm.com Inbox, you can create mail filters. See "[Creating mail filters](#)" in [Chapter 6](#) for more information.

To create or edit a notification filter:

1. Tap the Menu icon .
2. Tap Options.
3. Tap Notification.
4. Tap Filter.
5. Tap Edit.
6. Use the pick lists to create criteria for the notification filter.



The two pick lists and the edit line combine to create a statement that identifies the type of e-mail that triggers notification. For example, a filter might read, "If the [From] [Contains] mweston@example.com, Then Notify Me."

You can also use the And button to create a more complex statement, such as "If the [From] [Contains] mweston@example.com, And if the [Subject] [Starts with] Apollo Project, Then Notify Me."

When you use this notification filter, only e-mail matching these conditions prompts a notification alert on your handheld.

- |                  |  |
|------------------|--|
| <b>To</b>        | Select the header field with the information contained in the edit line: To, From, Subject.  |
| <b>Contains</b>  | Select a filter action: Contains, Starts with, Does not contain.   |
| <b>Edit line</b> | Enter the text that must be found in the header field. For example, if you want to be notified only of e-mail where the Subject is the Apollo Project, enter "Apollo Project."   |
| <b>Add</b>       | Use to further refine the notification criteria by linking two conditions together. Tap Add, and then select criteria from the To and Contains pick lists. Enter the text that must be found in the header field in the Edit line. |

7. Tap OK.

## Viewing your Palm.com e-mail on the Internet

You can access your Palm.com e-mail on any desktop computer with a web browser.

To access your Palm.com account on the Internet:

1. Go to <http://my.palm.com>.
2. Click Web-based E-mail Inbox.
3. Enter your Palm Wireless service username and password.
4. If you have a Palm.Net e-mail address, select the My email address is "username@palm.net" check box. If you have a Palm.com e-mail address, go to step 5.
5. Click Login.

Your e-mail Inbox appears.

## Working with your Palm.com mailbox limit

Your Palm.com account can store 5MB of e-mail messages, which is plenty of space for many messages. If you receive a large volume of mail or many messages with attachments, your mailbox limit may be reached. When you exceed the limit, messages addressed or forwarded to your Palm.com account are returned to the sender. To keep this from happening, you should routinely delete messages on the server for your Palm.com account.

## Deleting messages from your Palm.com account

The Delete Msgs on Server setting in the Preferences ensures that messages are deleted from the server after you empty the trash on your handheld. If you do not use this setting, you should occasionally access your Palm.com e-mail account on the Internet and clear your Inbox on the server. See [“Emptying the trash”](#) in [Chapter 4](#) for more information about manually and automatically emptying the trash.

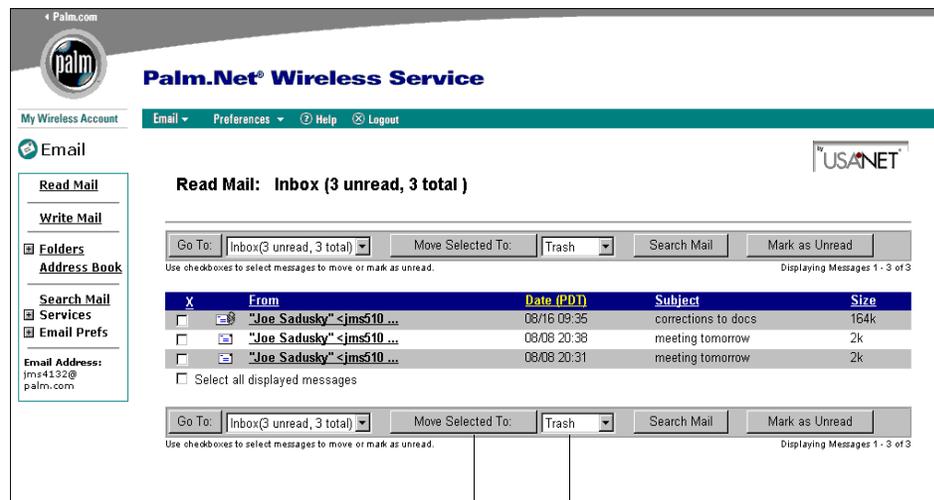
To delete messages from your Palm.com account on the Internet:

1. Go to <http://my.palm.com>.
2. Click Web-based E-mail Inbox.
3. Enter your Palm Wireless service username and password.
4. If you have a Palm.Net e-mail address, select the check box below the password.  
If you have a Palm.com e-mail address, go to step 5.

5. Click Login.

Your e-mail box appears.

6. Select messages you want to delete, select Trash from the Move Selected To drop-down list, and then click Move Selected To.



Select Trash from drop-down list and click Move Selected To to delete messages

**TIP** You can automatically delete messages on the server when you delete the message on the handheld or empty the trash. See [“Deleting messages”](#) in [Chapter 4](#) for more information.

## Viewing Palm.com e-mail through Microsoft Outlook

Your Palm.com e-mail account is a POP account. You can access it from a desktop computer with Microsoft Outlook and an active Internet connection.

**NOTE** Your Palm.com e-mail can also be viewed through other e-mail applications, such as Microsoft Outlook Express or Eudora. Refer to the documentation for those e-mail programs to set up POP mail collection.

**To access your Palm.com account with Microsoft Outlook:**

1. Start Microsoft Outlook.
2. From the Tools menu, select Services.
3. Click Internet E-mail.
4. Click Add.
5. Click OK.
6. Complete the following settings on the General tab:
  - Enter a name to describe this e-mail account, such as “Palm e-mail.”
  - (Optional) Enter a name or organization in the Useful Info field.
  - Enter your complete username, such as username@palm.com or username@palm.net in the E-mail Address field. The address must include palm.com or palm.net after your username.
  - (Optional) To reply to messages that are received at this account with your Palm Wireless e-mail address, enter your Palm.com or Palm.Net address in the Reply Address field.
7. Complete the following settings on the Server tab:
  - Enter pop.palm.com or pop.palm.net (depending on your Palm Wireless e-mail address) in the Incoming Mail field.
  - Enter in the Outgoing Mail field the name of the SMTP server your outgoing mail will use. For example, if you use Earthlink as your home Internet service provider, your outgoing server might be smtp.earthlink.net. Check with your e-mail service provider to find the name of the SMTP server.
  - Enter your Palm Wireless service username and password in the Incoming Mail Server field. You must enter your complete username, such as username@palm.com or username@palm.net in this field.
8. Click OK twice.

Now you can use Microsoft Outlook to access your e-mail from your Palm.com account.

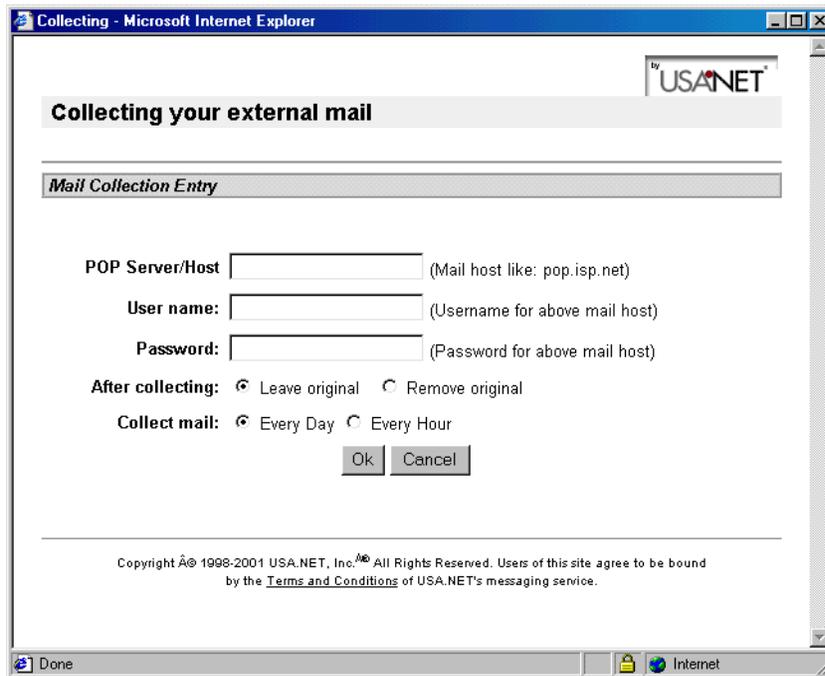
## Collecting e-mail from other POP3 accounts into your Palm.com account

You can collect e-mail from your other mail accounts, such as Yahoo or Earthlink, into your Palm.com account, so that you have access to all your e-mail in one account.

To collect e-mail from another account, it must be POP3 compliant. Many popular e-mail providers offer accounts that are POP3 compliant, including accounts from Yahoo, Earthlink, and Mindspring. Other e-mail accounts, such as those offered by America Online and Hotmail, are not POP3 compliant. If you aren't sure if an e-mail account is POP3 compliant, check with your e-mail service provider.

### To set POP mail collection options:

1. Go to <http://my.palm.com>.
2. Click Web-based E-mail Inbox.
3. Log in using your Palm Wireless service username and password.
4. Click the plus (+) mark next to Services.
5. Click Mail Collection.
6. Click New.



The screenshot shows a web browser window titled "Collecting - Microsoft Internet Explorer". The page content includes a "by USANET" logo and a heading "Collecting your external mail". Below this is a section titled "Mail Collection Entry" with the following fields and options:

- POP Server/Host:  (Mail host like: pop.isp.net)
- User name:  (Username for above mail host)
- Password:  (Password for above mail host)
- After collecting:  Leave original  Remove original
- Collect mail:  Every Day  Every Hour

At the bottom of the form are "Ok" and "Cancel" buttons. A copyright notice at the very bottom reads: "Copyright © 1998-2001 USA.NET, Inc. All Rights Reserved. Users of this site agree to be bound by the Terms and Conditions of USA.NET's messaging service." The browser's status bar at the bottom shows "Done" and "Internet".

7. In the POP Server/Host field, enter the mail host from which you are forwarding e-mail, such as pop.mail.yahoo.com.
8. Enter the username and password that you use for the e-mail account from which you are forwarding e-mail.

9. (Optional) Set an option to specify that the original e-mail is deleted from your POP account after it is collected.
10. Specify how often e-mail should be collected from this POP account: daily, hourly, every 15 minutes, or every 5 minutes.
11. Click OK.

## Forwarding e-mail from another e-mail account

You can automatically forward your e-mail from another e-mail account, such as your Yahoo e-mail account, to your Palm.com account. Most popular e-mail providers, such as Yahoo, and many DSL and cable e-mail providers, such as Verizon DSL or Bell South DSL, allow you to set up e-mail forwarding.

If you forward e-mail, specify your Palm.com address as the recipient address. Consult the documentation or Help files for the e-mail provider from which you want to forward mail for more information.

**NOTE** Check with your e-mail provider to see if there is a charge for forwarding mail.

# Setting Up and Managing Other E-Mail Accounts

With Palm™ VersaMail™ personal e-mail software, you can access e-mail accounts from other 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 6](#) for information.

You can add up to eight other e-mail accounts to send and receive e-mail by using your Palm™ Wireless connection (requires Palm.Net® service), setting up a connection with a different network service provider (for example, using an external modem accessory, sold separately), or synchronizing to a desktop e-mail application. For example, if you have a Yahoo e-mail account, you can create a new account in the VersaMail application and name that new account Yahoo, so that you can send and receive mail from your Yahoo account using your handheld.

This chapter describes the following:

- Choosing a connection type
- Setting up and configuring e-mail accounts that use the Palm Wireless connection
- Editing e-mail accounts
- Deleting e-mail accounts

## Choosing a connection type

When you set up a new account in the VersaMail application, you choose the method for connecting to your e-mail account. You can choose from the following connection types:

- **Palm Wireless (default):** You can access an account wirelessly using the wireless modem that is built into your Palm™ i705 handheld. This type of connection requires Palm.Net service activation.
- **Synchronize-only (Windows computers only):** You can view and manage e-mail between your 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. See “[Creating a synchronize-only account](#)” in [Chapter 6](#) for more information.

- **Network:** You choose this connection method if you want to create a connection to an e-mail provider without using Palm Wireless—for example, if you will send and receive e-mail messages from your handheld using an external modem that is connected to a phone jack on the wall. See [“Setting up an account with a network connection”](#) in Chapter 6.

## Creating an e-mail account using the Palm Wireless connection

If you are setting up a new e-mail account that will use the Palm Wireless connection and you have a well-known Internet service provider (ISP) such as Earthlink or Mindspring, the VersaMail application automatically configures many of the required settings during the account setup.

For other ISPs, you need the following information:

- The protocol used for incoming 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
- 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 obtain this information by accessing the e-mail provider’s web site or by contacting the provider’s customer support.

To create an e-mail account using the Palm Wireless connection:

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.



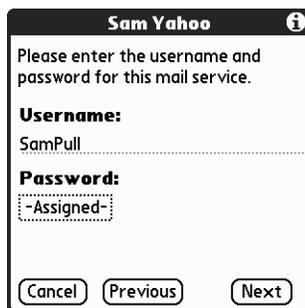
6. Tap Next.

## 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.



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.

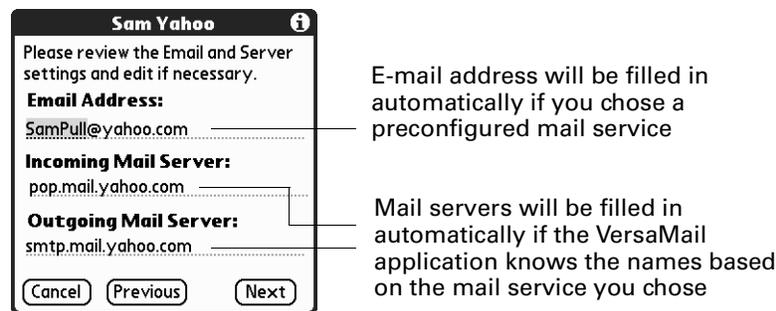
## Entering the name of the incoming and outgoing mail server

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



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

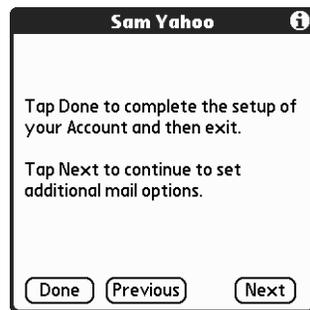
If the VersaMail application knows the incoming mail server name based on the mail service you selected, the correct server name is displayed.

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 4](#) for information on getting and sending e-mail.
  - To set up additional mail options, tap Next. Continue with the next set of procedures.

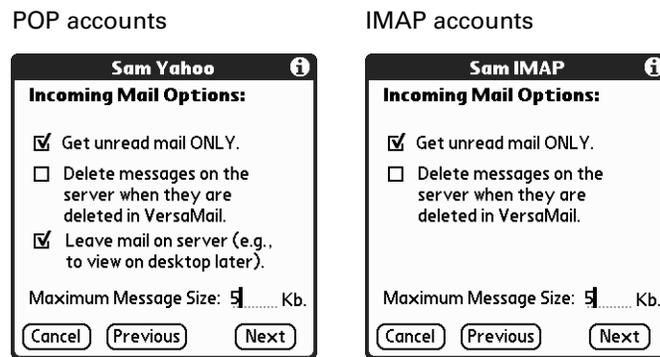


## Setting mail retrieval options for a POP or IMAP account

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 using a Palm Wireless connection is 60KB for the body text and any attachments.



2. Tap Next.

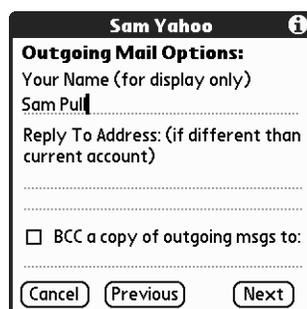
## Setting outgoing mail options

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.



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 they appear in 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 getting the entire message”](#) in [Chapter 4](#) for more information.

## 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:

- |                     |   |
|---------------------|---|
| <b>Account Name</b> | Enter a descriptive name for this account, such as "My Yahoo."  |
| <b>Mail Service</b> | Tap the Mail Service pick list and select the provider to which you are connecting. Select Other if your ISP is not listed. |
| <b>Protocol</b>     | 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 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.

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 incoming and outgoing mail server

If your e-mail address or the name of the incoming and outgoing 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 `example@yahoo.com`.

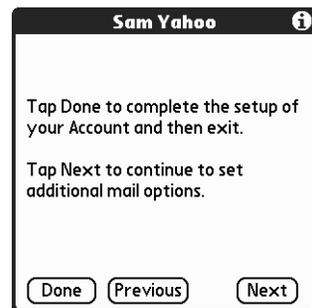
2. (Optional) Enter the new or correct name of your incoming (POP) mail server, such as `pop.mail.yahoo.com`.

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 4](#) for information on getting and sending 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 edit mail retrieval server options for a POP or IMAP account:

1. (Optional) Change 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 using a Palm Wireless connection is 60KB for the body text and any attachments. The maximum message size that you can retrieve using a network connection is 60KB for the body text and 2MB total, including attachments.

POP accounts

IMAP accounts

2. Tap Next.

## Editing outgoing mail options

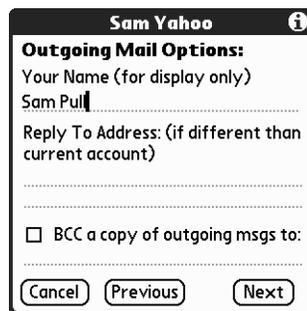
Outgoing mail options are the same for POP and IMAP accounts.

To edit outgoing mail options:

1. (Optional) Change any of the following:

- |                         |  |
|-------------------------|--|
| <b>Display Name</b>     | Enter the name you want to appear on your outgoing messages, such as "Joe Smith."  |
| <b>Reply To Address</b> | 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.



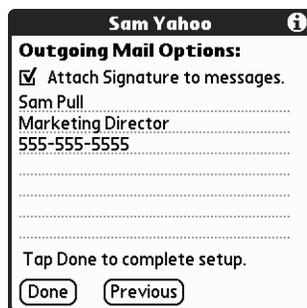
2. Tap Next.

## Editing a signature

If you added a signature to the e-mail messages you send, you can edit the signature. For example, you can change your name or the telephone number that appears in each message you send.

### To add a personal signature:

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



This signature is attached to all your outgoing e-mail. For Palm.com accounts only, the following default signature is included with all outgoing messages:



You can use this default signature, add additional text to this signature, or delete it and enter your own signature information.

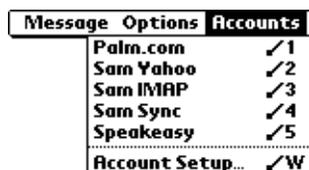
2. Tap OK.

## 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 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 is released.

# Getting, Sending, and Managing E-Mail

Getting and sending mail on your handheld is easy and helps you keep your business and personal life organized. You can get and send mail by simply tapping one button on the handheld.

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

This chapter describes how to do the following:

- Get mail for your mail accounts
- Work with e-mail attachments such as text or Microsoft Word documents

## Getting and reading e-mail

You can choose to get e-mail by subject only, which means getting the message size and author as well as the subject, or you can get entire messages immediately. If you choose to get messages by subject only and you 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 mail. For example, if you want to collect and view mail from your Yahoo account, switch to the account created to retrieve mail from your Yahoo account.

To display an account and its Inbox:

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

Message	Options	Accounts
		Palm.com ✓/1
		Sam Yahoo ✓/2
		Sam IMAP ✓/3
		Sam Sync ✓/4
		Speakeasy ✓/5
		Account Setup... ✓/W

3. Tap the name of the account.
4. Tap the folders pick list, and tap Inbox if the Inbox is not displayed.

## Getting e-mail by subject or getting the 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 [“Setting preferences for getting and deleting mail”](#) later in this chapter for details.

3. (Optional) Tap Details and set options for retrieving unread e-mail, downloading attachments, using filters, using auto-disconnect, specifying maximum download size, and specifying the default connection type for this account. Tap OK.

**NOTE** You will only see the auto-disconnect option for accounts that use a connection service other than the Palm™ Wireless service. You will only see the default connection type option for accounts other than your Palm.com account.

See [“Creating mail filters”](#) in Chapter 6 for information on filters. See [“Setting VersaMail connection preferences”](#) in Chapter 6 for information on the auto-disconnect feature. See [“Selecting a different service for a given e-mail account”](#) in Chapter 6 for information on setting a default connection type.



**NOTE** The maximum size of an incoming message is 5KB by default. The maximum message size that you can retrieve using a Palm Wireless connection is 60KB for the body text and any attachments. The maximum message size that you can retrieve using a network connection is 60KB for the body text and 2MB total, including attachments.

4. Tap OK.

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

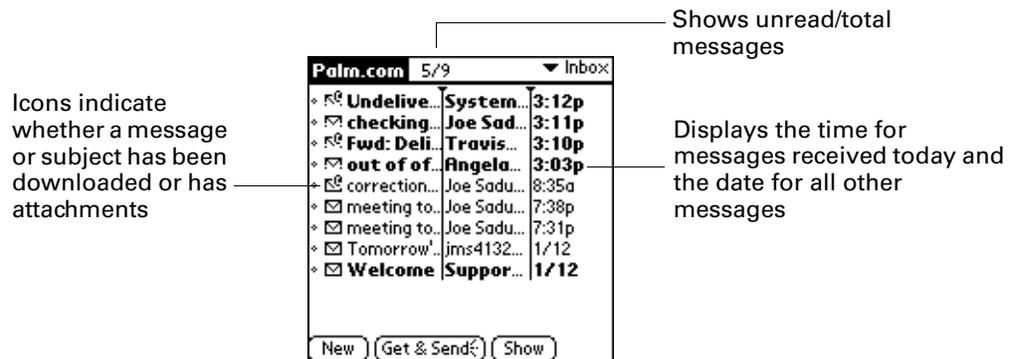


When the Getting Messages dialog box disappears, a new dialog box displays the number of new e-mail messages.



5. Tap OK.

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



**TIP** For your Palm.com or Business account, you can set up Notification options to notify you when new messages arrive. You can choose how you are notified—for example, by a special sound or by the handheld's blinking indicator light. See [“Setting notification options for your Palm.com account”](#) in [Chapter 2](#) for more information.

## 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.



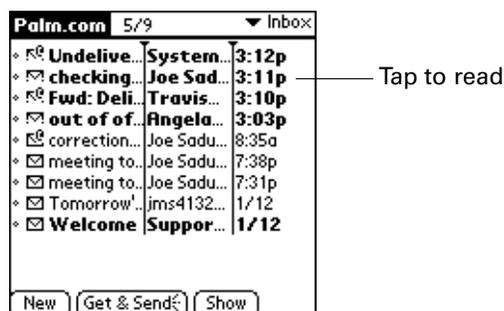
Part or all of the message text is downloaded.



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

## Reading e-mail

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



How the message appears depends on whether you are using a Palm Wireless connection or a network connection, and whether you chose to get messages by subject only or to get the entire message.

### Reading messages with a Palm Wireless connection

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

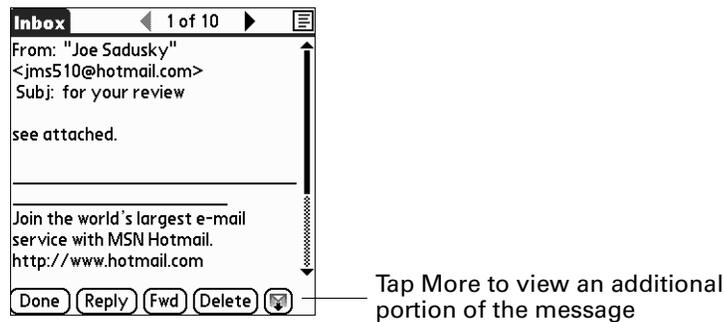
If you chose to get entire messages, or after you tap the More button if you chose to get messages by subject only, you see all or part of the body of the message. The amount of the message you see is equal to the maximum message size you set (default is 5KB). See [“Setting mail retrieval options for a POP or IMAP account”](#) in [Chapter 3](#) for more information on setting maximum message size.

For example, if your maximum message size is 5KB (the default), you will see the first 5KB of the body of the message. If the message is 5KB or smaller, you will see the entire message.

If the downloaded message exceeds your maximum message size, only a partial message is displayed. Tap the More button to see another portion of the message equal to your maximum message size. Continue tapping the More button until you see the entire body of the message.

For example, if your maximum message size is 5KB, and the total message size is 8KB, the first 5KB is displayed when you view the message. Tap the More button once to display the remaining 3KB of the message.

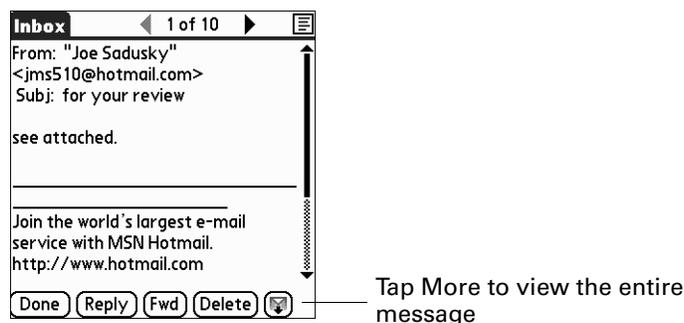
However, if the total message size is 20KB, you need to tap the More button three times to view the entire message. Each time you tap the More button, another 5KB of the message is displayed.



### Reading messages with a network connection

If you chose to get messages by subject only, tap the More button  to view the body of the e-mail message, plus any attachments. See “Getting e-mail by subject or getting the 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.

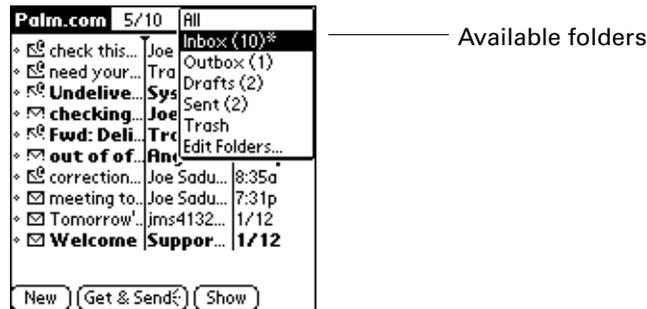


## Viewing other folders

You can easily switch from the current folder to view messages in other folders.

To view other folders:

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



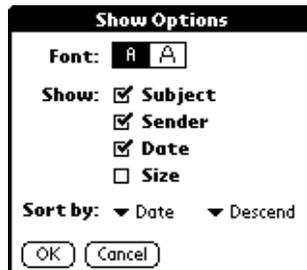
2. Tap the folder you want to view.

## Managing columns in the folder's list view

The columns in each folder contain 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 tap 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 larger or smaller

## 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 name of the folder containing the message you want to move.



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



The folders pick list appears.

3. Select the destination folder from the list.



**TIP** You can also move a single e-mail message from within the body of the message by making the command bar 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 6](#) 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 you want to move by tapping the bullets to the left of each message icon.

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

A checkmark appears next to each selected message.



## 3. Do one of the following:

- Tap the Menu icon , and then tap Move To on the Message menu.
- Tap the message icon next to any one of the selected messages, and then tap Move To on the pick list.

Message menu



Pick list



## 4. Select a destination folder from the folder pick list.

Message menu



Pick list



5. If you are moving the messages using the menu, tap OK. If you are using the pick list, the messages move automatically.

## Creating and editing mail folders

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

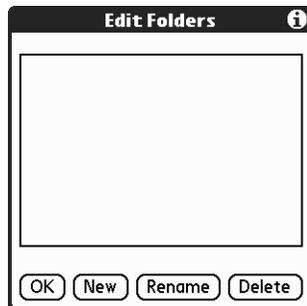
The procedure for creating and editing folders varies for accounts that use a Palm Wireless connection and accounts that use a network connection.

### Creating and editing folders with a Palm Wireless connection

For accounts that use a Palm Wireless connection, the procedure for creating and editing folders is identical for POP and IMAP e-mail accounts.

To create and edit e-mail folders for a Palm Wireless connection:

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



- To create a new folder, tap New and then enter the new folder name (called "category name" on the screen). When you have finished, tap OK.



- To rename a folder, tap the folder name from the list on the screen, tap Rename, and then enter the new folder name (called "category name" on the screen). When you have finished, tap OK.



- To delete a folder, tap the folder name from the list on the screen and then tap Delete.

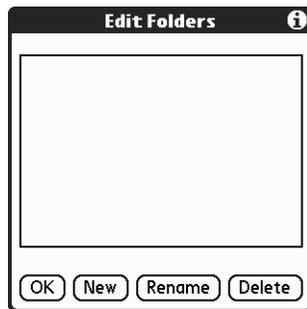
## Creating and editing folders with a network connection

For accounts that use a network connection, the procedure for creating and editing folders varies slightly between POP and IMAP e-mail accounts.

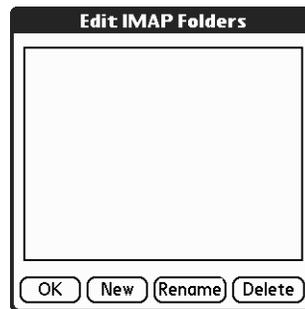
### To create and edit e-mail folders for a Palm Wireless connection:

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, do any of the following:

POP accounts



IMAP accounts

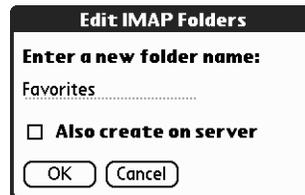


- To create a new folder, tap New and then enter the new folder name (called “category name” on the screen for POP accounts). For IMAP accounts only, select the check box if you also want to create the folder on your e-mail provider’s mail server. When you have finished, tap OK.

POP accounts



IMAP accounts

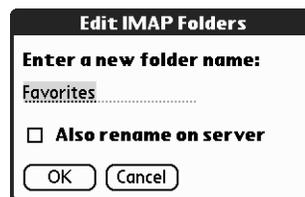


- To rename a folder, tap the folder name from the list on the screen, tap Rename, and then enter the new folder name (called “category name” on the screen for POP accounts). For IMAP accounts only, select the check box if you also want to rename the folder on your e-mail provider’s mail server. When you have 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 your e-mail provider's mail server, and then tap OK. For POP accounts, the folder is deleted immediately and you will not see a confirmation screen.



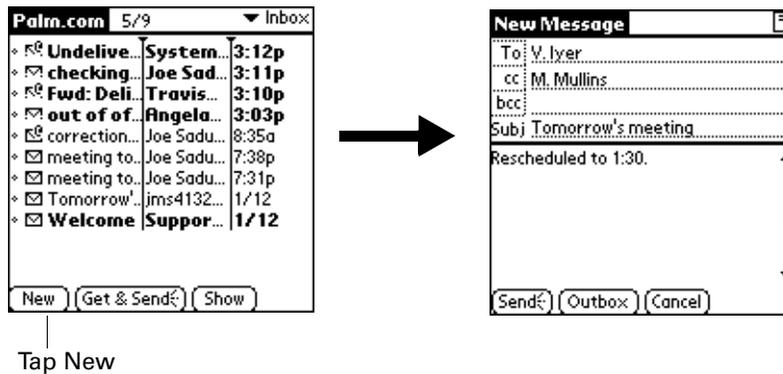
Delete confirmation appears for IMAP accounts only

## Creating and sending new e-mail

When you create a new e-mail message, you can enter the recipient's e-mail address or use the Lookup screen to find the 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 do not see all their names on the To list because the list is truncated on the To line. If you tap To, a dialog box lists 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.

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 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.

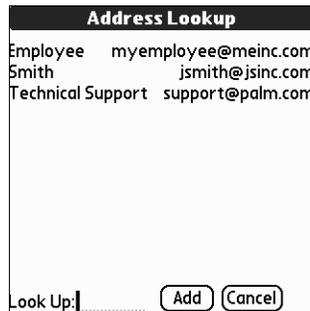
## Addressing a message using Address Book

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 the 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.

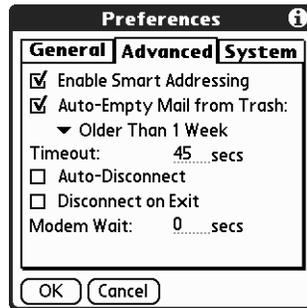
### Turning Smart Addressing on or off

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. Tap Preferences.

4. Tap Advanced.



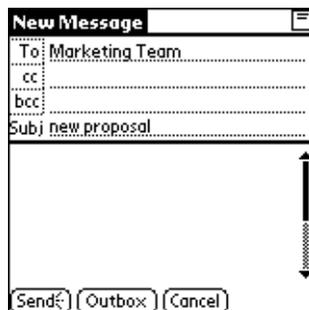
5. Tap the Enable Smart Addressing check box to turn Smart Addressing on or off. A checkmark means it is turned on.
6. Tap OK.

## Composing and sending e-mail

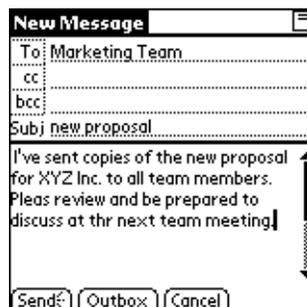
After you enter your recipient addresses, you can compose the rest of the e-mail message.

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

1. Tap the Subject field and enter the subject of your message.



2. Tap the area below the Subject line and enter the text of your message.



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 the Menu icon , tap Options, and then 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 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 to the mail server is initiated, and all the e-mail in the Outbox is delivered.

**TIP** You can also tap the Menu icon , tap Options, and then tap Save To Drafts to save this message in the Drafts folder rather than send it.

## Completing drafts

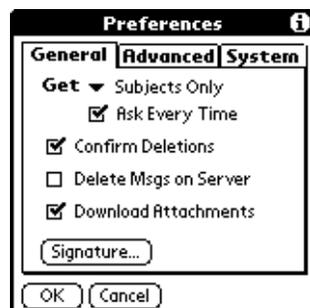
If you are composing an e-mail message and you exit the VersaMail application before tapping Outbox, Send, or Cancel, the message automatically moves to the Drafts folder. To finish editing the message, tap the folders pick list and select Drafts. Select the e-mail message you want to complete or edit,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



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



6. Enter your signature information. For Palm.com accounts only, the following default signature is included with all outgoing messages:



You can use this default signature, add additional text to this signature, or delete it and enter your own signature information.

7. Tap OK.

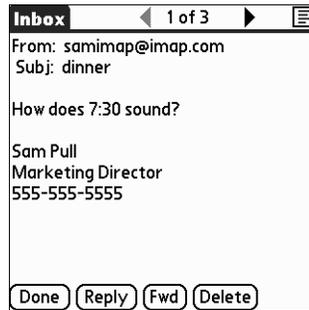
## Forwarding e-mail

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

**To forward an e-mail message:**

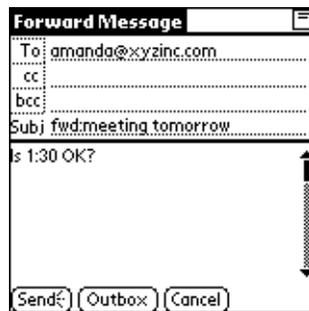
1. Tap the folders pick list and select the folder that contains the e-mail message.
2. Tap the e-mail message to display it.

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

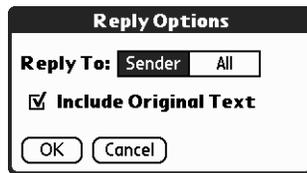
You can reply to an e-mail message as you are reading it, or start the reply when viewing messages in the folders list view.

**To reply to a message that you are reading:**

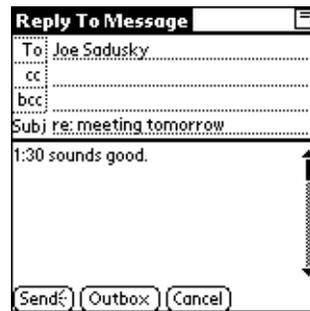
1. Tap the e-mail message that you want to reply to.
2. Tap Reply.



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



- Tap OK.
- Enter a reply.



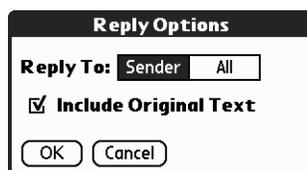
- Tap Send to send the message now, or tap Outbox to send it later.

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

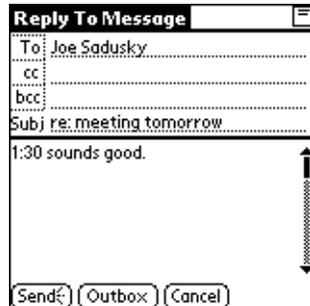
- Tap the folders pick list and select the folder that contains the e-mail message to which you want to reply.
- Tap the envelope icon next to the message, and then tap Reply on the pick list.



- In the Reply Options dialog box, select choices 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 now, or tap Outbox to send it later.

## Working with attachments

You can easily download, view, save, 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 types of attached files:

<b>vCard (.vcf)</b>	This is an address.
<b>vCal (.vcs)</b>	This is usually a calendar appointment or a To Do task.
<b>Text (.txt)</b>	This is usually a memo or another plain text file.
<b>HTML (.html or .htm)</b>	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.
<b>Microsoft Word (.doc)</b>	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:

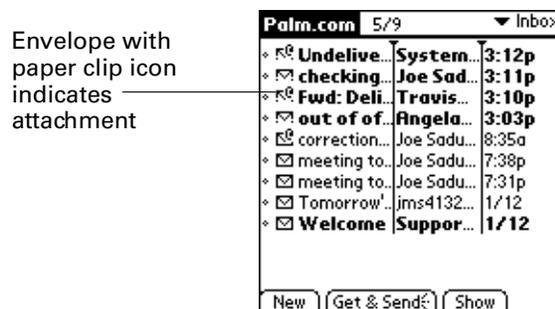
- Address Book entries
- Date Book appointments
- To Do list items
- Memos

**NOTE** The maximum message size that you can retrieve using a Palm Wireless connection is 60KB for the body text and any attachments. The maximum message size that you can retrieve using a network connection is 60KB for the body text and 2MB total, including attachments.

**To view an attachment:**

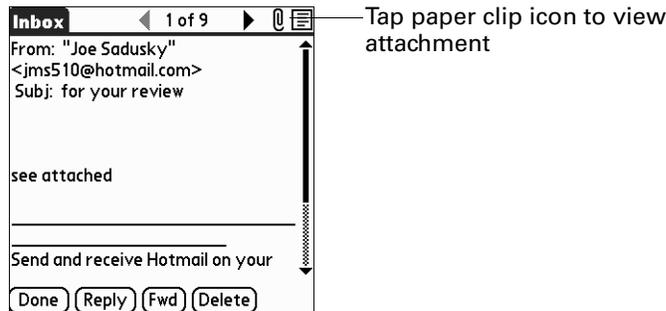
1. In the Inbox, tap the message that has an attached file.

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

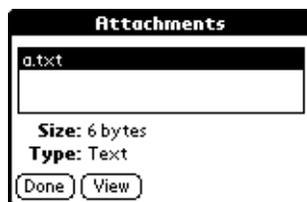


If you choose to get messages by subject only, you must tap More for each downloaded message, so that you can view the body of the e-mail message plus any attachments.

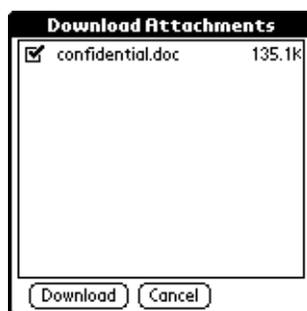
2. Click the paper clip icon in the upper-right corner. If Download Attachments is selected in VersaMail Preferences, any attachments that do not cause the message to exceed the maximum message size are downloaded. For example, if the maximum message size is 5KB and you download a message whose body text size is 2KB, then any attachment under 3KB is also downloaded and any attachment over 3KB is not.



3. If the message was downloaded, tap the name of the attachment you want to view, and then tap View.



If the message or messages were not downloaded because they exceeded the maximum message size, select the message or messages to download from the Download Attachments screen, and tap Download.



When downloading is complete, tap the name of the attachment you want to view, and then tap View.

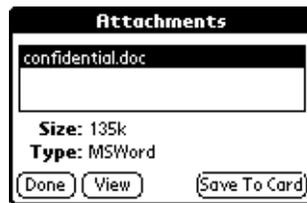
4. When you have finished viewing the attachment, tap Done. This returns you to the Attachments dialog box, where you can select another attachment to view if you want to.
5. When you have finished viewing all attachments, tap Done in the Attachments dialog box. This returns you to the Message screen.

## Saving attachments to an expansion card

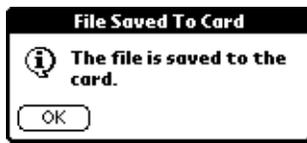
If you have purchased an expansion card that provides extra memory, you can save downloaded attachments to the expansion card.

To save an attachment to an expansion card:

1. Insert the expansion card into the slot on your handheld.
2. Follow the procedure for downloading attachments described earlier in this chapter.
3. On the Attachments screen, tap Save to Card.



4. Tap OK.



## 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 task (.vcs), or memo (.txt).

**NOTE** The maximum message size that you can retrieve using a Palm Wireless connection is 60KB for the body text and any attachments. The maximum message size that you can retrieve using a network connection is 60KB for the body text and 2MB total, including attachments.

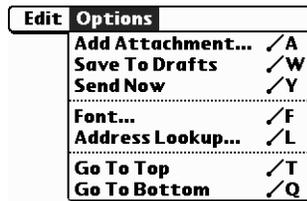
You can attach the following types of files:

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

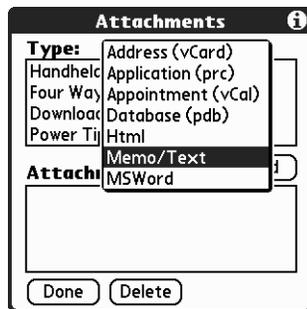
**NOTE** The maximum message size for the Business account is 56KB for the body text and any attachments, which is smaller than the Palm.com account maximum message size. The VersaMail application adds encryption information to every message for the Business account, so the messages are automatically larger.

To attach a file to a message:

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

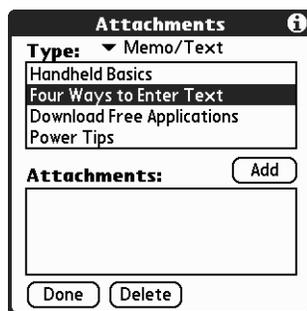


4. Tap the Type pick list and select the file type.

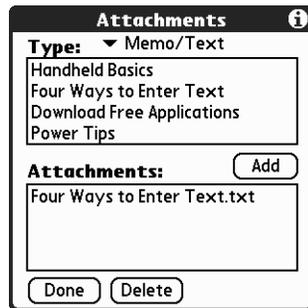


All files of the selected type appear in the Type box. For example, if you select Appointments (.vcs), you can tap Date Book to see a list of appointments from a particular date that you can attach, or you can tap To Do to see To Do List tasks.

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



The selected file appears in the Attachments box.



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

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

- Tap Send or Outbox.

## Uploading attachments from an expansion card

If you have purchased an expansion card and have saved files to the card, you can upload files to attach to an e-mail message you are sending.

To upload an attachment from an expansion card:

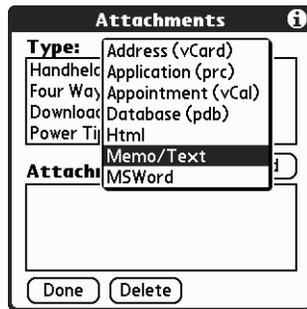
- Insert the expansion card into the slot on your handheld.
- On the New Message screen, tap the Menu icon .
- Tap Options.
- Tap Add Attachment.



- Tap the From pick list and select Files on Card.

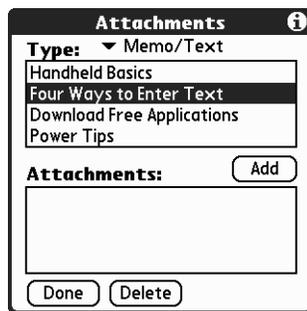


6. Tap the Type pick list and select the file type.

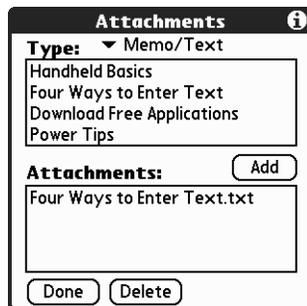


Only file types that correspond to the types of files on the card will be displayed on the list. For example, if the card contains only Word docs and Address Book entries, only the file types “doc” and “vCard” will be listed. You can select a particular file type, or select All Files to view all files on the card.

7. Tap the file that you want to attach, and then tap Add.



The selected file appears in the Attachments box.



8. Repeat steps 6 and 7 for each attachment you want to add, and then tap Done.

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

9. 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 message you want to forward.
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 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. It is important to delete messages on the server because your Palm.com account is limited to 5MB. If you don't periodically empty the trash and delete messages on the server, new e-mail messages may “bounce” back to the sender. See [“Setting preferences for getting and deleting mail”](#) later in this chapter.

---

**IMPORTANT** If you don't select the Delete Msgs on Server setting, you should occasionally access your Palm.com account on the Internet to clear messages from your e-mail account on the server. See [“Deleting messages from your Palm.com account”](#) in [Chapter 2](#).

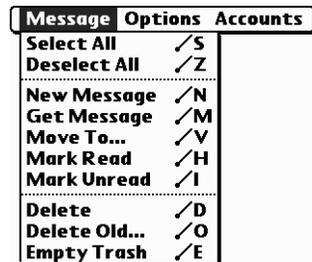
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**To delete one or more messages:**

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.



4. Tap OK.
5. (Optional) Tap Also delete message(s) 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"](#) later in this chapter for more information.

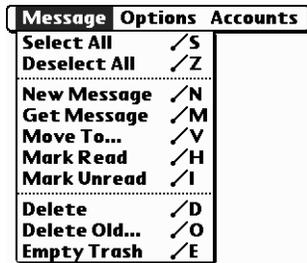
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**IMPORTANT** If you delete a message on the server, you cannot retrieve it and view it again later.

---

To delete messages before a certain date:

1. Tap the Menu icon .
2. Tap Delete Old.



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, select a date from the calendar.



Tap a date to select it, or tap Today

5. Tap Delete.

- (Optional) Tap Also delete message(s) on server if you want to delete the messages from the server at the time they are deleted from your handheld.



- 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 mail immediately or to empty any mail older than a certain number of days.

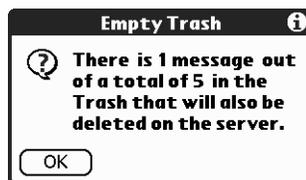
To empty the trash:

- Tap the Menu icon .
- Tap Empty Trash.



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

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



- 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** For your Palm.com account, you should routinely delete messages on the server because the server stores only a maximum of 5MB. Many other e-mail providers, such as Yahoo, have size restrictions for mail storage. If your mailbox on the server becomes full, new incoming messages are returned to the senders.

**To have the trash emptied automatically:**

1. Tap the Menu icon .
2. Tap Options, and then tap 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
  - Older Than 1 Day
  - Older Than 3 Days
  - Older Than 1 Week
  - Older Than 1 Month
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.

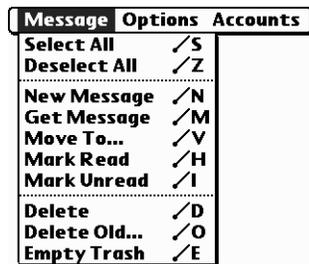
**To mark messages as read or unread:**

1. Tap the folders pick list and select the folder you want.
2. Tap the icon next to each 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 to mark, tap the Menu icon (☰), and then tap Mark Read or Mark Unread.



4. Tap Handheld to mark the messages now as read 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 deleting messages not yet deleted.

Tap Cancel if you want the messages marked during the next HotSync® operation or the next wireless connection.

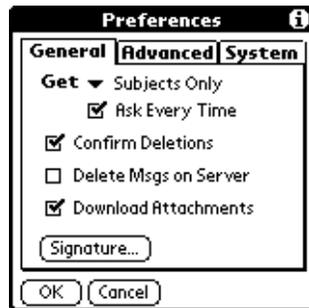
Read messages appear in plain text; unread messages appear in bold text.

## Setting preferences for getting and deleting mail

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

To set mail preferences:

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



4. Choose preferences:

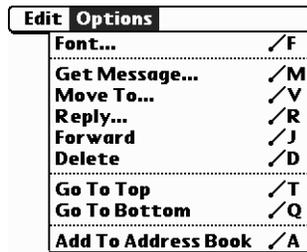
- |                              |  |
|------------------------------|--|
| <b>Get</b>                   | Enables you to retrieve messages by subject only or to retrieve the entire message.  |
| <b>Ask Every Time</b>        | Displays a dialog box for choosing subjects only or entire messages each time you retrieve e-mail. If this preference is not selected, messages are always retrieved using the option you select in the Get pick list.   |
| <b>Confirm Deletions</b>     | Displays a confirmation dialog before deleting e-mail.   |
| <b>Delete Msgs on Server</b> | 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. |
| <b>Download Attachments</b>  | Causes files attached to e-mail to be automatically downloaded to your handheld. Attachments that exceed the maximum message size are not downloaded. See <a href="#">“Working with attachments”</a> earlier in this chapter for more information.   |
| <b>Signature</b>             | Enables you to attach a default signature to all your outgoing messages. See <a href="#">“Attaching a personal signature”</a> earlier in this chapter for more information.  |

## Adding or updating an Address Book entry directly from a message

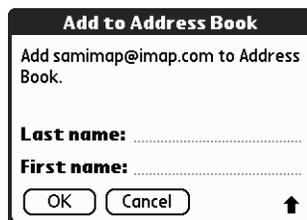
You can add or update an e-mail address in the Address Book directly from the body of a received e-mail message.

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 (that is, a first and last name that appears in the To field) exists for this Address Book entry, the Last name and First name fields show the display name.



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.

If you receive an e-mail message from someone whose name and e-mail address appear in your Address Book, but the e-mail address on the message is different from the one in your Address Book, you can either update your existing Address Book entry with the new e-mail address, or create a second Address Book entry for the name containing the new e-mail address.

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 an entry already exists for the recipient name—but the e-mail address on the message is different from the one in your Address Book—you are prompted to either update the e-mail address for the sender or create a new entry for the sender.

**NOTE** You are prompted to either update an existing Address Book entry or create a new one only if the e-mail address you are attempting to enter into your Address Book is different from the one already in the Address Book for the sender's name. If the name and e-mail address on the message are identical to the ones in your Address Book, you see only a notification message that an Address Book entry already exists for this sender.



# 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 Messaging Application Program Interface (MAPI).

**NOTE** Synchronizing e-mail works on Windows computers only.

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, such as those for DataViz Documents To Go

## Configuring an account in HotSync Manager

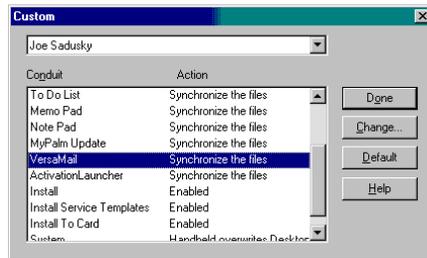
Before synchronizing an e-mail account, you configure the account's settings in the Palm VersaMail HotSync Conduit. The settings have to be specified only once unless you need to make changes.

**NOTE** The only account you cannot synchronize is your Palm.com account.

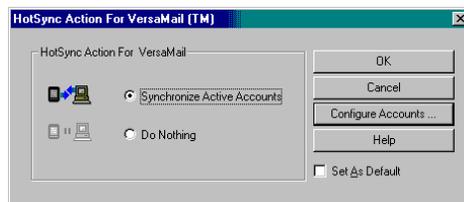
**To start Palm VersaMail HotSync Conduit:**

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, and then select the Set As Default check box.



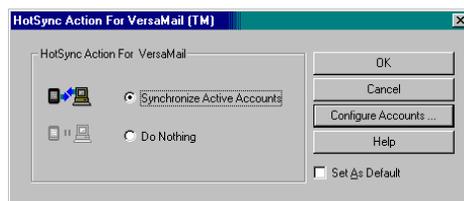
**NOTE** If you do not select the Set As Default check box, you will need to select Synchronize Active Accounts each time you perform a HotSync operation.

## Setting synchronization options and account settings

Next, you must configure each 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, 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.

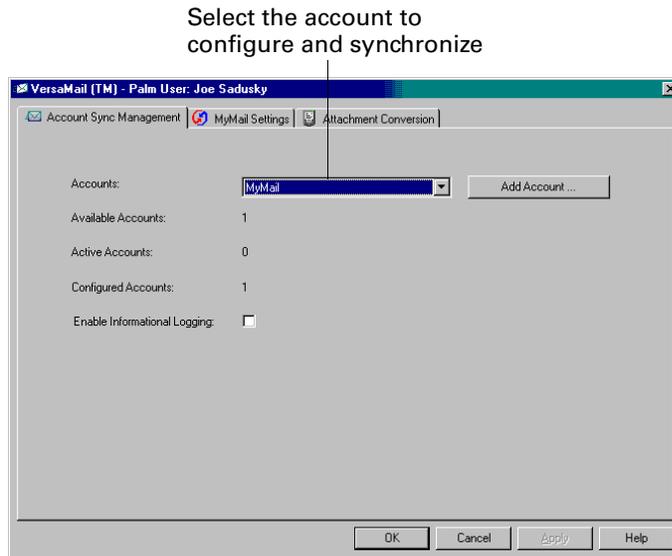
**To configure an account and set the synchronization options:**

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



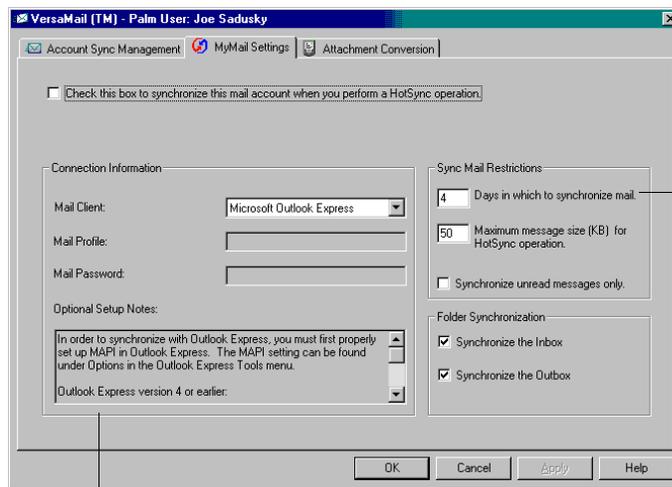
2. (Optional) Select the Enable Informational Logging check box if you want the HotSync log to record information, such as errors encountered, about the conduit during a HotSync operation.

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



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

4. Select the option Check this box to synchronize this mail account when you perform a HotSync operation; otherwise, the account will not be synchronized.



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

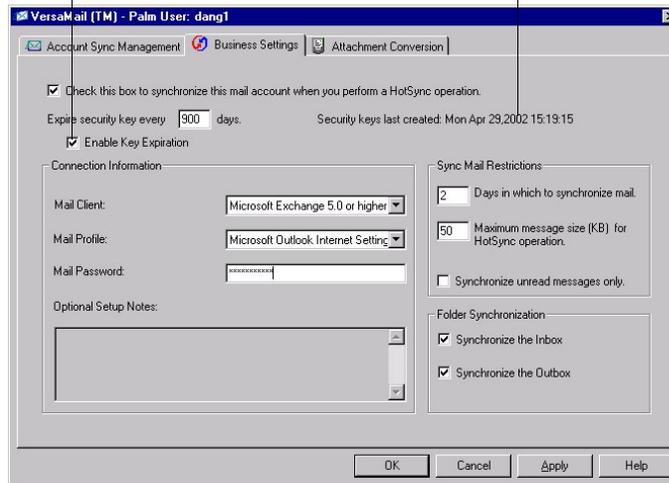
5. (Optional) If you are configuring your Business account, you can enter the number of days before the security key expires and the VersaMail application generates a new security key.

Select Enable Key Expiration, and then enter a value between 0 and 999.

A 0 value generates a security key during the next and each subsequent HotSync operation.

Select the key expiration, and then enter the number of days to regenerate the security key

Shows when a security key was last created



Before selecting Enable Key Expiration, you should get all messages on your handheld. When you enable key expiration, the next HotSync operation creates additional security. If you do not get all messages, you will not be able to access any message information that is on your mail server when you perform the next HotSync operation.

For example, if there are messages on the mail server for which you have not received a notification on your handheld, you will not be able to retrieve those messages after the next HotSync operation. Of, if you choose to receive messages by subject only, you will not be able to retrieve the body of the messages from the server after the next HotSync operation. By getting all messages before you select Enable Key Expiration, you can be sure that you are retrieving all message information from the server.

6. In the Connection Information box, 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, try Microsoft Outlook Express as a choice for the Mail Client option. Although Netscape uses SMAPI (Simple MAPI), Netscape is not supported.

Mail Client	Action
Microsoft Exchange 5.0 or later	Select a 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 Exchange.
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 <a href="#">“Configuring Microsoft Outlook”</a> later in this chapter for the changes you need to make in Outlook.
Microsoft Outlook Express 5.5 or later	If you select Microsoft Outlook Express, enter the password for your mail account. See <a href="#">“Configuring Microsoft Outlook Express”</a> later in this chapter for details.
Lotus Notes	Click Browse to locate your Notes ID, and then enter your password.
Eudora 5.0 or later	See <a href="#">“Configuring Eudora”</a> later in this chapter for more information about the settings 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, the 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 <a href="#">“Adding APOP to an account”</a> in <a href="#">Chapter 6</a> 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 <a href="#">“Adding ESMTP to an account”</a> in <a href="#">Chapter 6</a> for details.</p>

<b>Mail Client</b>	<b>Action</b>
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, the 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 <a href="#">“Adding ESMTP to an account”</a> in <a href="#">Chapter 6</a> 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 SMAPI, 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.

7. Enter the Sync Mail Restrictions you want:

<b>Days in Which to Synchronize Mail</b>	<p>Set how many days of e-mail, between 0 and 999, 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; if you enter 3, e-mail is synchronized for today, yesterday, and the day before.</p>
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**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 might 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 deselected, meaning that all e-mail will be synchronized.

8. 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.
9. 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 6](#) for details.

**Mail filters** Any mail filters you have configured for a given e-mail account on your handheld apply also 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 6 for details.

## Configuring Microsoft Outlook

You can synchronize Microsoft Outlook 97/98/2000/XP with an e-mail account in the VersaMail application, 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 an e-mail account in the VersaMail application 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.

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**IMPORTANT** Outlook Express must be running in order for you to perform a HotSync operation. If you have multiple profiles in Outlook Express, the VersaMail application synchronizes with the dominant profile. To synchronize a different profile, you must set it as your dominant profile.

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## 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, choose 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 username and password are set up correctly within Eudora. You need this information to log in to Eudora to retrieve and synchronize your e-mail.

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**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. To synchronize a different profile, you must set it as your Dominant Personality.

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## 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; 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. You can download version 4.004 or later from the DataViz web site, [www.dataviz.com/i705\\_news](http://www.dataviz.com/i705_news).

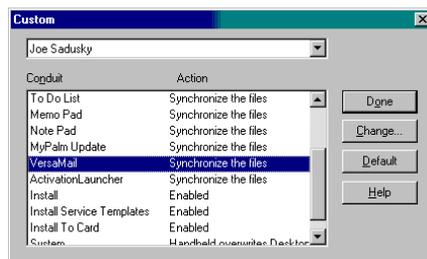
If you installed Documents To Go version 4.0, which was included free on the Palm™ i705 CD-ROM, you can download a free update from the DataViz web site. You must register as a Palm i705 user to obtain a registration number and activation key. Go to [www.dataviz.com/i705\\_news](http://www.dataviz.com/i705_news) for more information.

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.

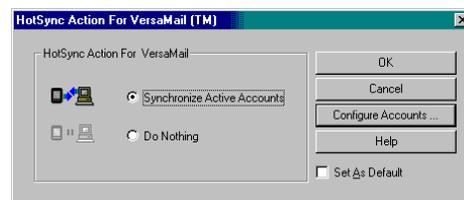
In the Palm VersaMail HotSync Conduit, you can turn off DataViz Documents To Go plug-ins or select other plug-ins.

### To turn off attachment conversion plug-ins:

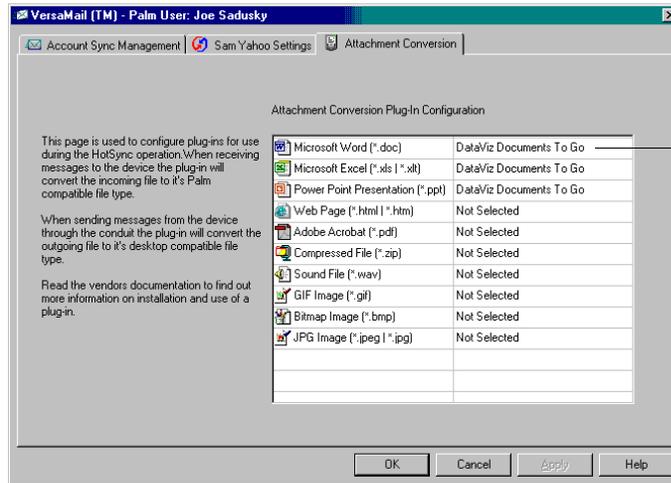
1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.



4. Click Change.
5. Click Configure Accounts.



6. Click the Attachment Conversion tab.



Documents To Go plug-ins are configured automatically

7. Plug-in types are listed in the left column. If the plug-in is selected, the right column shows the name of the company supplying the plug-in. If a plug-in is not selected, the right column reads Not Selected.

**NOTE** The drop-down lists in the right column display only the companies currently supplying plug-ins for a particular type. If more than one company supplies a plug-in of a particular type (for example, Word doc), then multiple company names appear on the list. If no company is currently supplying a plug-in of a particular type, then the only option that appears on the list is Not Selected.

Do one of the following:

Item	Action
To deselect a plug-in	Click the right column next to the plug-in type name, and then select Not Selected from the drop-down list.
To select a plug-in	Click the right column next to the plug-in type name, and then select the name of the company supplying the plug-in from the drop-down list.
To change the company supplying a plug-in of a particular type	Click the right column next to the plug-in type name, and then select the name of the company you want to supply the plug-in from the drop-down list.

8. Click OK.

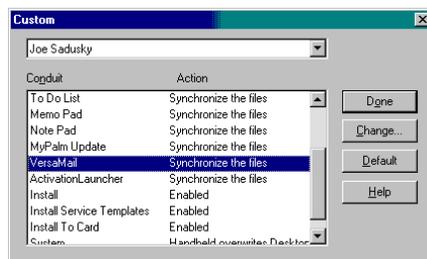
## Synchronizing an account

To synchronize accounts, you must set the HotSync action for VersaMail 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 mail account when you perform 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

You use many Palm™ VersaMail™ personal e-mail software features, such as getting and sending e-mail, 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 mail you actually view
- Creating a synchronize-only e-mail account
- Creating an e-mail account that uses a network connection to send and receive mail
- Setting network and connection preferences on your handheld
- Selecting a different connection service for a given e-mail account
- 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
- Learning about Palm™ Desktop Link to manage your mail in Microsoft Outlook

## 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 message 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 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.



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.



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.

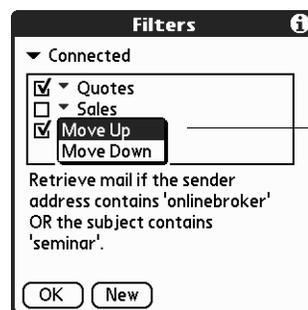
**Contains pick list** Select a filter action: Contains, Starts with, Does NOT Contain.

**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 and 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 apply also to mail synchronization. See [“Synchronizing an account”](#) in [Chapter 5](#) for more information.

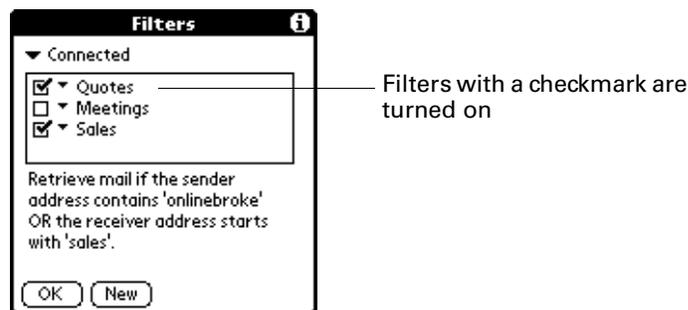
## Turning filters on and off

By default, a filter that is turned on or that is 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 wireless or network transaction.
  - Synchronize applies a filter to a HotSync® operation.
4. Tap the filter check boxes to select the filters you want to use for a subsequent e-mail transactions.

---

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

---

5. Tap OK.

## Editing or deleting a filter

You can edit a filter and 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 the deletion.
5. Tap OK.

## 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.

**NOTE** You can create a synchronize-only account only on a Windows computer.

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 ESMTP
- 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.

See [“Editing e-mail accounts”](#) in [Chapter 3](#) for information about editing e-mail accounts.

To create a synchronize-only e-mail account:

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



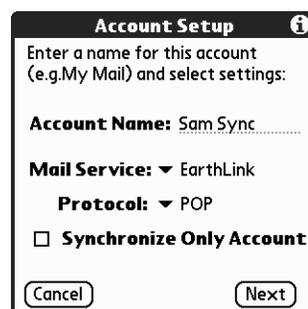
4. Tap New.



5. Do all 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 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.



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

- 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:**

- 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.

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

## Entering the name of the incoming and outgoing mail server

You need to enter your e-mail address for the account you are accessing, as well as the name of the incoming and outgoing 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 e-mail options and begin using the VersaMail application, tap Done. This takes you to the Inbox of the account you just set up. 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 5](#) 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.
- 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 you 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.

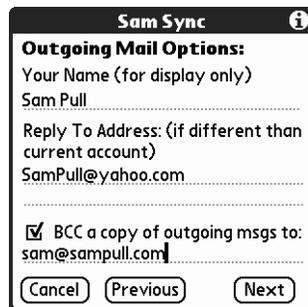
### Setting outgoing mail options

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 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.



2. Tap Next.

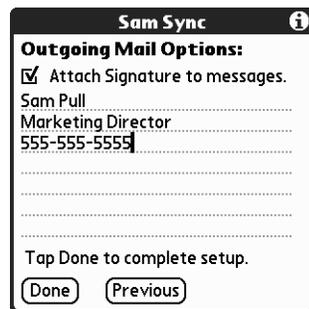
## Adding a signature

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 they appear in 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 5](#) 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.

## Setting up an account with a network connection

If you want to send and receive e-mail with a handheld using an external PalmModem<sup>®</sup> accessory (sold separately) that is connected to a phone jack on the wall, you can create a connection with a network provider. You can also create a network connection to send e-mail from your handheld by using any sort of wireless sled, such as an 802.11 sled; by using the IR (infrared) port on your handheld to connect with an IR phone; by using a physical cable to connect to a wireless phone; or by using an expansion card and a wireless phone, both enabled with Bluetooth technology (both are sold separately).

Because your Palm<sup>™</sup> i705 handheld's Palm.Net<sup>®</sup> wireless service works only in areas of the United States with good Mobitex coverage, you might want to use an accessory (sold separately) to send and receive mail using a network connection in areas with poor coverage or in other countries.

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.
- **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 and connection preferences"](#) later in this chapter.

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.

**NOTE** See ["Editing e-mail accounts"](#) in [Chapter 3](#) for information about editing e-mail accounts.

**To create a network e-mail account:**

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

3. Select Account Setup.

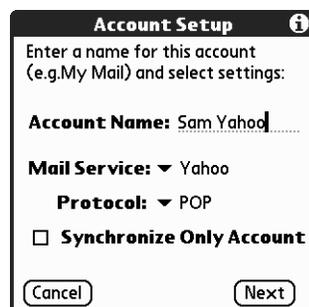


4. Tap New.



5. Do all 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.



6. Tap Next.

## Entering the account username and password

In the next part of 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.

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 incoming and outgoing mail server

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

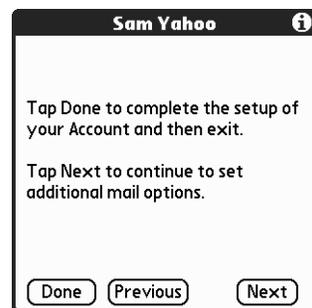
3. Enter the name of your outgoing (SMTP) mail server, such as smtp.mail.yahoo.com.

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 4](#) for information on getting and sending 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 you 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:

- |                         |   |
|-------------------------|---|
| <b>Display Name</b>     | Enter the name you want to appear on your outgoing messages, such as "Joe Smith."   |
| <b>Reply To Address</b> | 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 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 they appear in 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.

## Setting VersaMail connection preferences

In VersaMail Preferences, some preferences are specifically for accounts that use a network connection.

To set network connection preferences:

1. Tap the Menu icon .
2. Tap Accounts and select the account with the network connection.
3. Tap Options.
4. Tap Preferences.
5. Tap Advanced.



6. Select preferences:

**Enable Smart Addressing**

Allows the VersaMail application to type ahead and complete an e-mail address it recognizes. See [“Using Smart Addressing to address a message”](#) in [Chapter 4](#) 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 4](#) for more information.

**Timeout**

Sets the number of seconds that the VersaMail application tries to connect before timing out. If you are using an adapter with a cellular 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 mail transactions in a short time.

<b>Disconnect on Exit</b>	Disconnects from the network connection only after you leave the VersaMail application. This feature is an alternative to AutoDisconnect. This option keeps your connection active while you perform multiple transactions in the VersaMail application, but automatically disconnects when you move on to a different application on your handheld. If this option is not selected, you must manually disconnect from your ISP.
<b>Modem Wait</b>	Displays the number of seconds that the modem uses to initialize itself. If you have a wireless modem, tap and enter a number of seconds for the wait. The typical setting for a wireless modem is 3, and the typical setting for most normal modems is 0.

## 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 getting the entire message”](#) in [Chapter 4](#) for more information.

## Setting network and connection preferences

Although your Palm i705 handheld has a built-in wireless modem, you can also send and receive e-mail using a PalmModem accessory (sold separately) that is connected to a phone jack on the wall; using any sort of wireless sled, such as an 802.11 sled; using the IR (infrared) port on your handheld to connect with an IR phone; using a physical cable to connect to a wireless phone; or using an expansion card and a wireless phone both enabled with Bluetooth technology (both are sold separately). If you want to send and receive e-mail using one of these methods, you need to set network and connection preferences for your e-mail account to work properly. After setting preferences, see [“Creating a network e-mail account”](#) earlier in this chapter for information on setting up your e-mail account.

### Setting network preferences

By default, your handheld uses the Palm™ Wireless connection for all network activity, such as using the VersaMail application, surfing the web, and so on. If you want to use the Palm Wireless connection for sending and receiving e-mail in the VersaMail application, you do not need to set any network or connection preferences on the handheld.

However, if you want to set up an e-mail account that uses a different (other than Palm Wireless) network connection (see [“Creating a network e-mail account”](#) earlier in this chapter), 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

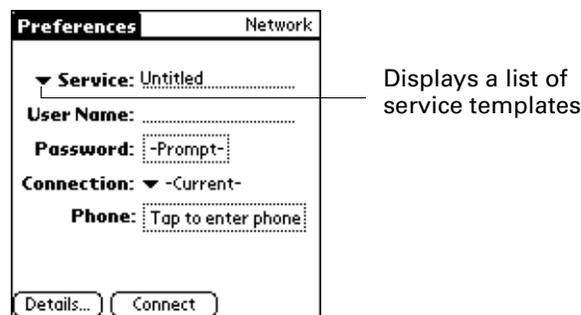
settings for that connection. You can create or access as many services on your handheld as you choose.

Your handheld includes a number of services whose settings are preconfigured. 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.

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. Do one of the following:
  - To use a preconfigured service, tap the Service pick list, and then tap the service name.
  - To create a new service or to use a service that does not appear on the list, tap the Menu icon  and then select New.



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.

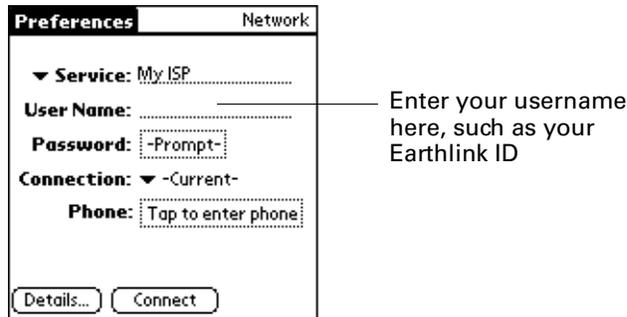
If you create a new service, you need to enter all the settings for that service as explained in the following procedures.

### Entering a username

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 username:**

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

**Entering a password**

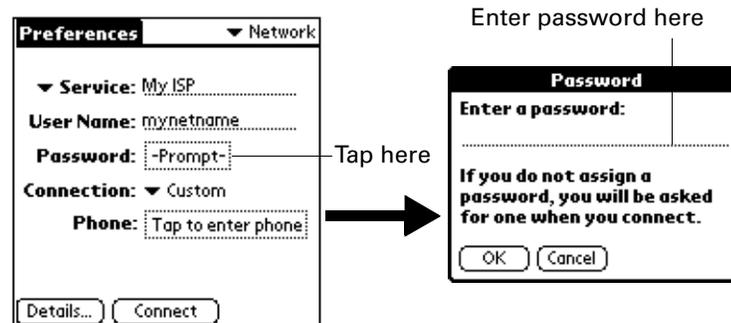
The Password box identifies the password you use to log in to your network service provider. Your entry in this field determines whether your handheld prompts you to enter a password each time you log in to your network:

- If you do not enter a password, your handheld displays the word "Prompt" in this field, and you must enter a password each time you log in to your network provider.
- 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.



3. Tap OK.

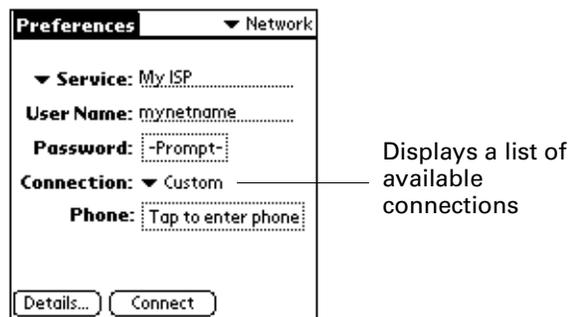
The Password field updates to display the word "Assigned."

### 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 to create a new connection. See “[Setting connection preferences](#)” later in this chapter for more information.

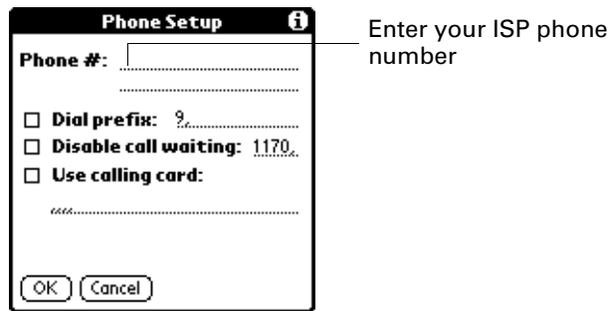
### Adding telephone settings

If the connection type you selected requires a phone (for example, if you are using a PalmModem accessory, sold separately), 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.



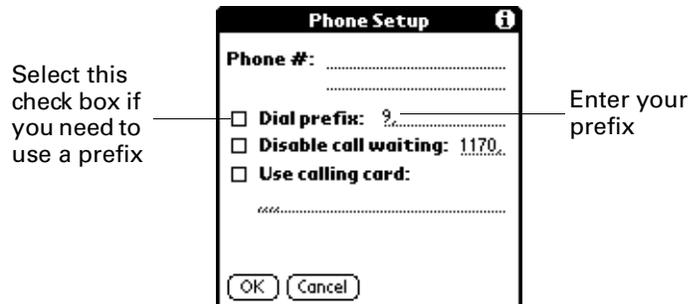
3. If you need to enter a prefix or to disable call waiting, skip to those procedures. Otherwise, tap OK.

### 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.



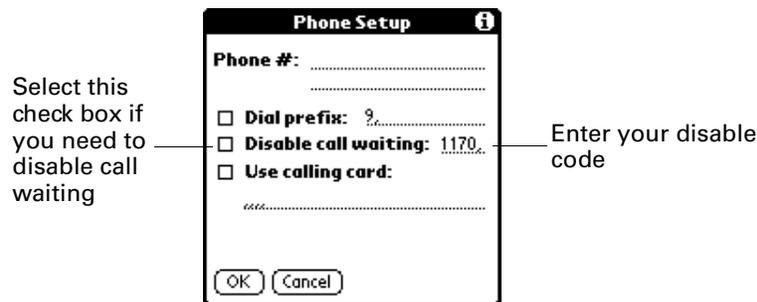
2. Enter the prefix.
3. Tap OK.

### 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.

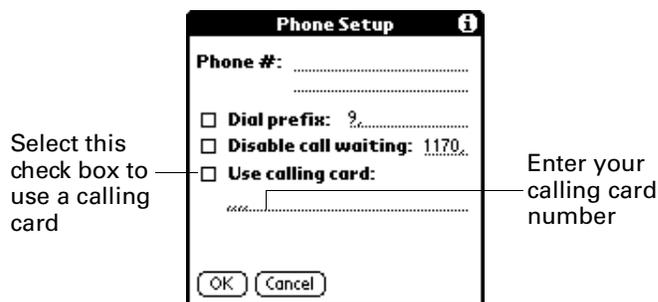
3. Tap OK.

**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.

**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 put 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.

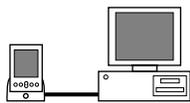
3. Tap OK.

## Setting connection preferences

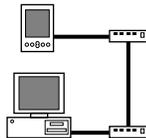
The Network Preferences screen enables you to use a preconfigured connection type for each service you select or create. You can also choose to edit the settings of a preconfigured connection type or to create a new connection type. Use the Connection Preferences screen either to edit the settings of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



**PC by means of infrared:** A connection between the infrared (IR) port of your handheld and the IR device of your desktop 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.)

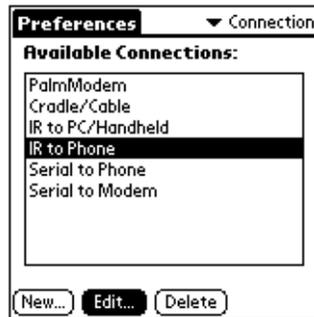
### Editing connections

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.

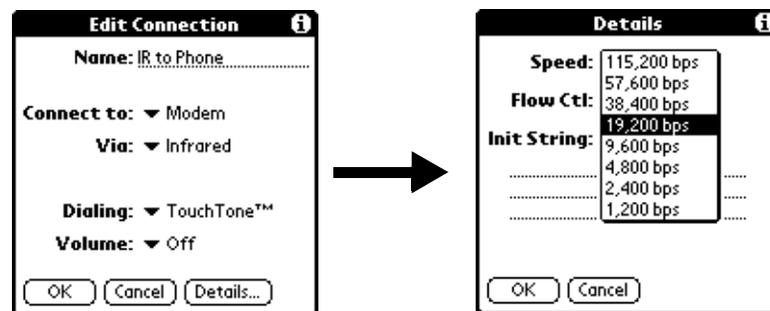
**To edit the IR-to-phone connection:**

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 IR to Phone 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 perform a HotSync operation to synchronize configuration settings on your desktop computer.

## Selecting a different service for a given e-mail account

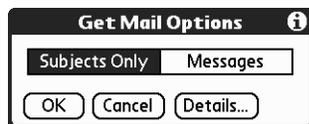
By default, the VersaMail application uses the Palm Wireless service for sending and receiving messages for all e-mail accounts you set up. However, for any given e-mail account, you have the option of switching to a different service for use with that account only. For example, the default Palm Wireless service makes a connection to your ISP by means of the built-in wireless modem on your handheld. However, you may have set up a secondary service called Earthlink, which uses an external PalmModem accessory (sold separately) to make a dial-up connection to your ISP—in this example, Earthlink. If you are checking e-mail on your Earthlink account using the default Palm Wireless connection but you travel into an area that does not have Palm Wireless (Mobitex) coverage, you may want to switch your account to the Earthlink service and use the 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 or Get & Send.



2. Tap Details.



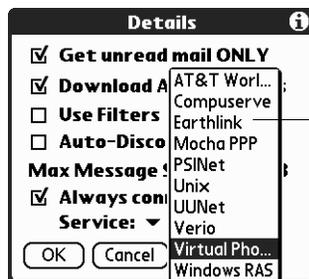
3. Tap the Always connect using check box.

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 a new connection 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 PalmModem 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 (Palm Wireless).

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.

## Managing mail settings

You can configure advanced mail settings, such as server information and incoming and outgoing mail server options, 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.



Shows server settings for current account. Tap the Account pick list to edit the account

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

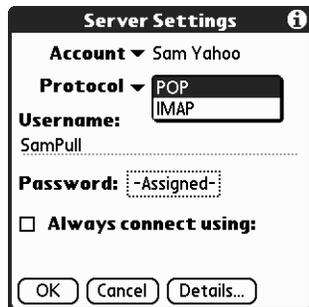


All e-mail accounts appear in the list

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.

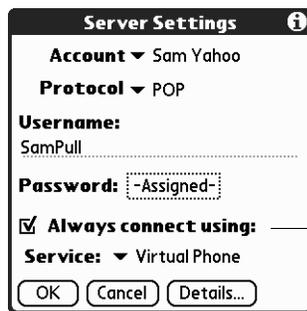
Your username is typically the first part of your e-mail address, which appears before the @ symbol.



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

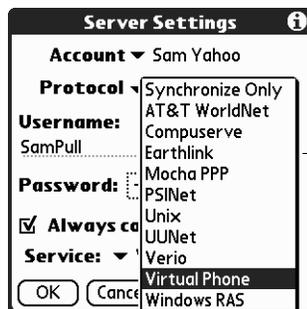
To set a default service for this account (different from the default service for your handheld):

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 Palm Wireless service for your handheld. For example, for your Earthlink account, you may want to switch to the Earthlink service, which uses an external PalmModem accessory (sold separately) to make a network connection. To do this, tap the Always connect using check box and select Earthlink from the Service pick list. Leave this box deselected if you want to use your default Palm Wireless service for this e-mail account.

See [“Selecting a different service for a given e-mail account”](#) earlier in this chapter 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.



3. Edit any of the following:

- |                             |   |
|-----------------------------|---|
| <b>E-mail Address</b>       | Enter the e-mail address of the account you are accessing, such as <code>examplename@yahoo.com</code> . |
| <b>Incoming Mail Server</b> | Enter the name of your incoming (POP) mail server, such as <code>pop.mail.yahoo.com</code> .            |
| <b>Outgoing Mail Server</b> | Enter the name of your outgoing (SMTP) mail server, such as <code>smtp.mail.yahoo.com</code> .          |



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.



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

POP accounts



IMAP account



<b>Get unread mail ONLY</b>	Retrieves unread e-mail only. To get all e-mail and not just unread e-mail, deselect Get unread mail ONLY.
<b>Max Message Size</b>	Shows the maximum message size that you can receive.
<b>Leave mail on server (POP only)</b>	Leaves e-mail that you receive on the handheld on the server also.
<b>Port Number</b>	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.
<b>Use APOP (POP only)</b>	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 <a href="#">“Adding APOP to an account”</a> later in this chapter.
<b>Mailbox (IMAP only)</b>	Defines the root mailbox on your IMAP server.

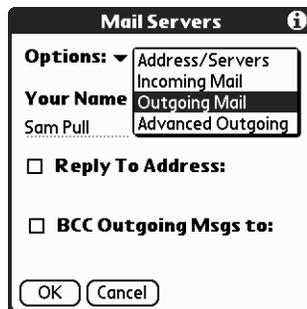
- Deleted Mail (IMAP only)** Stores deleted e-mail in the folder you specify on the server. This field is case sensitive, so spell the folder name exactly as it is spelled on the server. For example, if your Deleted Mail folder is called Trash (with a capital T) on the server, you must enter Trash in 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 spelled on the server.

4. Tap OK.

If you are using the Palm VersaMail HotSync Conduit and you 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.

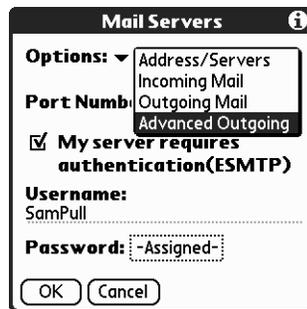
**BCC** Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your desktop e-mail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



4. Tap OK.

To set additional outgoing mail options:

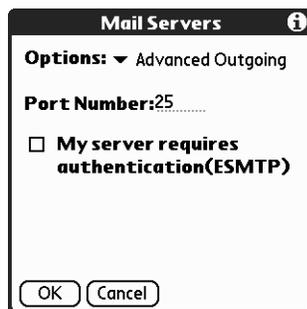
1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Advanced Outgoing.



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 to see if your outgoing server requires ESMTP authentication. 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 connecting over a 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.

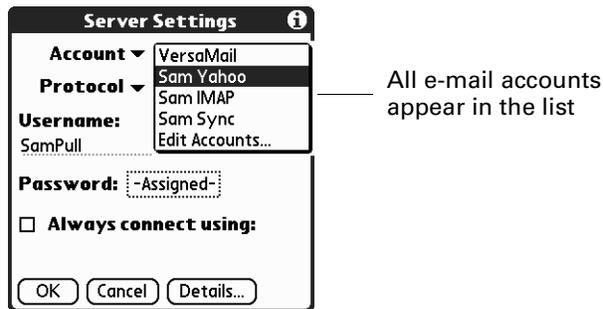
**NOTE** APOP works only with accounts that use the POP protocol.

To edit an account and add APOP:

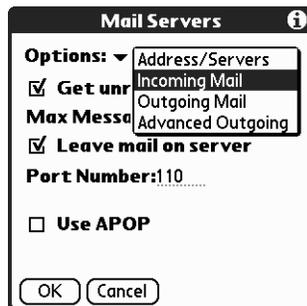
1. In your Inbox or another folder screen, tap the Menu icon .
2. Tap Options.
3. Tap Mail Servers.



4. Tap the Account pick list and then 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 then select Incoming Mail.



8. Select the Use APOP check box.



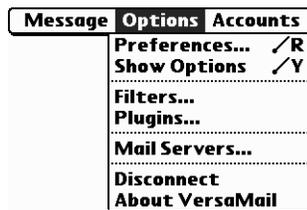
9. Tap OK.

## Adding ESMTP to an account

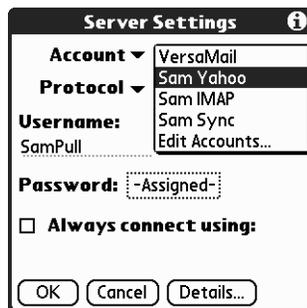
Some services require ESMTP authentication to validate your username and password on a given SMTP server. If you aren't sure if your ISP or web e-mail provider supports ESMTP, check with your e-mail provider.

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 then select Edit Accounts.

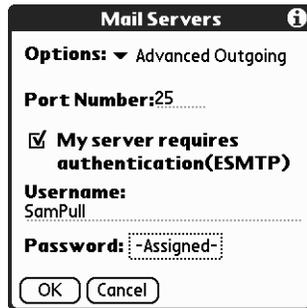


All e-mail accounts appear in the list

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 then 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 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 then 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 then 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 4](#).

**To access the command bar on your handheld:**

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

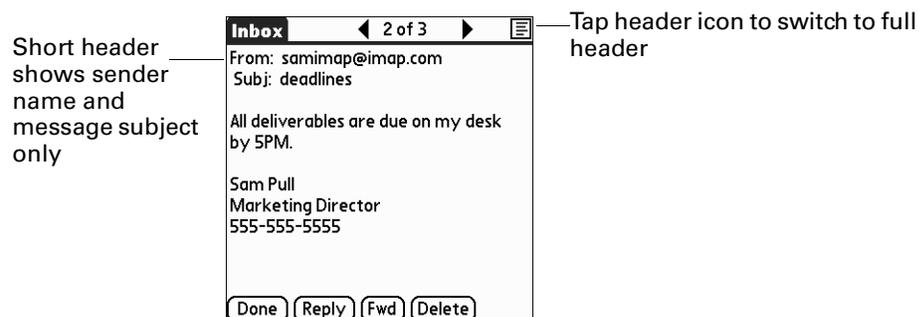
For each type of screen in the VersaMail application, the command bar offers various options, as shown in the following table.

View	Options
List (Inbox, Outbox, and so on, showing list of messages)	<ul style="list-style-type: none"> <li>☑ Select all messages.</li> <li>☐ Deselect all messages.</li> <li>A Change display font (toggles between large and small font).</li> <li>🗑 Delete messages from the handheld; icon appears only if you have previously selected all messages.</li> </ul>
Reading a message	<ul style="list-style-type: none"> <li>🗑 Delete message from the handheld.</li> <li>📁 Move message to a different folder; select folder from pick list.</li> <li>A Change display font (toggles between large and small font).</li> </ul>
Composing a message	<ul style="list-style-type: none"> <li>@ Insert the @ symbol in a recipient e-mail address.</li> <li>📎 Add attachment.</li> <li>📄 Paste text.</li> <li>↶ Undoes last action; icon appears in command bar only if you have previously performed one of the preceding actions.</li> </ul>

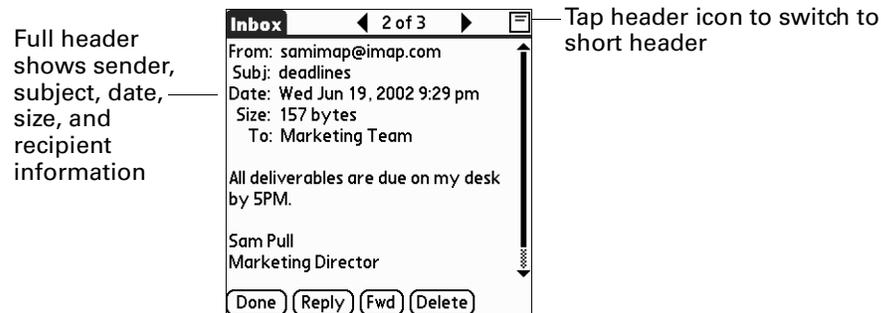
## E-mail header details

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)



- **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)



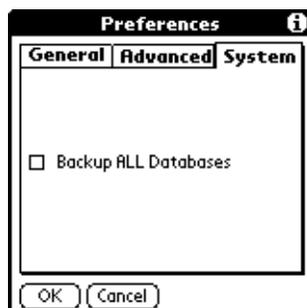
To switch between short header and full header view, tap the header icon in the upper-right corner of the screen.

## Backing up mail databases

In most cases your 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 an e-mail database:**

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

## Using 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 that you delete from the folder.

When you synchronize a folder, any e-mail messages in the selected folder on the mail server are downloaded to the same folder on your handheld. Any messages moved out of the selected folder on your handheld or deleted on your handheld are moved out of or deleted from 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 4](#). 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 you need to create it on your handheld, see [“Creating and editing mail folders”](#) in [Chapter 4](#). 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.
- 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.

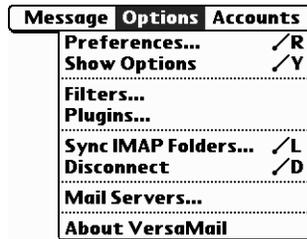
**NOTE** You can synchronize folders whose names are up to 16 characters in length. You can synchronize up to 11 custom folders you create, in addition to the default folders Inbox, Outbox, Drafts, Sent, and Trash.

**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 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.

## Using Palm Desktop Link

**NOTE** Palm Desktop Link runs on Windows computers only.

Palm Desktop Link provides you with secure, wireless access to your business e-mail from your Palm i705 handheld. Desktop Link runs continuously in the background on your Windows computer and securely and wirelessly forwards a copy of messages received in your Exchange corporate e-mail account to the Business account in the VersaMail application on your Palm i705 handheld.

The VersaMail application version 2.0 runs with version 1.2 of Palm Desktop Link; if you are running an earlier version of Desktop Link, you must upgrade to version 1.2. See [“Installing the VersaMail application”](#) in [Chapter 1](#) for details. For more information about installing, setting up, and using Palm Desktop Link, see the *Palm™ Desktop Link Handbook*.

## Keyboard Shortcuts

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. Enter the command bar stroke ✓ in the Graffiti® writing area.
2. Press the letter of the shortcut.

<b>ShortCut</b>	<b>Feature</b>
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

- Account. *See* E-mail account
- Address Book
  - adding e-mail address from 47
  - adding entry from e-mail 68
  - using to address e-mail 47
- Addressing e-mail
  - displaying another address 26, 32, 92, 99, 116
  - message 47–49
  - using Smart Addressing 48
- Advanced preferences 65
- Alarm sound 14
- Alerting for new mail 13
- America Online 19
- APOP
  - adding to an account 114, 117
  - and synchronization 75
  - requirement 22, 94, 114
- Attaching a signature to messages 27, 32, 93, 99
- Attachments 54–61
  - adding 57–59
  - downloading 67
  - forwarding 61
  - icon for 38
  - selecting plug-ins 81
  - sending 49
  - using Documents To Go 80–81
  - viewing 54–56

## B

- Backing up e-mail databases 122
- Bcc field 47
  - See Also* Blind copies
- Beep for new mail 11
- Blind copies 26, 27, 32, 47, 92, 93, 99, 116
- Blinking asterisk 11
- Bluetooth Card. *See* Palm Bluetooth Card
- Broken envelope icon 12

- Business account
  - creating 5
  - e-mail forwarding 12
  - maximum message size 57
  - security key 74

## C

- Call waiting, disabling 105
- Calling card, using in phone settings 106
- Cc field 47
- Clearing reminders 12
- Collecting e-mail from POP3 accounts 19
- Command bar, in VersaMail 120
- Conduit. *See* HotSync Conduit
- Configuring accounts. *See* Connection preferences, E-mail account *and* Network preferences
- Connection preferences, setting 101–108
- Connection type
  - changing in account 111
  - modem sled 93
  - network connection 93
  - Palm Bluetooth Card 93
  - Palm Wireless 21
  - PalmModem accessory 93
  - selecting for network 104
  - synchronize-only 21

## D

- Databases
  - backing up 122
  - upgrading a MultiMail database 8
- Date Book appointments, viewing reminders 11
- Delete Msgs on Server setting 17
- Deleting
  - e-mail 61–64, 115
  - filters 87
  - mail in the trash 64

- old messages 63
- Palm.com account messages 17
- Desktop Link. *See* Palm Desktop Link
- Disabling call waiting 105
- Disconnecting a modem 100
- Documents To Go
  - converting attachments 80–81
  - installing new version 8
- Download message size 25, 31, 77, 91, 98
- Downloading attachments 38
- Drafts
  - creating 43
  - saving 49, 50

## E

- Earthlink, collecting e-mail 19
- E-mail
  - accessing corporate e-mail 124
  - adding Address Book entry from e-mail 68
  - adding attachments 57–59
  - addressing 47
  - alert for new mail 13
  - attaching files 36
  - attachments 54–61
  - backing up databases 122
  - beeping for new mail 11
  - buzzing or blinking for new mail 14
  - collecting e-mail from POP3 accounts 19
  - composing 49
  - copying and pasting text 120
  - creating new messages 46–49
  - days to synchronize 76
  - deleting messages on handheld 61–64
  - deleting messages on server 17, 115
  - drafts 50, 51
  - emptying trash 64–65
  - filters for 84–87
  - folder on server 115
  - forwarding 51, 52
  - forwarding attachments 61
  - forwarding from another account 12
  - getting entire message 36
  - getting on desktop 72–76
  - getting subject only 36
  - header details 121
  - icons 38
  - leaving mail on server 25, 30, 91, 97, 114

- mailbox storage limits 16
- managing mail settings 110–117
- marking read and unread 65–66
- maximum message size 25, 31, 77, 91, 98
- notification filter 15
- notification options 13
- personal signature 50, 67
- preferences 67
- reading 35
- replying to 52–54
- sending 49, 50
- setting preferences for 67
- signature, adding 27, 32, 93, 99
- storing in Outbox 49
- time received 37
- trash 64
- viewing attachments 54–56
- viewing Palm.com account on Internet 16

- E-mail account
  - APOP setting 114
  - before setting up 22
  - Business 5
  - changing e-mail address 113
  - changing mail server settings 114
  - changing protocol type 111
  - changing username and password 111
  - checking for new messages 35, 36
  - connection type 21–22
  - creating new 27, 30–31, 91, 94–99
  - default mail service 108–110, 112
  - deleting accounts 33–34
  - displaying Inbox 35
  - editing accounts 27–33
  - incoming and outgoing server 24, 29, 90, 96
  - managing mail settings 110–117
  - network connection 22
  - notification filter 15
  - notification option 11
  - outgoing mail server 115
  - Palm wireless 9
  - password 23, 29, 89, 96
  - selecting for synchronization 73
  - synchronization options 72–76
  - synchronize-only account 87–90, 93
  - synchronizing 72, 82
  - username 23, 29, 89, 96
  - See also* Palm.com account

E-mail address, changing 113  
 Encryption for Business account 57  
 Envelope icon 38  
 Error log 73  
 ESMTP 22, 87, 94, 117  
   adding to an account 119  
   and synchronization 75, 76  
 Eudora, configuring for e-mail 79  
 Existing accounts  
   synchronizing username 7  
   upgrading database 8  
 Extended MAPI 74

## F

Files  
   converting attachments 80–81  
   error log 73  
 Filters  
   creating 84–85  
   deleting 87  
   editing 87  
   examples of 86  
   notification for Palm.com account 15  
   turning on and off 86  
 Folders  
   creating new 43  
   viewing other 40  
 Forwarding e-mail 51

## G

General preferences 14  
 Getting e-mail  
   checking for new messages 36  
   Palm.com account 10

## H

Handheld  
   alarm 14  
   alerts for e-mail 15  
   blinking 14  
   buzzing 14  
   system requirements 4  
   VersaMail button 13  
   vibrating 14  
 Header field 16  
 HotSync Conduit 71–82  
 HotSync Manager 82

operations using cradle 107  
 operations using IR port 107–108  
 starting 71  
 synchronize active accounts 72

## I

Icons  
   broken envelope 12  
   for e-mail messages 38  
   HotSync Manager 71  
   paperclip 38  
   VersaMail 38  
 IMAP  
   adding an account 23, 28, 88, 95  
   ESMTP synchronization in 76  
   root mailbox 114  
   server options 25, 30, 91, 97  
   synchronizing an account 76  
   wireless folder synchronization 123  
 Inbox  
   mailbox limits 16  
   Reminders list and 12  
   synchronizing 77  
   viewing mail 35–37  
   viewing Palm.com 10  
 Incoming mail server 23, 24, 29, 89, 90, 96  
 Incoming mail server, changing 114  
 Infrared 93, 101  
   connections 107  
   HotSync operations 108  
 Initialization string 108  
 Installing  
   Documents To Go 8  
   Palm Desktop Link 5  
   VersaMail 4–7  
 Internet  
   deleting e-mail on Palm.com account 17  
   viewing Palm.com account 16  
 IR to Phone connection 107  
 IrCOMM 107  
 ISP  
   login script 22, 94  
   password 103  
   phone number 104  
   requirements for 22  
   requiring APOP 114, 117  
   requiring ESMTP 119

**K**

Keyboard shortcuts, in VersaMail 125

**L**

Logging informational errors 73

Login script 22, 94

Lotus Notes, selecting as mail client 75

**M**

Mail. *See* E-mail

Mail server settings, changing 114

Mail service, default service for e-mail account 108–110, 112

Mail settings

    changing e-mail address 113

    changing mail server settings 114

    changing protocol type 111

    changing username and password 111

    managing 110–117

Mailbox, adding new 27, 94–99

Marking messages unread/read 65

Maximum message size

    Business account 57

    for HotSync operation 77

    incoming e-mail 25, 31, 91, 98

    POP and IMAP server 114

Microsoft Exchange 5.0 75

Microsoft Outlook

    configuring for e-mail 78

    synchronizing with 75

    viewing Palm.com account 18

Microsoft Outlook Express

    configuring for e-mail 78

    selecting as mail client 75

    viewing Palm.com account 18

Modem

    auto-disconnect 100

    initialization string 108

    initializing 101

    preferences 100

    timeout 100

Modem sled, connecting using 93

MultiMail, upgrading database 8

Multiple addressees 47

**N**

Netscape 74

Network

    password 103

    phone settings 104

    selecting connection 104

    username 102

Network account, creating new 27, 94–99

Network preferences, setting 101–108

New account. *See* Network account, creating and Synchronize-only account, creating

Notification filters 15

Notification option

    changing the sound 13

    filter for Palm.com account 15

    Palm.com account 13

**O**

Old messages, deleting 61

Outbox 43

    storing e-mail 49

    synchronizing 77

Outgoing server, settings 24, 29, 90, 96, 115

**P**

Palm Bluetooth Card, setting up an e-mail account using 93

Palm Desktop Link

    creating security key 73

    description of 124

    e-mail notification 13

    installing version 1.2 5

    maximum message size 57

    notification options 37

Palm Wireless service 9

Palm.com account

    address 9

    collecting e-mail from other accounts 19

    deleting messages 17

    e-mail alert 13

    e-mail forwarding 12

    mailbox limit 16

    notification filter 15

    notification option 11, 13

    notification sound 13, 14

    viewing in Microsoft Outlook 18

    viewing in other e-mail applications 18

- viewing on handheld 10
  - viewing on Internet 16
  - Palm.Net
    - address 9
    - service plan 9
    - username 18
    - wireless service 93
  - PalmModem accessory, connecting using 93
  - Paperclip icon 38
  - Password 23, 29, 89, 96
    - changing 111
    - editing in account 27
    - network 103
  - Personal signature. *See* Signature
  - Phone number
    - call waiting 105
    - ISP 104
    - prefix 105
    - using a calling card 106
  - Phone settings for ISP or dial-in server 104–106
  - Plug-ins 81
  - POP accounts 25, 30, 91, 97
    - adding an account 23, 28, 88, 95
    - APOP synchronization in 75
  - POP3 accounts
    - collecting e-mail 19
    - description of 19
  - Port number 114, 117
  - Preferences
    - advanced 65
    - connection 101–108
    - deleting e-mail 67
    - getting mail 67
    - mail databases 122
    - modem 100
    - network 101–108
    - Trash 65
    - VersaMail 48, 56, 64, 67, 100
  - Profile 76
  - Protocol, changing type 111
  - Push e-mail 12
- R**
- Read messages, marking 65
  - Reading e-mail 35–38
  - Registering Documents To Go 8
  - Reminders list
    - types of reminders 11
    - using 12
    - viewing 11
  - Replying to e-mail 52
- S**
- Saving
    - e-mail databases 122
    - e-mail messages 63
  - Security key 73
  - Selecting 83
  - Sending e-mail 49
  - Server
    - deleting messages on 17, 65, 67
    - sent mail folder 115
  - Settings. *See* Connection Preferences *and* Network Preferences
  - Signature 27, 32, 93, 99
    - attaching personal 50–51, 67
  - SMAPI (Simple MAPI) 74
  - Smart Addressing
    - turning on 48
    - using 48–49
  - SMTP settings 115
  - Sound
    - alarm on handheld 14
    - changing for mail notification 13
  - Synchronize-only account
    - configuring 93
    - creating 87–90, 93
  - Synchronizing an existing username 7
  - Synchronizing e-mail 82
    - active accounts 82
    - e-mail applications for 75
    - HotSync operation 72
    - logging errors 73
    - security key 73
    - setting how many days 76
    - turn off synchronization 82
  - Synchronizing IMAP folders 123
- T**
- Text, copying and pasting in e-mail 120
  - To Do List tasks, viewing reminders 11
  - To field 47

Trash

- automatically emptying 65
- creating other folders 43
- emptying deleted e-mail 64–65
- setting frequency in preferences 65

**U**

- Universal connector 107
- Unread mail 25, 30, 91, 97, 114
- Unread messages, marking 65
- Upgrading a MultiMail database 8
- Username 23, 29, 89, 96
  - changing 111
  - editing in account 27
  - entering 111
  - for ISP 102
  - network 102
  - Palm.Net 18
  - synchronizing existing 7

**V**

- VersaMail
  - icons 38
  - installing 4–7
- Vibrate alarm 14

**W**

- Web
  - Documents To Go 8
  - POP mail collection 19
  - viewing Palm.com account 16
- Wireless modem 93, 101

**Y**

- Yahoo, collecting e-mail from 19

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