MultiMail® SE 1.0 Handbook

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Contents

About This Book

Welcome to the MultiMail® SE 1.0 Handbook. This handbook provides the information you need to begin using MultiMail SE on your handheld to send and receive e-mail.

This book walks you through the following:

- Configuring MultiMail SE for use with your modem and mail server
- Using MultiMail SE to send and receive e-mail
- Troubleshooting any problems you might have

Chapter 1

Introduction

MultiMail® SE software allows you to send and retrieve e-mail directly from your handheld by way of a data-enabled phone or a modem. There is no need to synchronize with a desktop computer, which means that you can stay connected when you are away from your home or office.

MultiMail SE software provides the following features:

- Connection to ISPs (Internet Service Providers) or corporations directly through the Palm OS® platform integrated TCP/IP stack
- Support for SMTP, POP3, and IMAP4 protocols
- Support for IMAP4 disconnected mode, which makes it possible for you to delete or file messages while offline and update the server later
- Integration with the Palm OS platform Address Book
- Configurable maximum message size (as much as 60K)
- One POP3 or IMAP4 e-mail user account
- As many as 16 configurable folders for organizing your e-mail
- A customizable main e-mail view that allows you to easily move and resize columns
- Filtering capabilities for sorting and organizing your e-mail, based on rules that you create
- Retrieval of headers only and selective message deletion
- Support for blind carbon copies

Supported protocols

E-mail protocols ensure that e-mail functions uniformly with different e-mail packages. MultiMail SE software supports the following major protocols:

■ SMTP (Simple Mail Transfer Protocol) is the only major standard mail protocol for sending e-mail messages.

■ POP3 (Post Office Protocol version 3) is the most popular standard for retrieving e-mail messages. POP3 allows you to leave messages on the server or take them off after they have been retrieved. The MultiMail SE software is configured to leave copies of your mail on the server, making it possible to, for example, retrieve copies of your e-mail later from a desktop computer. However, you can change this setting if you like when you configure your mail server settings.

■ IMAP4 (Internet Message Access Protocol) is another protocol for retrieving e-mail messages. It provides online and disconnected modes that make it easy to access e-mail from multiple computers. You can maintain multiple mailboxes on your server, and access and manage them from any client. This protocol also allows you to download the headers and bodies of mail messages separately, minimizing connection time and memory consumption.

The protocol you use for retrieving e-mail (POP3 or IMAP4) is determined by your ISP or corporate e-mail. There are some differences in how you set up and use MultiMail SE software with these two different protocols.

MultiMail SE software package

Your MultiMail SE software package includes the following files:

■ **MultiMailSE-E.prc** is the MultiMail SE application that you install on your handheld.

■ **MMWizard.prc** is the MultiMail SE Setup Wizard. Use this application to set up or modify your modem and mail server settings from your handheld.

■ **MultiMailSEHandbook.pdf** is this handbook in pdf format.

Make the connection

After you install the MultiMail SE software and perform a HotSync operation, you are ready to connect your handheld to a phone.

Note: Macintosh users must also configure the Network Preferences before connecting to a phone.

To connect to a phone:

1. Turn on your handheld and your mobile phone.

2. Activate the infrared port on your phone and align the infrared port on your handheld with the infrared port on your phone.

You can also connect a modem to your handheld and connect the modem cable to a wall phone jack.
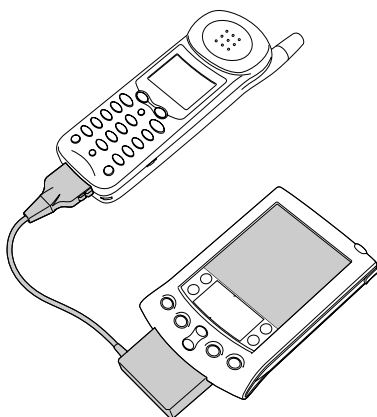
Note: For more information on connecting to a wireless phone, see your handheld's handbook.

Chapter 2

Configuring MultiMail® SE Software

Before you can use the MultiMail® SE software, you need to configure it by entering information about your modem and mail server. This chapter tells you what information you need and provides instructions for configuring your modem and mail server using the MultiMail Setup Wizard, as well as instructions for entering this information manually.

This chapter also provides instructions for setting optional preferences for how the MultiMail SE software handles your e-mail, as well as instructions on creating POP3 folders or IMAP4 mailboxes for organizing your messages.

Before you begin

Before you configure the MultiMail SE software, make sure that you have the following information, which is available from your mail server administrator:

■ The protocol used for incoming mail (POP3 or IMAP4)

■ The name of the incoming mail server

■ The name of the outgoing mail (SMTP) server

■ Your e-mail address

■ The login script (if any) you need for connecting to your ISP or corporate e-mail

■ The IP addresses of your primary and secondary DNS

Starting the MultiMail SE software

Once you have performed the HotSync operation and installed the MultiMail SE software on your handheld, you can start the application.

To start the MultiMail SE software:

1. On the Applications Launcher, tap the MultiMail SE icon ▨ and wait while the Mail database is created.

2. Tap OK.

   The MultiMail Setup Wizard starts so that you can configure your modem and mail server settings. For instructions, see "Configuring modem settings with the MultiMail Setup Wizard" and "Configuring mail server settings with the MultiMail Setup Wizard" later in this chapter.

   If the MultiMail Setup Wizard is not installed, the MultiMail SE software screen appears. You need to configure your modem and mail server manually. For instructions, see "Configuring modem settings manually" and "Configuring mail server settings manually" later in this chapter.

Configuring modem settings with the MultiMail Setup Wizard

If you have the MultiMail Setup Wizard installed, it starts automatically after you install and start the MultiMail SE software. Use it to configure the MultiMail SE software for use with your modem.

Note: This section applies only to Macintosh users. Windows users should have already configured their modem settings during the initial installation and can now go on to configure mail server settings.

To configure modem settings:

1. Tap the Configure Network Preferences button.

MultiMail Setup Wizard

Before Configuring MultiMail PRO, the Palm Network settings should be configured.

(Configure Network Preferences)

Select your Internet Service Provider (ISP) from the list below. If you do not see your ISP, select 'Other'

ISP: ▼ Other

(Next) (Cancel)

Preferences   Network

▼ **Service:** Aimnet

User Name: ....

Password: -Prompt-

Connection: ▼ -Current-

Phone: Tap to enter phone

(Done) (Details...) (Connect)

2. Enter preferences.

   a. Tap the Service field and enter the name of your ISP or company. This is for your reference only and should represent the location to which you are dialing in.

   b. Tap the Username field and enter the username for your account.

   c. Tap the Password field. In the Password dialog box, enter your password and tap OK. Or, if you want to be prompted for your password during the dial-in connection, do not enter a password in this field.

   d. Tap the Phone field.
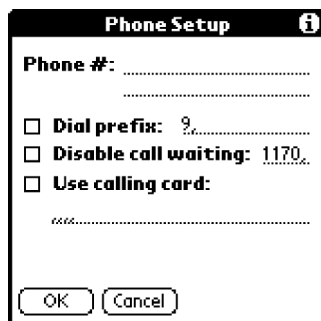
Phone Setup   ⓘ

Phone #: ....

☐ **Dial prefix:**   9,
☐ **Disable call waiting:** 1170,
☐ **Use calling card:**

   ,,,,..

(OK) (Cancel)

   e. In the Phone Setup dialog box, tap the Phone# field and enter the phone number for the modem you are going to dial into. Depending on your setup, you may need to enter the rest of the information in the dialog box. For instructions, see your handheld's handbook. When you have completed all appropriate entries, tap OK.

3. Tap Details.

   a. Tap the Connection type field and select the appropriate type of protocol.
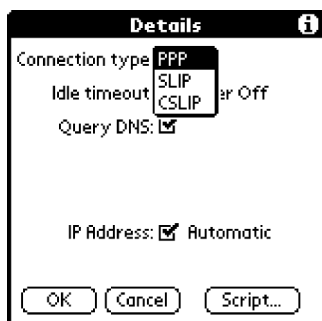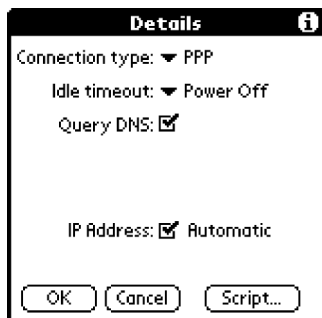
```
┌──────────────────────────────┐
│        Details          ⓘ    │
│ Connection type: ▼ PPP       │
│     Idle timeout: ▼ Power Off│
│       Query DNS: ☑           │
│                              │
│                              │
│     IP Address: ☑ Automatic  │
│                              │
│ ( OK ) ( Cancel )  ( Script...)│
└──────────────────────────────┘
```

```
┌──────────────────────────────┐
│        Details          ⓘ    │
│ Connection type│PPP │         │
│               │SLIP│          │
│    Idle timeout│CSLIP│er Off  │
│       Query DNS: ☑           │
│                              │
│                              │
│     IP Address: ☑ Automatic  │
│                              │
│ ( OK ) ( Cancel )  ( Script...)│
└──────────────────────────────┘
```

   b. Tap the Idle Timeout field and select an idle timeout setting.

   c. If necessary, change the Query DNS and IP Address settings. For instructions, see your handheld's handbook.

   d. If your ISP requires a login script, tap Script. (If your ISP or corporation requires a login script, your mail server administrator can provide it.)

e. Enter the script. The following example shows a common login script.
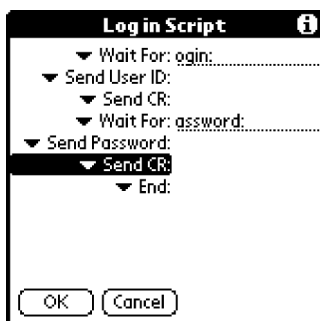
f. Tap OK in the Login Script dialog box.

4. Tap OK in the Detail dialog box.

5. Tap Done.

Configuring mail server settings with the MultiMail Setup Wizard

Entering mail server settings involves entering information about your incoming and outgoing mail servers. If you have not already obtained this information from your mail server administrator, see "Before you begin" at the beginning of this chapter.

To configure mail server settings:

1. Tap the ISP pick list and select your ISP. If you do not see your ISP, select Other. Then tap next.
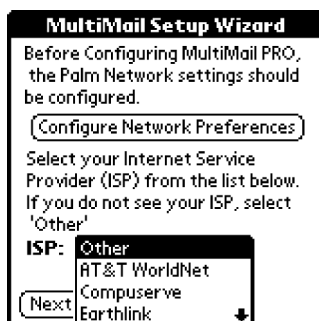
2. Enter the name of your outgoing mail server, your name, and your email address. Then tap Next.

```
┌─────────────────────────────────────┐
│      MultiMail Setup Wizard          │
│ Enter the name of your outgoing      │
│ mail server.                         │
│ (ex: mail.myserver.net)              │
│ ....................................  │
│ Enter your name: (ex: Fred Smith)    │
│ ....................................  │
│ Enter your email address:            │
│ (ex: fred@myserver.net)              │
│ ....................................  │
│ ( Next ) ( Previous ) ( Cancel )     │
└─────────────────────────────────────┘
```

3. Enter the name of your incoming mail server, username (NOT your entire email address) and mail server password.

```
┌─────────────────────────────────────┐
│      MultiMail Setup Wizard          │
│ Enter the name of your incoming      │
│ mail server (ex: pop3.server.net)    │
│ ....................................  │
│ Mail Type:  ▼ POP3                   │
│                                      │
│ Mail Server Username: (ex: fsmith)   │
│ ...............................      │
│ Mail Server Password: (ex: secret)   │
│ ...............................      │
│ ( Finish ) ( Previous ) ( Cancel )   │
└─────────────────────────────────────┘
```

4. Select your mail type (POP3 or IMAP4).

```
┌─────────────────────────────────────┐
│      MultiMail Setup Wizard          │
│ Enter the name of your incoming      │
│ mail server (ex: pop3.server.net)    │
│ ....................................  │
│ Mail Type: ┌──────┐                  │
│            │ POP3 │                  │
│            │ IMAP4│                  │
│ Mail Server Username: (ex: fsmith)   │
│ ...............................      │
│ Mail Server Password: (ex: secret)   │
│ ...............................      │
│ ( Finish ) ( Previous ) ( Cancel )   │
└─────────────────────────────────────┘
```

5. Tap Finish.

MultiMail Setup Wizard
Enter the name of your incoming
mail server (ex: pop3.server.net)
....
Mail Type: ▼ POP3

MultiMail
(i) **Congratulations**
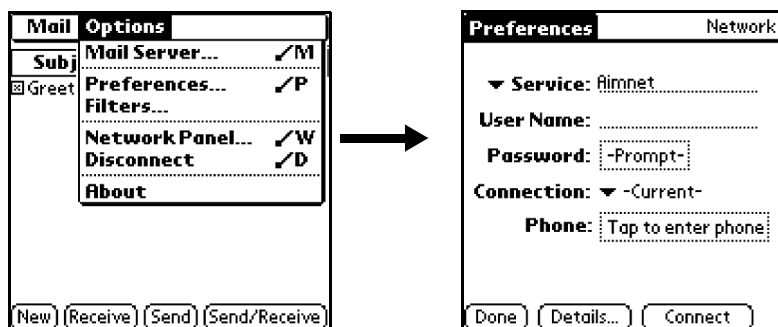   **You have completed**
    your MultiMail setup.

(OK)

6. Tap OK.

Configuring modem settings manually

If you don't have the MultiMail Setup Wizard or if you need to change
modem settings after the initial configuration, you can enter modem
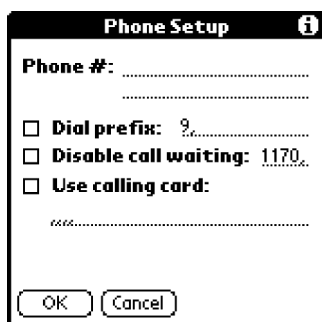settings manually.

To enter modem settings manually:

1. Tap the Menu icon 🖾.

2. Tap Options, and then tap Network Panel.

Mail	**Options**	
Subj	**Mail Server...**	∕M
⊠Greet	**Preferences...**	∕P
	Filters...	
	Network Panel...	∕W
	Disconnect	∕D
	About	

(New) (Receive) (Send) (Send/Receive)

Preferences Network

▼ **Service:** Aimnet
User Name: ....
Password: ⌈-Prompt-⌉
Connection: ▼ -Current-
Phone: ⌈Tap to enter phone⌉

(Done) (Details...) (Connect)

3. Enter preferences.

   a. Tap the Service field and enter the name of your ISP or
   company. This is for your reference only and should represent
   the location to which you are dialing in.

   b. Tap the Username field and enter the username for your
   account.

   c. Tap the Password field. In the Password dialog box, enter your
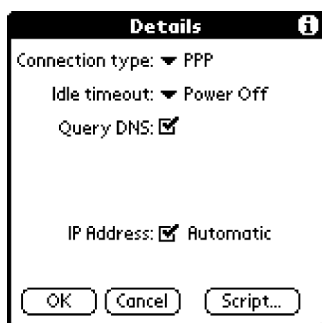   password and tap OK.

d. Tap the Phone field.

Phone Setup ⓘ

Phone #: ....
....

☐ **Dial prefix:** 9......................
☐ **Disable call waiting:** 1170..
☐ **Use calling card:**

,,,,,...

(OK) (Cancel)

e. In the Phone Setup dialog box, tap the Phone# field and enter the phone number for the modem you are going to dial into. Depending on your setup, you may need to enter the rest of the information in the dialog box. For instructions, see your handheld's handbook. When you have completed all appropriate entries, tap OK.

4. Tap Details.

a. Tap the Connection type field and select the appropriate type of protocol.

Details ⓘ

Connection type: ▼ PPP

Idle timeout: ▼ Power Off

Query DNS: ☑

IP Address: ☑ Automatic

(OK) (Cancel) (Script...)

Details ⓘ

Connection type | PPP |
　　　　　　　| SLIP |
Idle timeout | CSLIP | er Off

Query DNS: ☑

IP Address: ☑ Automatic

(OK) (Cancel) (Script...)

b. Tap the Idle Timeout field and select an idle timeout setting.

c. If necessary, change the Query DNS and IP Address settings. For instructions, see your handheld's handbook.

d. If your ISP requires a login script, tap Script. (If your ISP or corporation requires a login script, your mail server administrator can provide it.)

e. Enter the script. The following example shows a common login script.

```
┌─────────────────────────────┐
│  Log in Script          ⓘ  │
├─────────────────────────────┤
│      ▼ Wait For: ogin:........│
│  ▼ Send User ID:            │
│      ▼ Send CR:             │
│      ▼ Wait For: assword:...│
│  ▼ Send Password:           │
│        ▼ Send CR:           │
│        ▼ End:               │
│                             │
│                             │
│                             │
│  ( OK )  ( Cancel )         │
└─────────────────────────────┘
```

f. Tap OK in the Login Script dialog box.

5. Tap OK in the Detail dialog box.

6. Tap Done.

Configuring mail server settings manually

If you don't have the MultiMail Setup Wizard or if you need to change mail server settings after the initial configuration, you can enter mail server settings manually. Entering mail server settings involves entering information about your incoming and outgoing mail servers. If you have not already obtained this information from your mail server administrator, see "Before you begin" at the beginning of this chapter.

To enter mail server settings manually:

1. Tap the Menu icon ☻.

2. Tap Options, and then tap Mail Server.
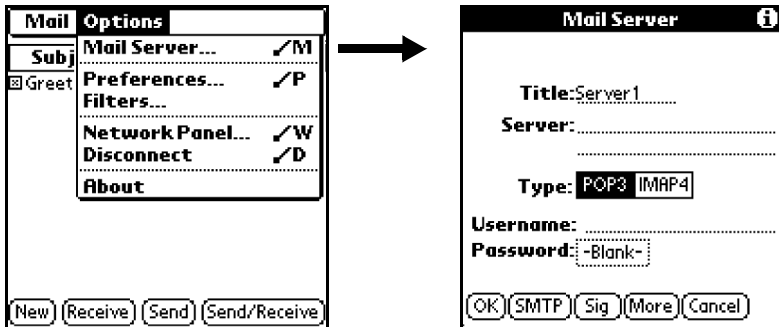
3. Tap the Title field and enter the title or name of your mail account (for example, internet , corporate, or personal). The title or name you enter is for information purposes only.

4. Tap the Server field and enter the name of your incoming mail (POP3 or IMAP4) server.

5. Select the appropriate mail server type, POP3 or IMAP4.

6. Tap the Username field and enter your username. Your username is typically the first part of your e-mail address that appears before the @ symbol.

7. Tap the Password field and enter your password.

8. Tap SMTP.

a. Tap the SMTP server field and enter the name of your SMTP (outgoing mail) server.

b. Tap the E-mail field and enter your full e-mail address.

c. Tap the Name field and enter your full name. When users receive e-mail from you, they will respond to the name and e-mail address that you enter here.

d. If your SMTP server uses a port number other than 25, change the Port number.

e. Tap OK.

9. If you want to add a signature to your outgoing mail, tap Sig.
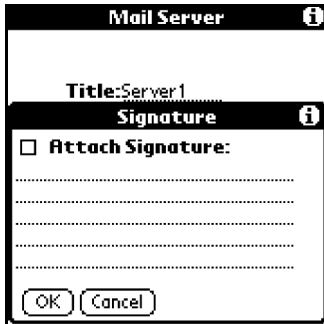
a. Tap the Signature field and enter any information you would like added to the end of your e-mail messages.

b. Tap Attach Signature when you want your signature added to your e-mail messages.

c. Tap OK.

10. If you want to delete messages from the POP3 server when you retrieve them (instead of keeping a copy on the server), tap More. Then tap the Leave mail on server check box to remove the check and tap OK.

11. Tap OK to close the Mail Server dialog box.

Setting preferences

The Preferences dialog box allows you to set eight preferences for how the MultiMail SE software handles your e-mail.

To set preferences:

1. Tap the Menu icon ⊞ .

2. Tap Options, and then tap Preferences.

Mail **Options**	
Subj	**Mail Server...** ✐M
⊠Greet	**Preferences...** ✐P
	Filters...
	Network Panel... ✐W
	Disconnect ✐D
	About

[New] [Receive] [Send] [Send/Receive]

Preferences ❶
☑ **Confirm Deletions**
☐ **Unread Messages ONLY**
Maximum Size:8 Kb

Timeout:45 secs
☐ **AutoDisconnect**
☐ **Disconnect on Exit**
Modem Wait: 0 secs
☑ **Backup ALL Databases**
[OK] [Cancel]
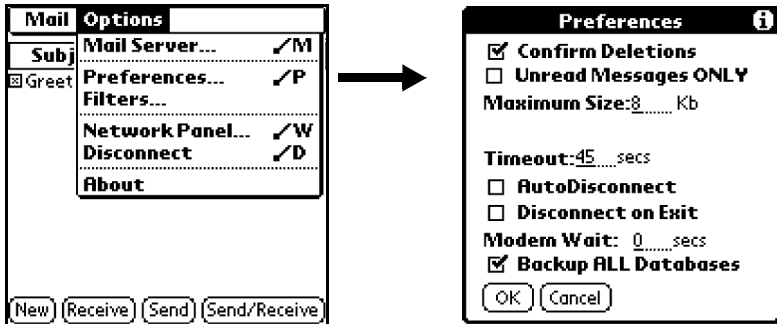
3. If you want to display a confirmation screen before executing any deletions, tap Confirm Deletions.

4. If you want to see only e-mail that has not yet been downloaded by any e-mail client, tap Unread Messages ONLY.

   Note: For POP3, this relies on the "last" POP3 command. If your POP3 server does not implement this command, this option does nothing.

5. If you want to change the maximum size of an e-mail message, tap the Maximum Size field and enter the size in kilobytes, as much as a maximum of 60KB. If a message that you are trying to download is larger than the maximum configured size, it will be truncated.

6. If you want to change the number of seconds that the MultiMail SE software tries to connect before timing out, tap the Timeout field and enter a new value. If you are using a wireless modem or an adapter with a cellular phone, this value should be greater than 45 seconds.

7. If you want to automatically disconnect your remote connections after each command, tap AutoDisconnect. This feature is especially useful for wireless modems.

8. If you want to disconnect from the modem only after you leave the MultiMail SE program, tap Disconnect on Exit. This feature is an alternative to AutoDisconnect.

9. If you have a wireless modem and want to give the modem a few seconds to initialize itself, tap Modem Wait 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.

10. Backup ALL Databases enables backing up the mail database. Deselecting this option allows you to quicken your HotSync® speed by not backing up the mail database. Because in most cases your mail is on your server, you do not need to back up your mail database from your handheld.

11. Tap OK.

Using POP3 folders

You can have as many as 16 folders for organizing your e-mail messages. The following four folders have been created for you:

■ The Inbox folder is the default location for all received e-mail.

■ The Outbox folder contains mail that you have composed, but have not yet sent.

■ The Sent folder contains a copy of all mail that you have sent.

■ The Trash folder contains all messages that you have deleted but not yet purged from memory.

You can create as many as 12 additional folders for your e-mail.

The All folder, which does not count as one of your 16 folders, contains all your e-mail messages, including any messages in the Trash.

Note: If you are using the IMAP4 protocol, you organize your e-mail with mailboxes instead of folders. For instructions, see "Using IMAP4 mailboxes" later in this chapter.
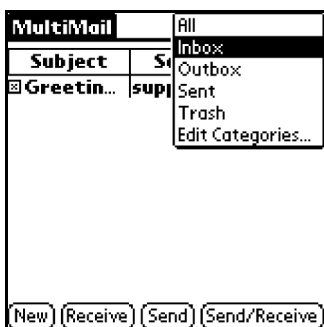
Creating folders

You can create as many as 12 folders for organizing your e-mail.

Note: For instructions on moving e-mail messages into folders, see "Storing messages in folders or mailboxes" in Chapter 3.

To create a folder:

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

MultiMail	All
	Inbox
Subject	Outbox
⊠ **Greetin...**	Sent
	Trash
	Edit Categories...

[New] [Receive] [Send] [Send/Receive]

2. Select Edit Categories.

Edit Categories... ⓘ

Inbox
Outbox
Sent
Trash

[OK] [New] [Rename] [Delete]

3. Tap New to create a new folder.

4. Enter a name for the folder and tap OK.
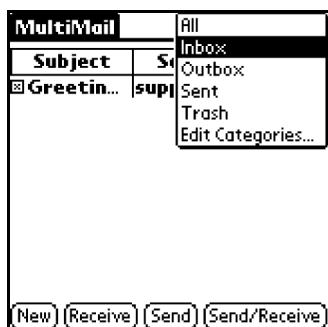
5. Tap OK to close the Edit Categories dialog box.

Renaming folders

When you no longer need a folder you created, you can rename it.

Note: You cannot rename the All, Inbox, Outbox, Sent, and Trash folders.

To rename a folder:

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

MultiMail	All
Subject	S(**Inbox**
⊠ **Greetin...**	sup| Outbox
	Sent
	Trash
	Edit Categories...

(New) (Receive) (Send) (Send/Receive)

2. Select Edit Categories.

Edit Categories... ❶

Inbox
Outbox
Sent
Trash

(OK) (New) (Rename) (Delete)

3. Tap the name of the folder that you want to rename.

4. Tap Rename.

5. Enter a new name and then tap OK.

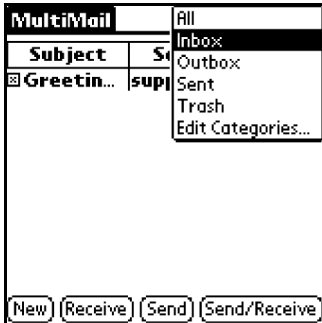6. Tap OK to close the Edit Categories dialog box.

Deleting folders

You can delete a folder you created when you no longer need it.

Note: You cannot delete the All, Inbox, Outbox, Sent, and Trash folders.

To delete a folder:

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

2. Select Edit Categories.

3. Tap the name of the folder that you want to delete.

4. Tap Delete.

   Note: If you try to delete a folder that contains mail, a confirmation dialog box appears. If you continue with the deletion, all the mail from the deleted folder is available in the All folder.

5. Tap OK to close the Edit Categories dialog box.

Using IMAP4 mailboxes

With the IMAP4 protocol, you organize your e-mail messages in mailboxes. You can have as many as 16 mailboxes for organizing your e-mail messages. The following four mailboxes have been created for you:

- The Inbox is the default location for all received e-mail.
- The Outbox contains mail that you have composed, but have not yet sent.
- The Sent mailbox contains a copy of all mail that you have sent.
- The Trash contains all messages that you have deleted but not yet purged from memory.

You can create as many as 12 additional mailboxes for your e-mail.

The All mailbox, which does not count as one of your 16 mailboxes, contains all your e-mail messages, including any messages in the Trash.

As many as 8 mailboxes (the Inbox and 7 others) can be synchronized with the IMAP4 server. When you create, delete, or rename a mailbox, your mail account on your handheld is updated appropriately. In addition, these commands can be executed on your mail server through the Quick Sync and Full Sync options. For more information, see "Using IMAP4 disconnected mode" in Chapter 3.
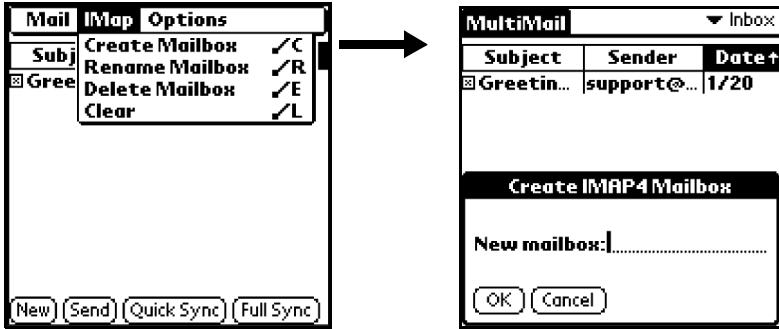
Creating a mailbox

You can create as many as 8 mailboxes for organizing your e-mail.

This allows you to create a new mailbox on both the handheld and the server, which will be synchronized.

Note: When you synchronize a mailbox on the server with a mailbox on your handheld, all the contents of the mailbox are received on your handheld which can increase synchronization times and memory use on your handheld.

To create a mailbox:

1. Tap the Menu icon ⊞ .

2. Tap IMAP, and then select Create Mailbox.

3. Type a name for the mailbox.

4. Tap OK.

The new IMAP mail folder will appear in the list of folders.

> **Note:** You must select that new folder from the list before you set up any new filters that rely on this new folder.
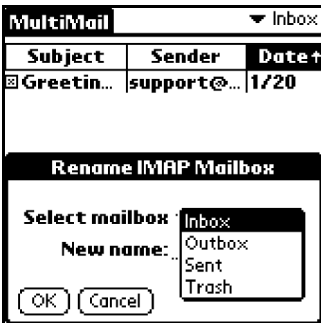
Renaming a mailbox

When you have a new use for a mailbox, you can rename it.

Note: You cannot rename the Inbox, Outbox, Sent, or Trash mailboxes.

To rename an IMAP4 mailbox:

1. Tap the Menu icon ⊞ .

2. Tap IMAP, and then select Rename Mailbox.

3. Tap Select Mailbox and select the mailbox that you want to rename.

4. Tap the New Name field and enter a new name for the mailbox.
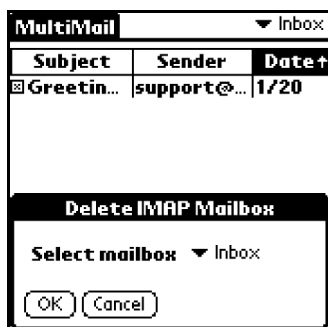
5. Tap OK.

Deleting a mailbox

You can delete a mailbox when you no longer need it.

Note: You cannot delete the Inbox, Outbox, Sent, or Trash mailboxes.

To delete an IMAP4 mailbox:

1. Tap the Menu icon 📧.

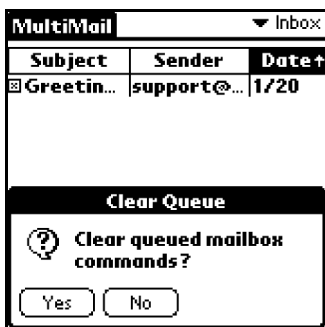2. Tap IMAP, and then select Delete Mailbox.

3. Tap Select Mailbox and select the mailbox that you want to delete.

4. Tap OK.

Clearing changes

You can undo any mailbox management commands (Create, Rename, and Delete) that have been executed since the last synchronize.

To clear mailbox changes:

1. Tap the Menu icon 📧.

2. Tap IMAP, and then select Clear.

3. Tap Yes.

Chapter 3

Using MultiMail® SE Software

After you configure the MultiMail® SE software, you can use it. This chapter explains how to send, receive, and organize your e-mail.

Receiving POP3 e-mail

Before you receive e-mail, make sure that your data-enabled phone or modem is connected to your handheld, and start the MultiMail SE software from the Applications Launcher.

To receive POP3 e-mail:

1. On the MultiMail SE software screen, tap Receive.

MultiMail	▼
Subject	**Sender**	**Date ↓**

   Receive

   ☐ **Delete queued messages**
   ☐ **Use Filters**

   [Headers+Bodies] [Headers Only]
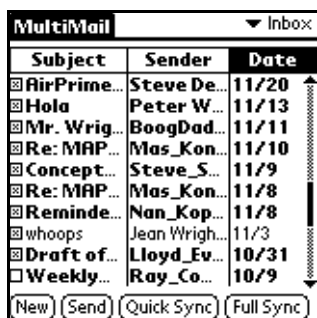
   (Receive) (Cancel)

2. In the dialog box that appears, select choices for deleting queued messages, using filters (explained later in this chapter), and downloading headers only or the headers and bodies of your messages.

3. Tap Receive.

   Two dialog boxes appear. The Getting Messages dialog box at the top of the screen tells you that the MultiMail SE software is trying to connect to the mail server. The dialog box at the bottom of the screen indicates the status of the modem connection. When the modem connection is established, the lower dialog box disappears. The Getting Messages dialog box keeps you updated on connection status as your e-mail is downloaded.

When the Getting Messages dialog box disappears, another dialog box appears that tells you how many new messages the MultiMail SE software has found.

4. Tap OK.

A list of your messages appears in the Inbox. For instructions on reading your mail, see "Reading messages" later in this chapter.

MultiMail		▼ Inbox
Subject	**Sender**	**Date**
⊠ AirPrime...	Steve De...	11/20
⊠ Hola	Peter W...	11/13
⊠ Mr. Wrig...	BoogDad...	11/11
⊠ Re: MAP...	Mas_Kon...	11/10
⊠ Concept...	Steve_S...	11/9
⊠ Re: MAP...	Mas_Kon...	11/8
⊠ Reminde...	Nan_Kop...	11/8
⊠ whoops	Jean Wrigh...	11/3
⊠ Draft of...	Lloyd_Ev...	10/31
☐ Weekly...	Ray_Co...	10/9

[New] [Send] [Quick Sync] [Full Sync]

Receiving IMAP4 e-mail

Before you receive e-mail, make sure that your data-enabled phone or modem is connected to your handheld, and start the MultiMail SE software from the Applications Launcher.

To receive IMAP4 e-mail:

1. On the MultiMail SE software screen, tap Quick Sync.

2. In the Quick Synchronization dialog box that appears, make sure that only the Get New Mail option is selected. For the quickest download time, make sure the Headers Only option is selected.

   Note: See "Using IMAP4 disconnected mode" later in this chapter for more information on Quick Sync and Full Sync.

3. Tap Quick Sync.

   When synchronization is complete, a list of your messages appears in the Inbox. For instructions on reading your mail, see "Reading messages" later in this chapter.

Reading messages

To read e-mail messages, tap the listing for the message in the Inbox or another folder. The message appears on the View screen.

The icon in the upper-right corner of the screen allows you to show or hide message headers. When the icon is selected, it turns gray and you see the To, From, and Subj fields, along with the body of the message. When the icon is not selected, it is white and you see only the body of the message.

Viewing the contents of a folder

When you receive mail, the mail appears in the Inbox folder. You can view the contents of other folders when you want to see all messages, the messages in the Outbox, sent messages, messages in the trash, or messages in folders you created.

To view the contents of a folder:

■ On the MultiMail SE software screen, tap the folders pick list and select the folder you want to view.

In the list of messages for the folder, the icon that appears to the left of a message shows whether the message is selected or unselected,

and whether or not the message body is downloaded. A black background means that the message is selected. Tap the check box to select a message. An X indicates that the body of the message is downloaded.

Unselected, no body

Selected, no body

Unselected, with body

Selected, with body
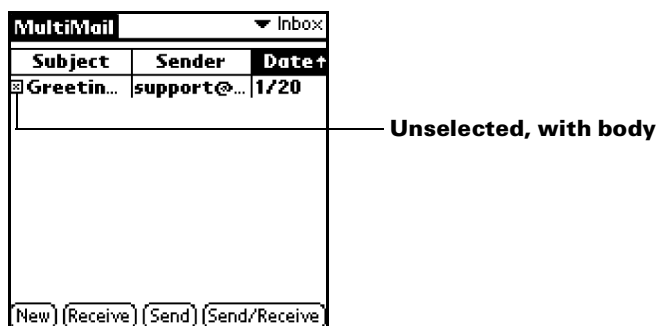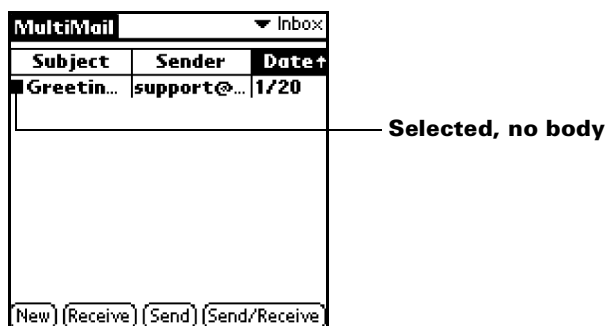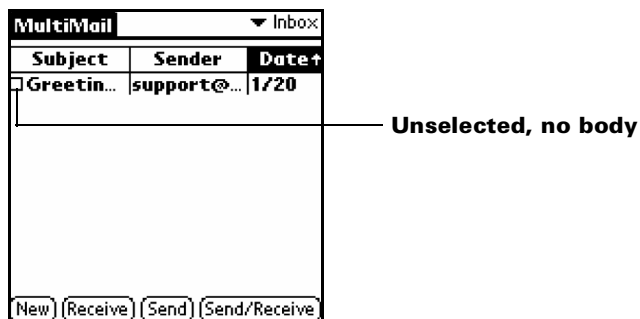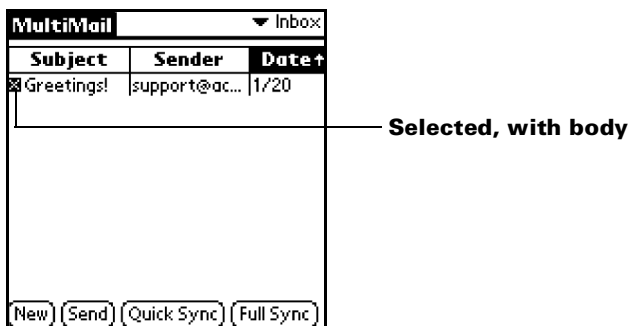
Using the Mail menu

You can use the Mail menu to further manipulate your messages, and you can select from the following options:
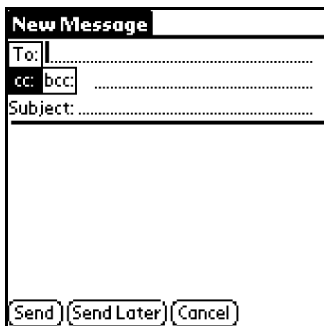
- Select All selects all messages in the current mail folder.

- Deselect All deselects all messages in the current mail folder.

- Get Selected Bodies connects to the mail server if needed, and downloads all bodies for selected messages that need to be downloaded.

- Mark Selected Read marks all selected messages in bold, signifying "read".

- Mark Selected Unread marks all selected messages as unread messages.

- Delete Selected deletes all selected messages in the current mail folder.

- Empty Trash deletes all messages from the Trash.

- Clear Queued Deleted is available only with POP3. If you have told MultiMail SE software to delete any messages from the mail server, this menu item cancels those selections, assuming you are in offline mode.

Sending messages

Sending an e-mail message involves addressing the message, typing the message, and sending it.

To send a message:

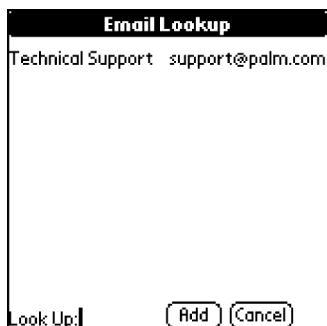1. On the MultiMail SE software screen, tap New.

```
┌─────────────────────────────┐
│ New Message                 │
│ To:│                        │
│ cc:│bcc:│ .................. │
│ Subject: ................... │
│                             │
│                             │
│                             │
│                             │
│                             │
│                             │
│ (Send)(Send Later)(Cancel)  │
└─────────────────────────────┘
```

2. Address your e-mail by typing the address or using the Address Book.

   To type the address:

   a. Tap the To field and enter the address.

   b. To send copies, tap cc: or copies or bcc: for blind copies and enter the address. Copies (cc:) allow anyone you send the e-mail to see the addresses of the recipients, but any addresses in the "bcc:" list are hidden from all other recipients. You can enter a list of recipients to "cc:" and then tap "bcc:" and enter the "bcc:" recipients. You can go back and forth between the "cc:" and "bcc:" lists by tapping "cc:" or "bcc:" Separate multiple addresses in any field with a comma.

   To enter an address from the Address Book:

   a. Tap the To field.

```
┌─────────────────────────────┐
│        Email Lookup         │
│ Technical Support  support@palm.com │
│                             │
│                             │
│                             │
│                             │
│                             │
│                             │
│                             │
│                             │
│ Look Up:│        (Add)(Cancel)│
└─────────────────────────────┘
```

b. On the Email Lookup screen, tap the address to place it in the To: field of the e-mail.

c. To enter an address in the cc: or the bcc: field, tap the field name and then tap the address on the Email Lookup screen.

Note: If you want to edit an e-mail address that is longer than the line provided in the New Message Screen, you need to use the Graffiti® commands "Move cursor left" and "Move cursor right".

Note: You can create a mailing list by entering it in your Address Book. Enter the mailing list name in the Last Name field. Enter the e-mail addresses in the E-mail field, separating the addresses by commas.

3. Tap the entry area of the New Message screen and type the message. Tap the Menu icon for access to editing features available on the Edit menu.

4. Send the message.

   – To send the message immediately, tap Send. If you are not connected to the mail server, the MultiMail SE software initiates the connection and sends your message.

   – To minimize connection time to the mail server, use Send Later. It allows you to compose messages offline and then send all messages during one connection with the server. To use this option, tap Send Later. Your composed message is sent to the Outbox folder. To send your messages from the Outbox, tap Send. The MultiMail SE software initiates the connection to the mail server and delivers all the messages in the Outbox.

If you are composing a message and exit the MultiMail SE software before selecting Send, Send Later, or Cancel, the draft message is automatically moved to the Outbox. To finish editing the message, tap the folders pick list and select the Outbox folder. Select the message you wish to complete or edit, and tap Edit. You can also delete the message.

Replying to messages

Replying to an e-mail message sends a response to the sender. Replying to all sends a response to the sender and all recipients in the cc: list.

To reply to a message:

1. Tap the folders pick list and select the folder that contains the message.

2. Tap the name of the message in the list of messages for the folder.

3. In the View window, tap Reply to reply to the sender or tap Reply All to reply to the sender and all recipients in the cc: list.

   The message is addressed and a copy of the original message appears in the entry area. The cursor appears above the copy of the original message.

```
Edit Message
To: jodie.medeiros@hotmail.com
cc: bcc:
Subject: Re: Dinner

Dinner tonight sounds good.
see you soon,
Chris




(Send)(Send Later)(Cancel)
```

4. Type a reply.

5. Tap Send or Send Later to send the reply.

Forwarding messages

Forwarding an e-mail message allows you to forward a copy of a message, with or without further remarks, to recipients other than the original sender or cc: list.

To forward a message:

1. Tap the folders pick list and select the folder that contains the message.

2. Tap the name of the message in the list of messages for the folder.

3. In the View window, tap Forward.

   A copy of the original message appears in the entry area.

4. If you like, add comments to the original message.

5. Type an address or enter it from the Address Book, entering addresses for copies and blind copies, if necessary.

6. Tap Send or Send Later to forward the message.

Deleting messages

You can delete an individual e-mail message or delete a group of selected messages.

Note: Deleting a message does not increase memory on your handheld. To increase memory, empty the trash using the Empty Trash menu item on the Mail menu.

To delete one message:

1. Tap the folders pick list and select the folder that contains the message.

2. Tap the name of the message in the list of messages for the folder.

3. Tap Del.

To delete selected messages:

1. Tap the folders pick list and select the folder that contains the messages.

2. Select the messages that you want to delete.

   Tap the check box in front of a message to select it, or use the Select All menu item on the Mail menu to select all the messages in the list.

3. Tap the Menu icon ⊕.

4. Tap Mail, and then tap Delete Selected.

```
┌─────────────────────────────┐
│ Mail IMap  Options          │
├─────────────────────────────┤
│ Select All            ✓T   ▲│
│ Deselect All          ✓Q    │
│ ┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄   │
│ Get Selected Bodies   ✓B    │
│ Mark Selected Read    ✓N    │
│ Mark Selected Unread  ✓O    │
│ ┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄   │
│ Delete Selected       ✓Y    │
│ Empty Trash           ✓E    │
│                             │
│                             │
│                             │
│(New)(Send)(Quick Sync)(Full Sync)│
└─────────────────────────────┘
```

5. Tap Yes to confirm the deletion.

Storing messages in folders or mailboxes

The MultiMail SE software provides folders for organizing your e-mail. This section explains how to move mail into those folders or mailboxes. For instructions on creating folders, see "Using POP3 folders" or using "Using IMAP4 mailboxes" in Chapter 2.

To move a message into a folder or mailbox:

1. Tap the folders pick list and select the folder or mailbox that contains the message.

2. Tap the name of the message in the list of messages for the folder or mailbox.

3. Tap the folders pick list and select the folder or mailbox in which you want to place the message.

   The message is moved to the folder or mailbox and appears in the appropriate list of messages.

Creating filters

Filters allow you to sort any incoming mail into separate folders, to make reading them later faster and easier.

To create a filter:

1. Tap the Menu icon 🔳.

2. Tap Options, and then tap Filters.

3. Tap Add.

4. Tap the Filter name field and enter a short description of the filter.

```
            Filter Editor
Filter name:  I.............................
If the      ▼ To
            ▼ Contains
            ...............................
            ▼ Retrieve
Move to  ▼ Inbox

( OK )  ( Cancel )  ( Delete )
```

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

6. Tap OK.

   The new filter appears in the filter list. After you create a filter, you can turn it on and off using the check box next to the filter name in the filter list.

Customizing the list of messages

You can customize the list of messages in a folder as follows:

■ Resize the columns by dragging the lines between the columns to the left or right.

■ Change the order of the Subject, Sender, and Date fields by dragging a field name to a new location.

■ Sort your messages by subject, sender, or date. To sort in ascending order, tap the desired field name. Tap it again to sort in descending order.

Using IMAP4 disconnected mode

One of the biggest advantages of the IMAP4 protocol is the operation in disconnected mode. This means that you can do certain operations while disconnected from the server, and then update the server at a later time. This update is called synchronization. The MultiMail SE software provides two ways to synchronize with the server, Quick Sync and Full Sync.

Using Quick Sync

The Quick Sync option allows you to choose which updates occur. The five choices for Quick Sync are as follows:

■ Get New Mail retrieves any new mail from the server. New mail is any mail that has not been downloaded by any mail client.

■ Sync Handheld Changes allows you to update the mail server with any changes that you have done on your handheld. Any messages that you delete on your handheld are deleted from the server. Any mailboxes that you create, rename, or delete are reflected on the server.

■ Sync Server Changes allows you to update your handheld with any changes that you have done on the server. If you have made changes to your IMAP4 account while working on a desktop computer, you can cause these changes to be updated on your handheld by selecting this option.

■ Send Queued Mail allows you to send mail that has been stored in your Outbox.

■ Use Filters allows you to run received messages through the previously set up filter(s) that are selected in the Filter list.

To perform a Quick Sync:

1. On the MultiMail SE software screen, tap Quick Sync.

2. In the Quick Synchronization dialog box, select the operations that you want to perform.

3. Tap Quick Sync.

Using Full Sync

Full Sync is a Quick Sync with all the options selected. To perform a Full Sync, tap Full Sync.

Chapter 4

Troubleshooting

This chapter provides solutions to problems that you might experience when using the MultiMail® SE software, and includes information on contacting Customer Support for help.

Troubleshooting tips

This section gives suggestions for solving problems that you might encounter. If you are unable to resolve a problem, contact Customer Support. See "Contacting customer support" later in this chapter for instructions.

Unable to resolve name

If you receive a message from the MultiMail SE software stating that it is having problems resolving the name, there is a problem with the name of your mail server. Make sure the name of the server is entered correctly in the Mail Server dialog box. (See "Configuring mail server settings manually" in Chapter 2 for instructions.) If you have previously connected successfully and have not changed your mail server configuration, there is probably a problem with the Directory Name Server (DNS) on your ISP. Try connecting at a later time.

Haven't configured MultiMail SE software

Before you can receive e-mail, you need to configure the MultiMail SE software. Refer to Chapter 3 for configuration instructions.

MultiMail SE software fails to connect

The MultiMail SE software might fail to connect for either of the following reasons:

- Most commonly, the server you are trying to connect to is not responding. Try the connection again later.
- The batteries in your modem could be low.

To determine whether the MultiMail SE software is causing the connection problem, tap the Preferences icon on the Applications Launcher. Select Network preferences, and tap Connect. If the connection is successful, but you still cannot connect through the

MultiMail SE software, report the problem to support@palm.com. If connection failures continue, contact your ISP.

My modem beeps when I try to connect

The beeping indicates that the batteries in your modem are low. This can cause strange connection behavior. Change the batteries immediately.

My mail message has the words "Message Truncated" at the bottom

When you configured your preferences in the MultiMail SE software, you set a maximum limit for the size of a mail message (as much as 60KB). If a message is longer than the configured limit, the MultiMail SE software truncates the message after the maximum size is reached. The bottom of the message says, "message truncated" to indicate that you have not seen the entire message.

Cannot connect to SMTP server

This message indicates that the MultiMail SE software cannot connect to the SMTP server. Check your configuration. The SMTP server could also be unresponsive. If this is the case, retry the connection later.

Cannot connect to IMAP4 server

This message indicates that the MultiMail SE software cannot connect to the IMAP4 server. Check your configuration. The IMAP4 server could also be unresponsive. If this is the case, retry the connection later.

Cannot connect to POP3 server

This message indicates that the MultiMail SE software cannot connect to the POP3 server. Check your configuration. The POP3 server could also be unresponsive. If this is the case, retry the connection later.

Incorrect password

This message indicates that the mail server has rejected your password. Reenter your password on the Mail Server screen.

Known problems

If you receive an alarm from your handheld during the MultiMail SE software communications, the MultiMail SE software receives an error message. To avoid this problem, do not install programs such as "Alarm Hacks" with the MultiMail SE software.

Contacting customer support

For further support, please send e-mail to support@palm.com. In your message, be sure to give the following information:

■ A detailed description of the problem

■ The protocol used for incoming mail, POP3 or IMAP4

■ The type of Palm™ handheld and Palm OS® version that you are using

■ The amount of free memory on the handheld

■ Any hacks that are installed on the handheld

Index

F

filtering e-mail messages 36
forwarding e-mail messages 34
Full Sync 38

G

Get New Mail (Quick Sync) 37

H

handheld installation file 4

I

IMAP4 (Internet Message Access
Protocol)
    connection failure to 40
    disconnected mode of 37
    e-mail organization in 19, 23
    MultiMail SE support of 4
    receiving e-mail using 28
IMAP4 disconnected mode
    Full Sync option of 38
    Quick Sync option of 37
IMAP4 mailboxes
    clearing changes in 25
    creating 23
    deleting 25
    renaming 24
    sorting e-mail in 35
    using 23
installing MultiMail SE
    software package files for 4

L

low battery warning 40

M

mail server settings
    manual configuration of 15

MultiMail Setup Wizard to
        configure 11
Message Truncated 40
MMWizard.prc 4
modem beeps 40
modem settings
    manual configuration of 13
    MultiMail Setup Wizard to
        configure 9
    See also connection failure
MultiMail SE
    configuring 7
    customer support for 41
    features provided by 3
    protocols supported by 4
    synchronization options
        provided by 37
    troubleshooting 39
    using 27
MultiMail Setup Wizard
    configuring mail server settings
        using 11
    configuring modem settings
        using 8
MultiMailSE-E.prc 4
MultiMailSEHandbook.pdf 4

P

password 40
POP3 (Post Office Protocol version 3)
    connection failure to 40
    e-mail organization in 19
    MultiMail SE support of 4
    receiving e-mail using 27
POP3 folders
    creating 20
    deleting 22
    renaming 21
    sorting e-mail in 35

Q

Quick Sync 37

R

replying to e-mail 34

S

Send Queued Mail (Quick Sync) 37
SMTP (Simple Mail Transfer Protocol) 4, 40
starting MultiMail SE 8
Sync handheld Changes (Quick Sync) 37
Sync Server Changes (Quick Sync) 37
synchronization options 37

T

troubleshooting
    configuring MultiMail 39
    connection failures 39, 40
    contacting customer support 41
    incorrect password 40
    known problems to avoid 40
    Message Truncated 40
    modem beeps 40
    tips for 39
    unable to resolve name 39

U

Use Filters (Quick Sync) 37