

# Treo™ 650

smartphone

User Guide for the  
VersaMail® Application

palmOne™

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Palm® Desktop software is supplied on a CD. If you do not have access to a CD drive for your computer, you can download Palm Desktop software from [www.palmOne.com/intl/support](http://www.palmOne.com/intl/support).

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# Introduction

## In this chapter

[Upgrading an existing email account](#)

[About email accounts](#)

You already know how efficient email is for staying in touch with personal and business contacts. Now the VersaMail® application brings you a new level of convenience: email on the go. Enjoy the ease and speed of communicating with friends, family, and colleagues anywhere you can make an Internet connection.

You can email photos to your friends and family. Or, use Documents on your device to create Microsoft Word or Excel files, and send them to your colleagues. You can also receive any of these file types as attachments to view and edit at your convenience.



## Benefits

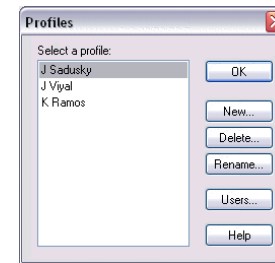
- Access email on the go
- Send and receive photos, sound files, Word and Excel files, and more
- Save messages from your computer to view at a convenient time



## Upgrading an existing email account

If you already use the VersaMail application on a different device and wish to keep your username, you can upgrade your existing email account for use on your new device.

**1**

Synchronize your new device with your computer. Select the username associated with your old device; this contains your existing account information.

**2**

On your device, go to Applications  and select VersaMail .

**3**

Select Yes to accept the upgrade.

↓ Done

+ **Did You Know?**  
You can create up to eight email accounts.

+ **Did You Know?**  
The VersaMail application provides strong 128-bit AES encryption for your password.

\* **Tip**  
Go to your email provider's website or contact their customer support to obtain the setup information you need.

## About email accounts

The VersaMail application is software that lets you use your device to access email from **an account with an email provider** (either an Internet service provider (ISP) such as Earthlink or Yahoo! or a wireless carrier) or from **your corporate email account**. For each email account you want to access, you must **set up an account** in VersaMail. For example, if you have an Earthlink account and a corporate account, set up one account for each in VersaMail.

After you set up an account, you can send and receive email directly to and from your device wirelessly. Or you can download new messages from your computer to your device—and upload messages from your device to be sent from your computer's email program—when you synchronize.

[ ! ] **IMPORTANT** You must have an account with an email provider or a corporate account. VersaMail works with these accounts to transfer messages to and from your device. The application is not an email service provider.

## Using an email provider

If you are setting up a new email account and have a well-known email provider (ISP or wireless carrier) such as Earthlink or Yahoo!, many of the settings you need during account setup are automatically filled in.

For other ISPs, you need the following information:

- Your email address and password
- The protocol used for incoming mail, such as Post Office Protocol (POP) or Internet Message Access Protocol (IMAP)

**NOTE** Some free web-based email providers such as Hotmail do not support either the POP or the IMAP protocol. You cannot use VersaMail to download messages to your device from an account with one of these providers.

- The name of the incoming mail server

**» Key Term**

**Firewall** A system set up to protect against unauthorized access into a private network.

**+ Did You Know?**

With a corporate email account, you may be able to access Microsoft Exchange, IBM Lotus Domino, or Sun iPlanet mail servers, among others.

- The name of the outgoing mail (Simple Mail Transfer Protocol, or SMTP) server
- Your account's security feature (if it has one), such as **Secure Sockets Layer (SSL)**, **Authenticated Post Office Protocol (APOP)**, or **Extended Simple Mail Transfer Protocol (ESMTP)**

## Using a corporate email account

If you want to access email on your device using your corporate email account, you create this account in exactly the same way as any other account, with one exception: For a corporate email account, you may need to set up a **virtual private network (VPN)**.

If your company has a Bluetooth® network located behind the corporate firewall, or if you are using an 802.11b (also called Wi-Fi) SDIO card (sold separately) in your device and your company has an 802.11b network located behind the corporate firewall, you may not need to set up a VPN to access your corporate email account. See the next section for details.

To set up a corporate email account, you need certain information. Check with your company's server administrator to obtain the following:

**Username and password** This might be your Windows username and password, your Lotus Notes ID username and password, or something else.

**Protocol** Most corporate mail servers use the IMAP protocol for retrieving mail. In rare cases, your company server may use the POP protocol.

**NOTE** Some corporate mail servers do not use either protocol. If so, you cannot send and receive email wirelessly using VersaMail. You can, however, synchronize email on your device with email in Outlook or Lotus Notes on your computer.

**Incoming and outgoing mail server settings** Check with your company's server administrator to obtain these settings.

**NOTE** If your corporate mail system uses Microsoft Exchange Server 2003, you may be able to set up an account that uses Microsoft Exchange ActiveSync on your device. For more information, see **Working with Microsoft Exchange ActiveSync®**.

## VPNs

If you want to access email on your device using your corporate email account, you may need to set up a virtual private network (VPN) on your device. A VPN enables you to log in to your corporate mail server through the company's firewall (security layer). Without a VPN, you cannot pass through the firewall to gain access to the mail server.

You need to set up a VPN to access corporate email in either of the following two situations:

- Your company's wireless local area network (LAN) is located outside the firewall.
- Your company's wireless LAN is located inside the firewall, but you are trying to access the network from outside the firewall (for example, from a public location or at home).

Check with your company's server administrator to see if a VPN is required to access the corporate network.



Your device software installation CD contains a link to download the VPN software for the device. Once you download the software, you set up a VPN connection in Preferences on your device. If you are using a VPN connection, make sure the connection is on in VersaMail. In the message list, open the Options menu, and then select Turn VPN On.

The **Auto Sync** feature in VersaMail may not work with a VPN connection.

## Connecting to a VPN


After you set up a VPN, you need to connect to it in order to retrieve email messages from your corporate mail server. You must do this each time you open VersaMail to retrieve messages from the server.

**1**

Go to Applications  and select VersaMail .

**2**

Connect to your VPN:

- a. Open the menus .
- b. Select Options, and then select Connect VPN.
- c. Enter the username and password you use to log in to the VPN.
- d. Select OK.

↓ Done

# Working with Email Accounts

## In this chapter

[Transferring settings from an existing account](#)

[Creating an account](#)

[Editing an account](#)

[Deleting an account](#)

[Adding ESMTP to an account](#)

Before you can use the VersaMail® application with a given email account, you need to set up the account in VersaMail. If you have multiple email accounts, you must set up a VersaMail account for each one. You have three setup options:

- On a Windows computer, if the email account is already set up on your computer—for example, if you use Outlook Express on your computer to access your Earthlink account—you can transfer the account settings to your device in just a few steps.
- On a Windows computer, if this is a new account, you can quickly set up the account on your computer and synchronize the information to your device.
- For either a new or an existing account, you can set up the account directly on your device.

If you are setting up a Microsoft Exchange ActiveSync® account to synchronize email and Calendar information with Microsoft Exchange Server 2003, see [Working with Microsoft Exchange ActiveSync®](#) for setup instructions.

**[ ! ] IMPORTANT** If you plan to synchronize your new device with an existing username from another device, you must do so before you enter your email account information in VersaMail. If you enter the email account information first and then synchronize your device to an existing username, the email account information you entered is overwritten.

## Transferring settings from an existing account

### WINDOWS ONLY

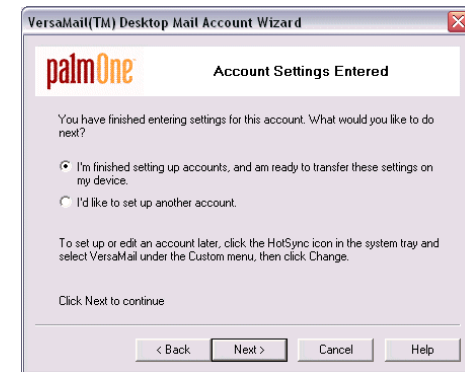
**+ Did You Know?**  
Your username and email address are already entered based on the account settings VersaMail finds on your computer.

- 1** Select the option to set up your email software on the final screen of software CD installation. Or select Start > Programs > palmOne > VersaMail Setup.
- 2** Select your username from the drop-down list at the top of the screen, and then select the option to create a new VersaMail email account. Click Next.
- 3** Select the option to synchronize with an email account detected on your PC, and then select the account from the list. Click Next.
- 4** Enter the basic account information:
  - a. In the Name this account field, enter a descriptive name or use the one shown.
  - b. In the Enter your Password field, enter your email account password.
  - c. Click Next.

➤ Continued

5

Select whether to synchronize the information for this account to your device or to set up another account, and then click Next.



6

When you are finished setting up all accounts, click Finish.



7

Synchronize to transfer all account information to your device.

↓ Done

## Creating an account

The steps for setting up an account on your computer depend on whether you are using a common email provider such as Earthlink or Yahoo!, or whether you are using a less-common provider.

### Setting up an account on your computer: Common providers

#### WINDOWS ONLY

The settings for many common providers are already included in VersaMail. If you have an account with one of these providers, you just need to enter your username and password during account setup.

**1**

Select the option to set up your email software on the final screen of software CD installation. Or select Start > Programs > palmOne > VersaMail Setup.

**2**

Select your username from the drop-down list at the top of the screen, and then select the option to create a new VersaMail email account. Click Next.

**3**

Select the option to synchronize with a mail service from this list, and then select your mail service from the list. Click Next.

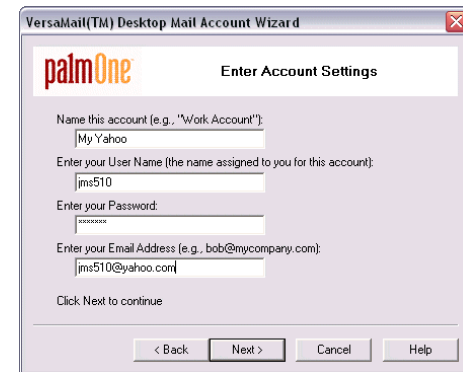
↘ Continued

- + **Did You Know?**  
Your incoming and outgoing server settings and whether the account needs ESMTP authentication are already entered based on the account type you select.

**4**

Enter the basic account information:

- a. Enter a descriptive name for the account or use the one shown.
- b. Enter your account username and password. Your email address will be entered automatically based on the username you enter.

**5**

[ & ] **OPTIONAL** Do one of the following:

- To enter **advanced settings** for this account, click Advanced Settings.
- To test the account settings you have entered, click Test My Settings. Click OK after settings have been tested.

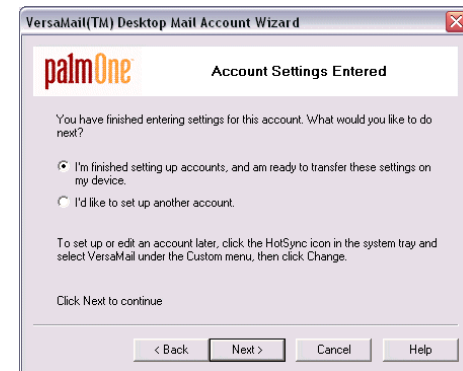
**6**

Click Next.

➤ **Continued**

7

Select whether to synchronize the information for this account to your device or to set up another account, and then click Next.



8

When you are finished setting up all accounts, click Finish.



9

Synchronize to transfer all account information to your device.

↓ Done

## Setting up an account on your computer: Other providers

### WINDOWS ONLY

#### » Key Term

**Protocol** Settings your email provider uses to receive email messages. Most providers use the Post Office Protocol (POP); a few use the Internet Message Access Protocol (IMAP).

**1**

Select the option to set up your email software on the final screen of software CD installation. Or select Start > Programs > palmOne > VersaMail Setup.

**2**

Select your username from the drop-down list at the top of the screen, and then select the option to create a new VersaMail email account. Click Next.

**3**

Select the option to synchronize with a mail service from this list, and then select Other. Click Next.

**4**

Select the protocol for this account. Check with your system administrator if you do not know the protocol.

➤ Continued

**+ Did You Know?**

Your incoming mail server is also called your POP or IMAP server; your outgoing mail server is also called your SMTP server.

**5**

Enter the basic account information:

- a. Enter a descriptive name for the account.
- b. Enter your account username and password.
- c. Enter your email address for this account.
- d. Click Next.

**6**

Enter the names of the incoming and outgoing mail servers for this account, whether the account requires Extended Simple Mail Transfer Protocol (ESMTP), and, if so, the username and password required for ESMTP. Check with your email service provider for this information.

**7**

**[ & ] OPTIONAL** Do one of the following:

- To enter **advanced settings** for this account, click Advanced Settings.
- To test the account settings you have entered, click Test My Settings. Click OK after settings have been tested.

**8**

Click Next.

↘ **Continued**

**9**

Select whether to synchronize the information for this account to your device or to set up another account, and then click Next.

**10**

When you are finished setting up all accounts, click Finish on the Transfer Settings screen.

**11**

Synchronize to transfer all account information to your device.

↓ Done

**+ Did You Know?**  
The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, VersaMail downloads all messages from the server regardless of whether you have read them (for example, on your desktop or on the web), and regardless of whether this box is checked.

**+ Did You Know?**  
The Desktop Connection field displays the mail client you use to download messages to your computer—for example, Microsoft Outlook, Lotus Notes, and so on—based on the settings VersaMail detects. If no client is detected, VersaMail displays Direct POP or Direct IMAP connection to server, depending on your account protocol.

## Entering advanced account settings on your computer

When you set up an account, VersaMail automatically enters advanced settings such as incoming and outgoing server names, any authentication required, maximum message size, and so on. You can check the advanced settings to verify that VersaMail entered the information you want, or if you want to change a default entry—for example, to change the maximum message size.

1

Click Advanced Settings on the Account Information screen.

2

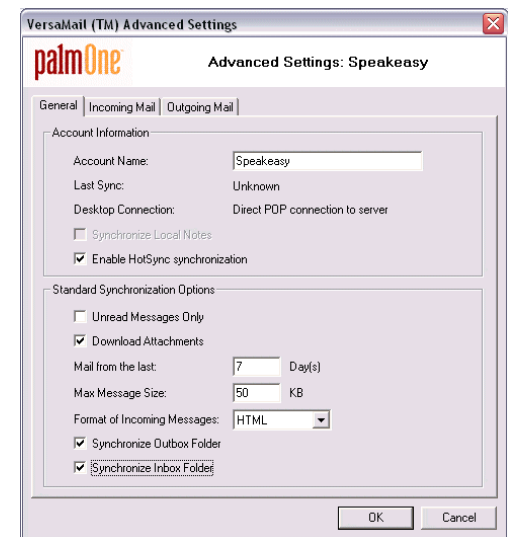
Click the General tab and verify or edit any of the following settings:

**Synchronize Local Notes** (Lotus Notes accounts only) Check the box to synchronize with the local copy of Notes on your computer. You are prompted to enter your Lotus Notes ID and password. Click Browse if you need to locate your Notes ID.

### Enable HotSync synchronization

By default, this box is checked, meaning you can both send and receive email wirelessly and transfer messages to your device from your computer when you synchronize. If you uncheck the box, you can send and receive email wirelessly only.

➤ Continued



**+ Did You Know?**

The actual message size you can download may be smaller than 5000KB, because some message space is needed to transfer the message over the Internet.

**Cont'd**

**Get only unread messages** For IMAP accounts only, select whether to download all messages to your device, or unread messages only. By default, the box is unchecked, meaning that all messages are downloaded.

**Download attachments** Select whether to download attachments when you retrieve new messages. By default, the box is checked; if you uncheck it, only the body text of any message containing an attachment is downloaded to your handheld.

**Mail from the last X Days** Set how many days' worth of email should be downloaded.

**Maximum message size (KB)** Enter the maximum message size that can be downloaded to your device—from 1 to 5000KB. The smaller the maximum size, the faster the download, but any messages over that size are cut. On the other hand, choosing a larger size means that more messages can be completely downloaded without being cut, but downloading takes longer.

**Format of Incoming Messages** Select HTML or Plain Text. If you select HTML, any email messages sent as HTML are displayed on your device with basic HTML formatting intact. If you select plain text, all messages are received as plain text only, regardless of the format in which they were sent. The default is HTML.

**Synchronize Inbox** Check the box to synchronize messages in your device's Inbox with messages on your computer during the next synchronization. The box is checked by default; if unchecked, your Inbox is not included when you synchronize, so new messages in your computer's Inbox are not downloaded to your device.

↘ **Continued**

\* **Tip**  
Check with your email provider or your system administrator for any incoming or outgoing mail settings you do not know. Also check to see if your account uses SSL, APOP, or ESMTP; or whether you need to change the default port number.

\* **Tip**  
Do not check the Secure connection box if VersaMail displays Direct POP or Direct IMAP connection to server in the **Desktop Connection** field. If you check the box, you cannot receive incoming messages correctly. To use SSL with your account, you should set up the account on your device and check the **Use Secure Connection** box on the appropriate screen.

**Cont'd**

**Synchronize Outbox** Check the box to synchronize messages in your device's Outbox with messages on your computer during the next synchronization. If the box is unchecked, your Outbox is not included when you synchronize, so messages in your device's Outbox are not sent.

**3**

Click the Incoming Mail tab and verify or edit any of the following settings:

**Display Name** Enter the name you want to appear on email messages.

**User Name** Enter your username you use to access email for this account.

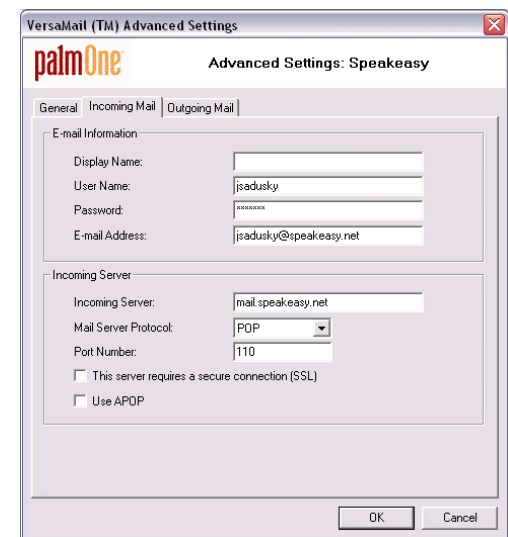
**Password** Enter your email account password.

**E-mail** Enter the email address for this account.

**Incoming Server** Enter the address of your incoming mail server.

**Mail Server Protocol** Select the protocol for this account.

➤ **Continued**



**Cont'd**

**Port Number** By default, the port number setting is 110 for POP and 143 for IMAP servers. You may need to change the port number if you choose to retrieve incoming mail over a secure connection (see the next item).

**Secure connection** To retrieve incoming mail over a secure (Secure Sockets Layer, or SSL) connection, check the box. If you check the box, the port number for incoming mail changes to 995.

**APOP (POP accounts only)** Encrypts your username and password when they travel over the network. Some services require APOP to work properly, while others do not work properly if APOP is used.

**4**

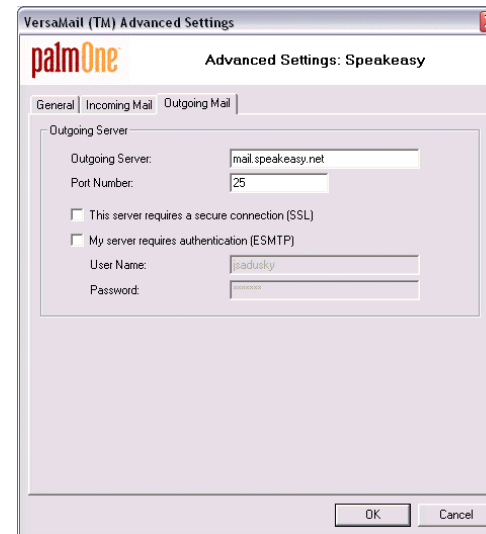
Click the **Outgoing Mail** tab and verify or edit any of the following settings:

**Outgoing Server** Enter the address of your outgoing mail server.

**Port Number** The default is 25, the port number most SMTP servers use.

**Use Secure Connection** To send outgoing mail over a secure (**Secure Sockets Layer**, or SSL) connection, check the Use Secure Connection box.

➤ **Continued**



**+ Did You Know?**

If you synchronize a folder, any changes you make to a folder on your device—for example, moving or deleting messages—are automatically updated on the mail server, and vice versa.

**Cont'd**

**Authentication** Check the box if the outgoing server (SMTP) requires **ESMTP authentication**. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

(IMAP accounts only) Click the Folders tab and verify or edit any of the following settings:

**Sent Folder** Shows the name of your Sent Mail folder on the server.

**Trash Folder** Stores deleted email in the folder you specify on the server.

**Server Folder Synchronization** To synchronize a server folder, click in the Synchronize column to the right of the folder name to select Yes.

**5**

When you are finished entering or verifying advanced settings, click OK.

↓ Done

» **Key Term**

**Protocol** Settings your email provider uses to receive email messages. Most providers use the Post Office Protocol (POP); a few use the Internet Message Access Protocol (IMAP).

\* **Tip**



If your email provider appears on the Mail Service pick list, you don't need to select a protocol. The correct protocol is automatically displayed.

## Setting up an account on your device

If you have already set up an account on your computer, you don't need to set up the account on your device. Just synchronize to transfer the account settings to your device.


If you are setting up a Microsoft Exchange ActiveSync account on your device to synchronize email and Calendar information with Microsoft Exchange Server 2003, see [Working with Microsoft Exchange ActiveSync®](#) for setup instructions.

1

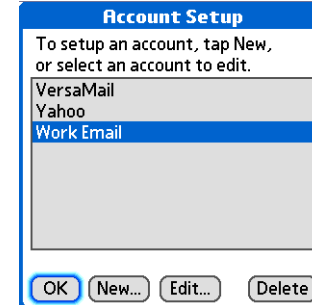
Go to Applications  and select VersaMail .

2

Open the Account Setup screen:

- Open the menus .
- Select Accounts, and then select Account Setup.
- Select New.

➤ Continued



**\* Tip**

Your username is usually the part of your email address appearing before the @ symbol, not your entire email address. Check with your ISP if you are not sure what username to enter.

**+ Did You Know?**

Your incoming mail server is also called your POP or IMAP server; your outgoing mail server is also called your SMTP server.

**3**

Enter the basic account information:

- In the Account Name field, enter a descriptive name.
- Select the Mail Service pick list, and then select your email provider. Select Other if your provider is not listed.
- If you chose Other, select the Protocol pick list, and then select POP or IMAP.
- Select Next.

**4**

Enter the account username and password:

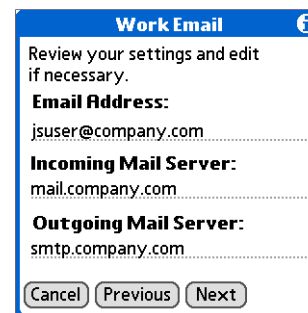
- Enter the username you use to access your email.
- Select the Password box, enter your email account password, and then select OK.
- Select Next.

↘ Continued

5

If you chose a common email provider from the Mail Services pick list on the Account Setup screen, this screen is already filled in. If not, enter the names of the incoming and outgoing mail servers:

- a. Enter your email address.
- b. Enter the names of your mail servers.
- c. Select Next.



**Work Email** ⓘ

Review your settings and edit if necessary.

**Email Address:**  
jsuser@company.com

**Incoming Mail Server:**  
mail.company.com

**Outgoing Mail Server:**  
smtp.company.com

Cancel Previous Next

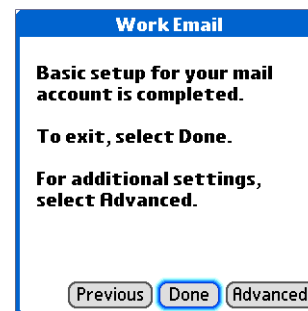
6

Do one of the following:

**Finish setup** Select Done to finish setup and go to the Inbox of the account you set up, where you can begin **getting** and **sending** email.

**Set additional mail options** Select Advanced to **set advanced mail options**.

↓ Done



**Work Email**

**Basic setup for your mail account is completed.**

**To exit, select Done.**

**For additional settings, select Advanced.**

Previous Done Advanced

## Setting advanced mail options on your device

### + Did You Know?

Check with your email provider or your system administrator for any incoming or outgoing mail settings you do not know. Also check to see if your account uses SSL, APOP, or ESMTP; or whether you need to change the default port number.

**1**

Set incoming mail server options for the account:

a. Select any of the following:

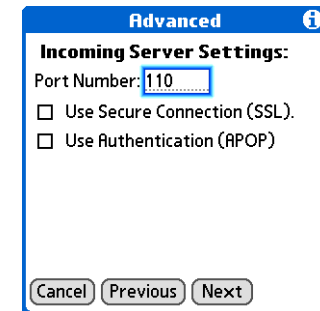
**Port Number** By default, the port number setting is 110 for POP and 143 for IMAP servers. You may need to change the port number if you choose to retrieve incoming mail over a secure connection.

**Use Secure Connection** To retrieve incoming mail over a secure (**Secure Sockets Layer**, or SSL) connection, check the Use Secure Connection box. If you check the box, the port number for incoming mail changes to 995.

**Use APOP (POP accounts only)** Encrypts your username and password when they travel over the network. Some services require APOP to work properly, while others do not work properly if APOP is used.

b. Select Next.

↘ Continued



**\* Tip**

If you need to enter new authentication information, enter your username, select the Password box, enter a password, and then select OK. Check with your email service provider for authentication username and password information.

**2**

Set outgoing mail options:

a. Select any of the following:

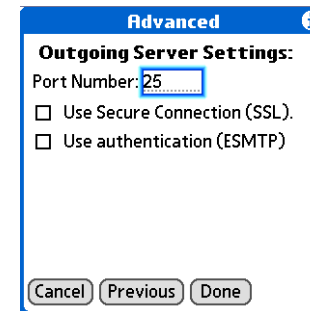
**Port Number** The default is 25, the port number most SMTP servers use.

**Use Secure Connection** To send outgoing mail over a secure (**Secure Sockets Layer**, or SSL) connection, check the Use Secure Connection box.

**Use authentication** Check the box if the outgoing server (SMTP) requires **ESMTP authentication**. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

b. Select Done.

↓ Done



## Testing your new account

After you finish setting up a new email account, the Inbox of the account you just created is displayed. You can test whether the email account is set up and working properly by **getting messages**.

**\* Tip**

You can also edit an account by selecting Start in the lower-left corner of your computer screen, selecting Programs, navigating to palmOne, and then selecting VersaMail Setup. Select the username associated with the account, click the Edit an existing account button, and then click Next. Edit the information on the account information screens.

## Editing an account

As with setup, you can edit an account either on your computer or on your device.

### Editing an account on your computer

#### WINDOWS ONLY

**1**

Select the account to edit:

- a. Select HotSync<sup>®</sup> Manager in the taskbar in the lower-right corner of your computer screen.
- b. Select Custom, and then select VersaMail.
- c. Click Change, and then select the name of the account to edit in the pane on the left of the screen.

**2**

Select one of the following:

**Delete Account** Click the button and click to confirm the deletion.

**Edit Account** Click the button and edit the account settings on the following screens.


**Advanced** Click the button and edit the advanced account settings on the following screens.

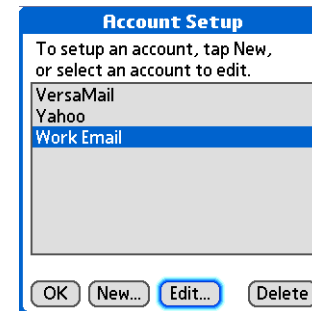
↓ Done

## Editing an account on your device

**1**

Select the account you want to edit:

- a. Open the menus .
- b. Select Accounts, and then select Account Setup.
- c. Select the name of the account to edit, and then select Edit.

**2**

The same series of screens appears for editing an account as for **creating an account**. Go through the screens by selecting Next, and change the entries you want to edit on the appropriate screens.

↓ Done

## Deleting an account

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


You can delete all but one of your email accounts; you must have at least one account.

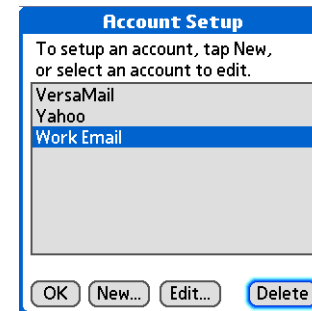
\* **Tip**  
Synchronize your device with your computer to free up the memory associated with an account after you delete it.

\* **Tip**  
You can also delete an account on a Windows computer by selecting HotSync Manager in the taskbar in the lower-right corner of your computer screen, selecting Custom, selecting VersaMail, and then selecting Change. Select the account you want, then click Delete Account.

### 1

Select the account you want to delete:

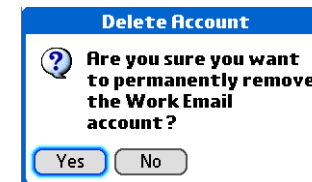
- Open the menus .
- Select Accounts, and then select Account Setup.
- Select the name of the account to delete, and then select Delete.



### 2

Delete the account:

- Select Yes in the Delete Account dialog box to delete the account and all associated email messages.
- Select OK.



↓ Done


## Adding ESMTP to an account

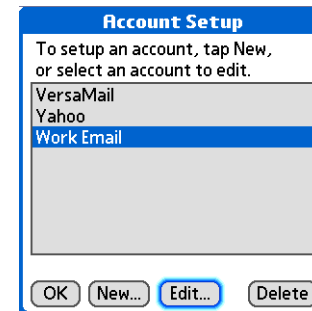
Some services require ESMTP authentication to validate your username and password on an SMTP server. If you aren't sure if your ISP or web email provider supports ESMTP, check with your email provider.

\* **Tip**  
If you need to enter new authentication information, enter your username, select the Password box, enter a password, and then select OK. Check with your email service provider for authentication username and password information.

**1**

Select the account to which you want to add ESMTP:

- Open the menus .
- Select Accounts, and then select Account Setup.
- Select the name of the account, and then select Edit.

**2**

The same series of screens appears for editing an account as for **creating an account**. Go through the screens by selecting Next, and check the Authentication box on the advanced outgoing mail options screen.

↓ Done

# Getting and Reading Messages

In this chapter

[Getting email messages](#)

[Auto Sync with notification](#)

[Inbox icons in the VersaMail application](#)

[Setting preferences for getting messages](#)

[Reading email messages](#)



[Adding or updating a contact directly from a message](#)

## Getting email messages

When you get messages, you can choose to see only the subjects of your email (which include message size, sender, and subject), so that you can decide if you want to download the entire message. Or you can choose to get the entire message for all of your incoming email.

**NOTE** See [Working with Microsoft Exchange ActiveSync®](#) for special considerations when using a Microsoft Exchange ActiveSync account to synchronize email and Calendar information with Microsoft Exchange Server 2003.

1

Go to Applications  and select VersaMail .

2

**[ & ] OPTIONAL** If you are using a VPN connection, [connect to your VPN](#).


↘ Continued

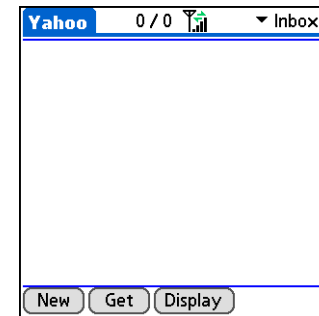
\* **Tip**  
To get and view messages for a different account, open the Accounts menu and select the account you want. Select the folders pick list in the upper-right corner of the screen, and then select Inbox to display messages in the Inbox.

\* **Tip**  
For IMAP accounts, you have the option of wirelessly synchronizing mail folders if the Get Mail Options dialog box is displayed.

3

Choose whether to get message subjects only or full messages:

- Open the menus .
- Select Accounts, and then select the account you want.
- Select Get or Get & Send.



4

**[ & ] OPTIONAL** If you have selected **Ask Every Time** in VersaMail® Preferences, select whether to download subjects only or entire messages.

↓ **Done** A list of your messages appears in the Inbox.

## Auto Sync with notification

You can set up VersaMail to automatically download new email messages to your device with the Auto Sync feature.

If Auto Sync downloads any new messages, your device lets you know with a sound or vibration. A list with the number of new messages retrieved appears on the Reminders screen.

The Auto Sync feature downloads only the first 3KB of each message. You can select the More button on the message screen to download the entire message.

Auto Sync recognizes any **filter criteria** you set up for downloading messages. Messages that don't meet these filter criteria are not downloaded during Auto Sync. You need to turn off all filters and manually retrieve these messages.

#### + Did You Know?

If more than one scheduled Auto Sync happens at the same time (for example, for two separate email accounts), Auto Sync performs any past-due Auto Sync first, then current Auto Sync retrievals according to the order of email accounts in the Accounts menu list.

**NOTE** See [Working with Microsoft Exchange ActiveSync®](#) for special considerations when using Auto Sync with a Microsoft Exchange ActiveSync account to synchronize email and Calendar information with Microsoft Exchange Server 2003.


## Scheduling Auto Sync

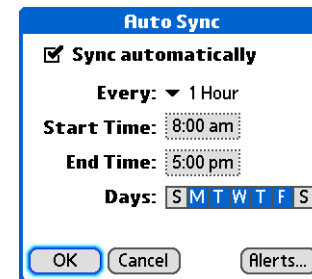
You can set up different schedules for each of your email accounts, but you can set up only one schedule for each account. For example, if you set up a schedule to get mail on weekdays for your Yahoo! account, you can't set up a separate schedule for weekends for that account.

Auto Sync may not work with your specific **VPN connection**. It also doesn't work if your security preferences include encrypting databases on the device.

# 1

Select Auto Sync for a given account:

- Open the menus .
- Select Options, and then select Preferences.
- Select Auto Sync, and then check the Sync automatically box.



↘ Continued

**\* Tip**

You should manually retrieve any messages using **Get** or **Get & Send** after setting up a scheduled Auto Sync. Then, only new messages are retrieved during Auto Sync.

**2**

Set schedule options:

**Interval** Select the Every pick list and select the time interval, from 5 minutes to 12 hours. Note that if you set a more frequent interval, you may need to recharge your device's battery more often.

**Start/End Time** Select the Start and End Time boxes, and then select the hour, the minute, and AM or PM to enter the time for the first and last Auto Sync to take place. Select OK.

**Days** Select the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each email account.

**3**

Select OK.

**4****[ & ] OPTIONAL** Select Get or Get & Send.

↓ Done

## Auto Sync notifications

The Auto Sync feature provides two types of notifications during and after it gets messages:

**Alerts** You can choose to **have your device alert you** with a beep or alert sound, or by vibrating, when a new message arrives in your account.

**Reminders screen** If Auto Sync discovers and downloads new messages for an email account, a notification appears on the **Reminders screen**, telling you the account name and the number of new messages. If Auto Sync is scheduled for more than one account, a separate notification appears for each account.

+ **Did You Know?**  
Any custom sound you install on your device appears on the Alert Sound pick list.

\* **Tip**  
You can follow these steps to change the alert sound at any time.


\* **Tip**  
You can also adjust the volume of the alert sound.

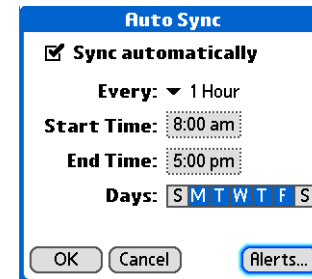
## Setting alert options

You can choose an alert—such as a bird, a phone, or an alarm—to let you know when new email arrives.

1

Open the Alerts screen:

- From the Inbox or another folder, open the menu .
- Select Options, and then select Preferences.
- Select Auto Sync, and then select Alerts.



↘ Continued

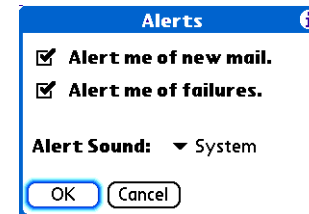
### + Did You Know?

If you are in the Inbox and an Auto Sync downloads new messages, those messages do not appear on the Reminders screen—since you can already view them in the Inbox.

## 2

Select alert options:


- a. Check the Alert me of new mail box.
- b. Select the Alert Sound pick list, and then select a sound. The device plays a brief demo of the sound.
- c. To receive alerts of successful Auto Sync retrievals only, uncheck the Alert me of failures box. Leave the box checked if you want to receive alerts for both successful and failed Auto Sync retrievals.
- d. Select OK.



↓ Done

## Viewing and using the Reminders screen

The Reminders screen on your device shows info about new email messages. It also shows alerts from other applications, such as Calendar appointments.

To view the Reminders screen, select the blinking asterisk  when it appears in the upper-left corner of any screen.

You can do any of the following:

- Check the box to clear a reminder from the list.
- Select the reminder (either the mail icon or the text description) to go to the Inbox of that account or to read a detailed error message.

**\* Tip**

If the Reminders screen shows an Auto Sync error message for an account, select the message to view more detailed information about the error. You can choose to [disable notifications for Auto Sync failures](#).

- Select Done to close the Reminders screen and return to whatever you were doing on your device before the Reminders screen appeared.
- Select Clear All to delete all reminders on the Reminders screen.

When a notification appears on the Reminders screen, select it to go to the Inbox of that account, or launch the VersaMail application and go to that account. Once you open the Inbox, any new messages are removed from the Reminders screen, even if you don't open them. Auto Sync then starts at the next scheduled interval, with the Reminders screen counter reset to 1.

### Auto Sync retries

If the interval for a scheduled Auto Sync is set at "Every 1 hour" or less frequently, and an Auto Sync fails for any reason, the VersaMail application tries to retrieve email every 30 minutes until either the next scheduled Auto Sync occurs or the end time for scheduled email retrieval is reached. If the interval is set for more frequently than "Every 1 hour," the VersaMail application waits until the next scheduled Auto Sync.

### Resource issues with Auto Sync





The Auto Sync feature can cause the following resource constraints:

**Decreased battery life** If you set the Auto Sync interval for more often than once per hour, your device's battery charge may drain more quickly, and you may need to recharge the battery more frequently.

**Increased monthly charges** Some wireless providers charge a fee for data transactions. If you use one of these providers, using the Auto Sync feature can substantially add to your monthly charges. This is especially true for POP accounts, because POP messages take longer to download than IMAP messages.

## Inbox icons in the VersaMail application


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

-  Only the subject header information is downloaded.
-  Part or all of the message text is downloaded.
-  Part or all of the message text and attachment information is downloaded.
-  Downloaded message has been marked high priority by the sender.

## Setting preferences for getting messages

**1**

Open the Delivery Options preferences:

- a. In the Inbox or on another folder screen, open the menus  .
- b. Select Options, and then select Preferences.
- c. Select Delivery Options.

➤ **Continued**

### + Did You Know?

The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, the VersaMail application downloads all messages from the server regardless of whether you have read them (for example, on your desktop or on the web), and regardless of whether this box is checked.

## 2

Select preferences:

**Get** Select whether to get message subjects only or entire messages.

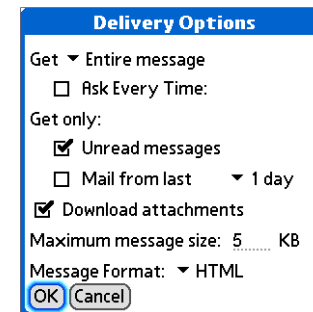
**Ask Every Time** Displays a dialog box for choosing subjects only or entire messages each time you retrieve email. If it is unchecked, messages are retrieved according to the option you select in the Get pick list.

**Get only unread messages (IMAP account only)** Check the box to download only unread mail to your device. If you don't choose this option and you select Get & Send, all of your messages on your provider's mail server are downloaded to your Inbox, including messages you have already read.

**Mail from last X days** Get messages sent within the number of days you specify (default is 7).

**Download attachments** Causes files attached to email to be automatically downloaded to your device. Attachments that exceed the maximum message size cannot be downloaded.

↘ Continued



**+ Did You Know?**

Basic HTML includes bold, italics, colored words, bullet and numbered lists, and so on.

In an HTML message, certain types of graphics (for example, JPEG or GIF files) may be displayed as a URL in the body of the email message. In some cases, you can **select the URL** to open the graphic.

**\* Tip**

Because downloading large messages can consume device resources, the VersaMail application displays the size of the message and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

**Cont'd**

**Maximum message size** To limit the maximum size of an incoming email message, enter the size in kilobytes (KB) for Maximum Message Size. The maximum size of an incoming message is 5KB by default, but you can enter any size up to 5000KB (approximately 5 megabytes, or 5MB), including attachments. The maximum message size that you can retrieve is 60KB for the body text and approximately 5MB of total data for any attachments.

**Message Format** Lets you retrieve messages in HTML or plain text format. If you choose HTML, any messages sent to you in HTML format are displayed with basic HTML formatting intact. Other messages are displayed as plain text. If you choose Plain Text, all messages are displayed as plain text, regardless of the format in which they were sent. The default setting is HTML.

**NOTE** The VersaMail application sends all messages as plain text only, with all HTML tags stripped, even if you are forwarding or replying to a message that was originally received as HTML.

 Done

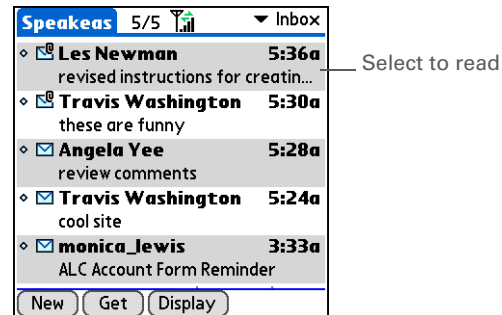
## Reading email messages


To read email, select the email message in the Inbox or the folder where the message is located.

\* **Tip**  
If you use the 5-way navigator to select and open a message, press Center after reading the message to close it and return to the folder where you started.

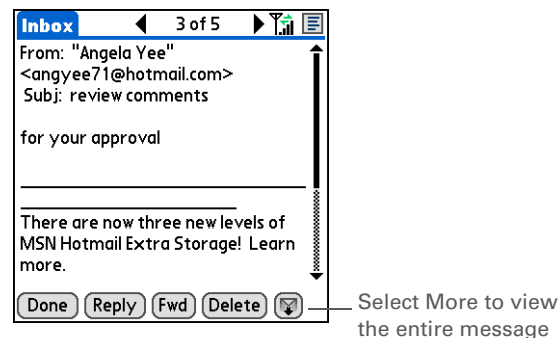
\* **Tip**  
Highlight a message and press Right on the 5-way to open a menu of message commands such as forward, reply, and delete.

\* **Tip**  
Change the font size of a message you are reading by opening the Options menu and selecting Use smaller font or Use standard font.



If you chose to **get messages by subjects only**, select the More button  to view the body of the email message, plus any attachments, up to the maximum message size you select. If the downloaded message exceeds your maximum message size, only a partial message is displayed. Select the More button to view the entire message.

If you chose to get entire messages, the body of the message is displayed. However, if the downloaded message exceeds your maximum message size, only part of the message is displayed. Select the More button to view the entire message.



## Adding or updating a contact directly from a message


You can add an email address into Contacts directly from the body of a received email message.

### \* Tip

You can also update an existing Contacts record with a new email address, or create a second Contacts record for a name that has an existing record. The procedure is the same as for adding a new Contacts record. If you select Add to Contacts from an email message and a record already exists for the recipient name, you are prompted either to update the email address for the recipient or to create a new record for the recipient.

**1**

Open the Add Contact dialog box:

- a. Open the message you want.
- b. On the message screen, open the menu .
- c. Select Options, and then select Add to Contacts.

**2**

**[ & ] OPTIONAL** If a Display Name exists for this Contacts record, the dialog box displays the name in the Last name and First name fields.

If the Last name and First name fields are blank, enter the first and last name associated with the "From" email address.

**3**

Select OK to add the email address to Contacts, and then select OK in the confirmation dialog box.

 Done

# Sending Email Messages

In this chapter



[Sending an email message](#)

[Addressing a message](#)

[Attaching a personal signature](#)

## Sending an email message

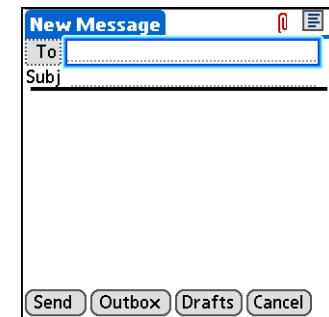
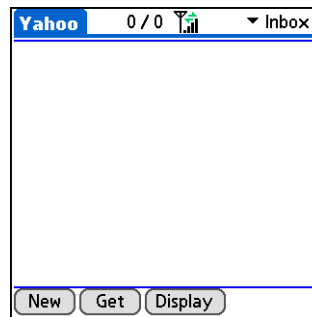
**1**

Go to Applications  and select VersaMail .

**2**

Open a new message:

- a. Open the menus .
- b. Select Accounts, select the account you want, and then select New.



➤ Continued

\* **Tip**

To mark an outgoing message as high priority, on the message screen, open the Options menu and select Set Priority To High.

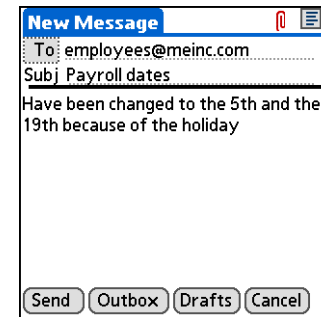
+ **Did You Know?**

If you turn off your device or go outside a coverage area while a message is still in the Outbox, the VersaMail® application will try to send the message when you turn your device back on or re-enter a coverage area.

## 3

Address and compose your message:

- a. **Enter the recipient's email address.**
- b. In the Subject field, enter the subject of your email.
- c. In the area below the Subject line, enter the text of your email.



## 4

**[ & ] OPTIONAL** **Attach one or more files** to send with your message.

## 5

Select one of the following options to send your message:

**Send** Sends the email immediately. If the message does not send successfully on the first attempt, it is moved to the Outbox.

**Outbox** VersaMail features a “Live Outbox” —if a message can’t send successfully the first time, the message is stored in the Outbox and VersaMail keeps trying to send the message until it is successful.

**Drafts** Saves your message so you can work on it at another time.

**↓ Done**

**\* Tip**

Continue typing until the entry you want is automatically entered on the To line. For example, if you have a Joe Smith and a Joan Smith in Contacts (and no other names starting with J), once you type "Joe," the entry "Joe Smith" is entered on the To line with the correct email address.

**\* Tip**

Tap the email header icon in the upper-right corner of the screen to display the cc: and bcc: fields.

## Addressing a message

You can address an email message in any of the following ways:

- Use Smart Addressing
- Enter addresses directly
- Enter addresses from Contacts

### Entering an address using Smart Addressing

Smart Addressing completes a recognized email address.

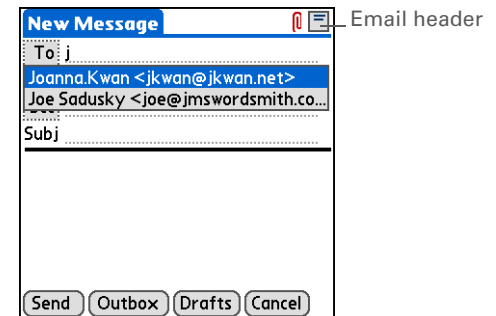
**1**

On the New Message screen, navigate to or tap in the To field.

**2**

Start entering the person's name. Smart Addressing displays matching names and email addresses from Contacts.

↘ Continued



\* **Tip**  
You can't see the whole list of addresses in a field if the list is longer than two lines. To see the whole list, select the word To, cc, or bcc.

\* **Tip**  
It's OK to enter commas instead of semicolons between addresses, because they're changed to semicolons. But you can't use other punctuation or no punctuation between addresses.

**3**

When the name you want appears, select it to enter it on the To line.

↓ Done

### Entering an address directly in the To field

**1**

On the New Message screen, select or navigate to the To field.

**2**

Enter an address using one of the following methods:

**To field** Enter the address, and then select Done. For multiple addresses, enter a semicolon (;) and then a space between recipient names.

↘ Continued



### + Did You Know?

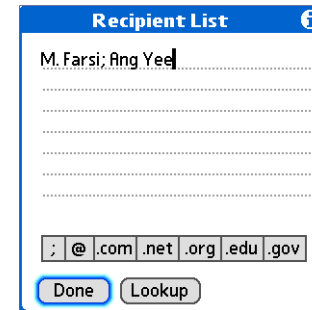
When you put addresses in the copies (cc:) field, they are visible to all other recipients. Addresses in the blind copies (bcc:) field are hidden from all other recipients.

### \* Tip

As with Smart Addressing, when you begin to enter a name or address on the Recipient List screen, VersaMail displays any matching entries from Contacts. Select the match you want to automatically enter it in the Recipient List.

### Cont'd

**Recipient List** Select To and enter the name or address on the Recipient List screen, and then select Done. Use the shortcut buttons at the bottom of the screen for quick address entry. For multiple recipients, enter a semicolon (;) and then a space between recipient names.



↓ Done

## Entering an address using Contacts

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

# 1

Open the Lookup screen:

- a. On the New Message screen, select the word To.
- b. On the Recipient List screen, select Lookup.

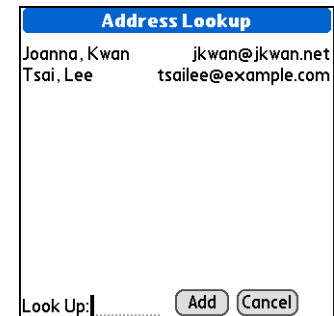
↘ Continued

**2**

Enter the address:

- a. On the Address Lookup screen, select the address you want, and then select Add.
- b. Select Lookup and repeat step (a) for each address you want to add.

↓ Done




## Attaching a personal signature

You can attach a personal signature, with info like your company's address and telephone number, to the bottom of all messages you send.

**1**

Open the VersaMail Preferences:

- a. From the Inbox or on another folder screen, open the menus .
- b. Select Options, and then select Preferences.
- c. Select Signature.

↘ Continued

**2**

Add a signature:

- a. Check the Attach Signature box.
- b. Enter your signature information, and then select OK.

↓ Done

**Signature**

Attach signature:

J. S. User.....

Marketing Director.....

555-555-5555.....

.....

.....

.....

.....

OK Cancel

# Managing Your Messages

In this chapter

[Working with email folders](#)

[Forwarding an email message](#)

[Replying to an email message](#)

[Working with URLs, email addresses, and phone numbers in a message](#)

[Deleting a message](#)

[Emptying the trash](#)

[Marking messages as read or unread](#)

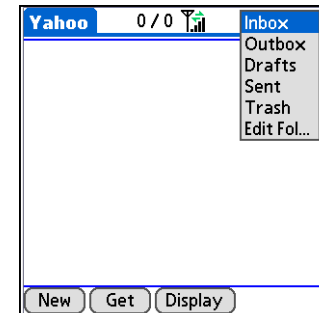
## Working with email folders

By default, the VersaMail® application displays the messages in an account's Inbox folder. You can easily view the messages in a different folder. You can also customize the appearance of the message list in your email folders, move messages between folders, and create and edit folders.

### Viewing another folder

1

On a folder screen, select the folders pick list in the upper-right corner of the screen.



2

Select the folder you want to view.

↓ Done

**+ Did You Know?**  
The customization options you choose apply to all email folders, not just the one you are in.

**\* Tip**  
Select Sort on the message list to quickly sort the list by date, subject, or sender.

## Customizing the appearance of the message list

You can change display options on the message list, as well as the size of columns in the list.

**NOTE** Changing column size is available for one-line message view only.

**1**

In the Inbox or on another folder screen, select Display.

**2**

Customize any of the following:

**Sort by** Select the Sort by pick list, and then select the column name. Default is Date.

**Sort order** Select Descend or Ascend. Default is Descend.

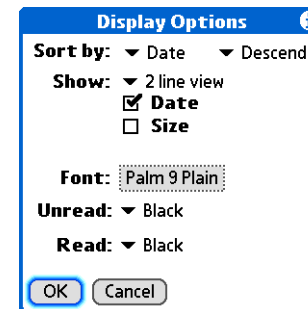
**One- or two-line column view**  
Select the Show pick list, and then select one-line or two-line view. Default is two-line.

**Columns shown** Check the box under the Show pick list for each column you want to show. The column options change depending on whether you choose a one-line or a two-line view. Defaults are Sender, Date, and Subject.

**Font** Select the Font field. Select each pick list in the Select Font dialog box (Font, Size, Style) and select the option you want. Default is Palm 9 Plain.

**Unread and read message color** Select the Read and Unread pick lists, and then select the color you want for each type of message. Default is black.

**Continued**



**3**

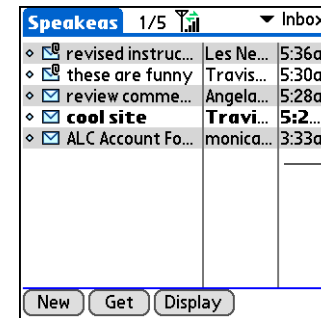
Select OK.

**4**

If you selected one-line view in step 2, change the size of columns in the message list:

- a. Tap on the column divider.
- b. Drag the column divider to change the width of the column.

⏴ Done



Column divider

## Moving messages between folders

You can move one or more email messages between folders.

**\* Tip**

You can use the 5-way to move a single message. Select the message you want to move, press Right to open the Message menu, and then select Move To. Then select the folder you want from the folders list.

**\* Tip**

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

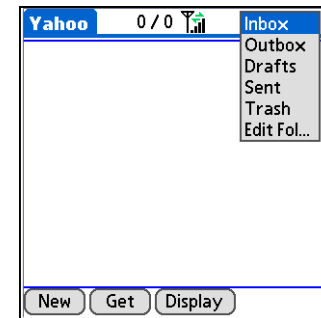
**\* Tip**

You can also open the menus, select Message, and then select Move To.

1

In the Inbox or on another folder screen, select the folder pick list in the upper-right corner and select the folder containing the message(s) you want to move.

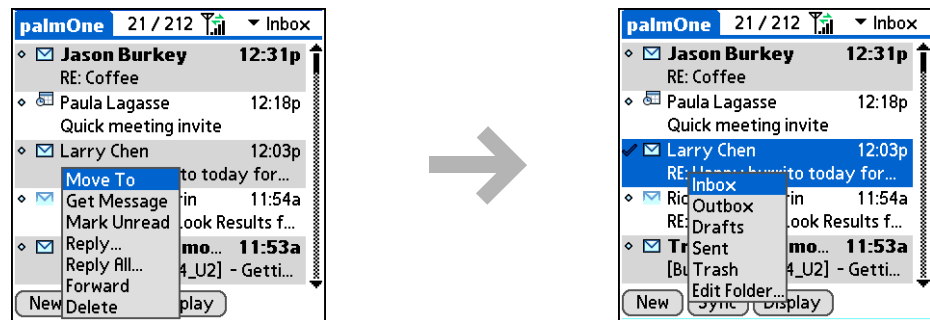
↘ Continued



**2**

Move a single message:

- a. Tap the envelope icon to the left of the message you want to move, and then select Move To from the list.



- b. On the folders list, select the destination folder you want.

**3**

Move multiple messages:

- a. Tap to the left of the icon for each message you want to move. A checkmark appears next to each selected message.
- b. Tap a message icon next to a selected message, and then select Move To on the list.
- c. On the folders list, select the destination folder you want.

**4**

Select OK.

↓ Done

## Creating and editing mail folders

The VersaMail application has certain preset folders, such as Inbox, Outbox, Sent, Drafts, and Trash. You can create new folders so that you can store email messages by subject, person, or project.

**1**

In the Inbox or on another folder screen, select the folder pick list in the upper-right corner, and then select Edit Folders.

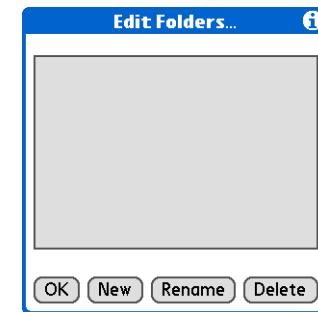
**2**

Do one of the following:

**Create a new folder** Select New, and then enter the new folder name.

**Rename a folder** Select the folder name from the list on the screen, select Rename, and then enter the new folder name.

**Delete a folder** Select the folder name from the list on the screen, and then select Delete.



**NOTE** For IMAP accounts only, check the box if you want the change (create, rename, or delete) to take place on the server as well as on your device.

**3**

Select Done.

↓ Done

## Forwarding an email message

+ **Did You Know?**  
You can forward email messages from any folder other than the Outbox folder.

+ **Did You Know?**  
Forwarded messages are always sent as text only, even if you received the original message in HTML format.

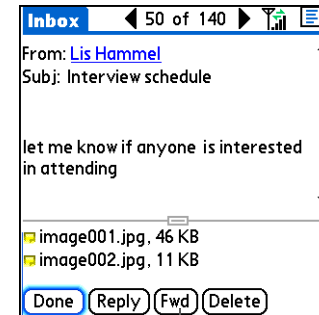
**1**

On a folder screen, select the folder pick list in the upper-right corner, and then select the folder that contains the message you want to forward.

**2**

Select the message to forward:

- Select the email message to open it.
- Select Forward (Fwd).



Select Forward

**3**

**Address** and send the message.

↓ Done

## Replying to an email message

You can reply to an email message as you are reading it, or you can reply to messages in the message list.

**+ Did You Know?**  
Replies are always sent as text only, even if you received the original message in HTML format.

**\* Tip**  
From the message screen, you can also select Reply from the Options menu.

**\* Tip**  
To reply to a message from the message list, tap the envelope icon next to the message you want, and then select Reply on the list. Or open the Options menu and select Reply.

**1**

Select the message you want to reply to.

**2**

Create the reply:

- a. Select Reply.
- b. Select whether to reply to the sender only or to all message recipients from the menu.
- c. Enter a reply.

**3**

Select Send to send the reply now, Outbox to send it later, or Drafts to work on it later.


 Done

## Setting reply preferences

You can set reply preferences including whether to include the original message text in a reply, as well as the name and email address to show on your reply. The preferences you set apply to all reply messages you send.

### 1

Open Reply Options preferences:

- a. In the Inbox or on another folder screen, open the menu .
- b. Select Options, and then select Preferences.
- c. Select Reply Options.

➤ Continued

## 2

Set the preferences you want:

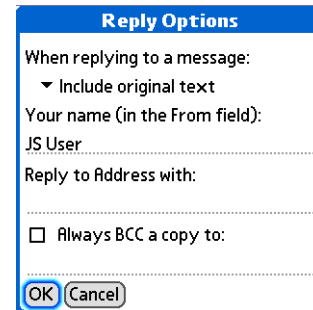
**Message text** Select whether to include original message text with a reply.

**Your name** Enter the name you want to appear on your outgoing messages, such as “Joe Smith.”

**Reply to Address with** Enter the email address that you want recipients to see and reply to on your email messages, only if this is different from the email 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 email came from the address you entered.

**BCC** Check the BCC box to send a blind copy of any email message you send to another email address. The blind copy email 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 device to be sent to your corporate email account, enter that email address.

↓ Done



The screenshot shows a dialog box titled "Reply Options" with a blue header. It contains the following text and controls:

- When replying to a message:
  - ▼ Include original text
- Your name (in the From field):  
JS User
- Reply to Address with:  
.....
- Always BCC a copy to:  
.....
- OK Cancel

## Working with URLs, email addresses, and phone numbers in a message

### \* Tip

In HTML messages, URLs, email addresses, and phone numbers appear as blue underlined text. In text messages, most URLs begin with “http://” or “www.” To view a page or file associated with a URL that does not begin with “http://” or “www.,” select the URL, copy it, and paste it into the address bar in the web browser.

### \* Tip

To receive an alert confirming that you want to delete a message, open the Preferences menu, select Deletion, and check the Confirm deletions box.

In email messages you receive, you can do the following:

- Select a URL to view the web page or file associated with the URL. Selecting the URL opens the web browser on your device to view the page or file.
- Select an email address to open a new message screen with the address in the To field.
- Select a phone number to dial the number.

## Deleting a message

You can delete email 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.

**1**

On a folder screen, select the folders pick list, and then select the folder that contains the message you want to delete.

**2**

Select the bullet next to the icon of each message that you want to delete. To select adjacent messages, drag the stylus across the bullet to the left of each message. Lift the stylus and drag again to select more adjacent messages.


↘ Continued

\* **Tip**  
There are a few alternate ways to delete a message: Select the message in the message list and press Backspace, or select the message icon next to a message and select Delete from the menu.

\* **Tip**  
To delete messages on the server when you empty the trash on your device, **select the Delete Msgs on Server setting** in VersaMail Preferences. Many email providers have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

### 3

Delete the message or messages:

- a. Open the menu .
- b. Select Delete from the Message menu.
- c. Select Also delete message(s) on server if you want to delete the messages from the server now.

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


- d. Select OK.

↓ Done

## Deleting old messages

### 1

Open the Delete Old Messages dialog box:

- a. On a folder screen, open the menu .
- b. Select Delete Old from the Message menu.

↘ Continued

- + **Did You Know?**  
 Messages you delete from a folder move to the Trash folder and remain there until you **empty the trash**.

2

Choose settings for deleting old messages:

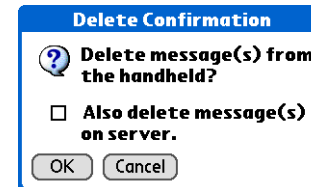
- Select the Folder pick list, and then select the folder that contains the messages you want to delete.
- Select the Older than pick list, and then select One Week, One Month, or Choose Date. If you select Choose Date, select a date from the calendar.



3

Delete messages:

- Select Delete.
- Select Also delete message(s) on server if you want to delete the messages from the server now.



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

- Select OK.

↓ Done

## Emptying the trash


When you delete a message, it moves to the Trash folder. Deleted email accumulates in the Trash folder and takes up space on your device. To increase memory, you should empty the trash regularly.

\* **Tip**  
You can set a preference to **automatically empty the trash**.

+ **Did You Know?**  
Many email providers, such as Yahoo!, have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

**1**

Open the Empty Trash dialog box:

- a. On a folder screen open the menu .
- b. Select Empty Trash from the Message menu.

**NOTE** If you select to **automatically empty the trash**, a message asks if you want to delete the trash.

**2**

**[ & ] OPTIONAL** Select Details to see how many messages are in the trash and whether the messages are set to be deleted on the server.

**3**

Select one of the following options for emptying the trash:

**To delete messages from your device as well as from the server** Select Both.  
Select Yes if you want to update the server now.

**To delete the message from only your device now** Select Device.

 Done


## Setting the trash to be emptied automatically

### + Did You Know?

By default, trash is set to be emptied automatically, and the time interval is set at Older Than 1 Day.

**1**

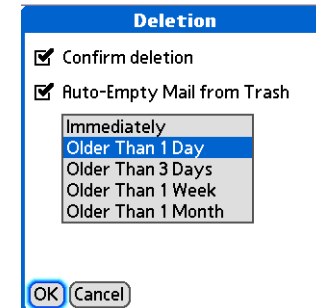
Open the Deletion preferences:

- a. Open the menu .
- b. Select Options, and then select Preferences.
- c. Select Deletion.

**2**

Select the settings for automatically emptying the trash:

- a. Check the Auto-Empty Mail from Trash box if it is not checked.
- b. Select the pick list, and then select one of the following:
  - Select Immediately if you want the trash emptied automatically each time you delete messages.
  - Select a time period if you want messages emptied from the trash periodically.
- c. Select OK.



↓ Done

## Marking messages as read or unread

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

**+ Did You Know?**  
In one-line view, read messages appear in plain text in the message list; unread messages appear in bold text.

**+ Did You Know?**  
POP mail servers do not support the read or unread message feature. For POP accounts, messages that you mark appear in plain or bold text on your device, but the difference is not recognized on the server.

### 1


Select the message or messages to mark:

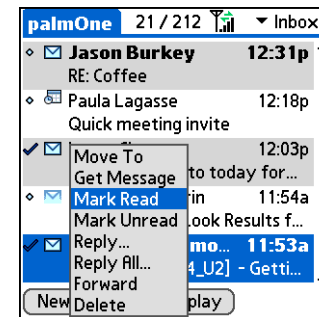
- In the Inbox or on another folders screen, select the folders pick list, and then select the folder containing the message you want to mark.
- Select the icon next to the message you want to mark. To mark multiple messages, select the bullets next to the messages you want to mark.

### 2

Do one of the following to mark the message or messages:

**Single message** Select Mark Read or Mark Unread on the list.

**Multiple messages** Open the menus , select Message, and then select Mark Read or Mark Unread.



**Continued**

\* **Tip**  
Selecting Both and then OK also processes any other pending actions on the server, such as deleting messages in the Trash folder.

### 3

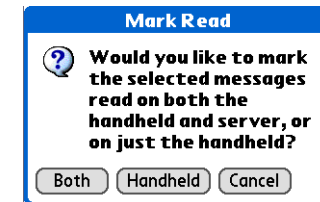
For IMAP accounts only, select one of the following:

**To mark the messages as read or unread on your device only**  
Select Device.

**To mark the messages on both your device and the server and have the messages marked on the server immediately** Select Both, and then select OK on the confirmation screen.

**To mark the messages on both the device and the server and have the messages marked on the server the next time you synchronize or connect to the server** Select Both, and then select Cancel on the confirmation screen.

↓ Done



# Working with Attachments

## In this chapter

[Working with a downloaded attachment](#)

[Attaching files to outgoing messages](#)

Email may contain attached files, such as Microsoft Word documents, photos, or videos, that you want to save, view, or install on your device. When you receive a message that has an attachment, the VersaMail® application scans your device to see if you have an application that can **open the attachment**.

Attachment file types you can download and open include photos and videos; Microsoft Word, Excel, and PowerPoint files; ringtones; HTML pages; text files; and information from applications on your device such as Contacts, Calendar, and Tasks.

You can also work with attached Palm OS® applications and related files (PRC and PDB files), as well as compressed ZIP files that contain other files.

For other types of files, your device may contain a viewer that can open and view attachments for that file type. If your device contains such a viewer, you can open the attachment; if your device doesn't have such a viewer, you can't open the attachment. Among the file types that may be supported are MP3 and AAC files.

## Working with a downloaded attachment

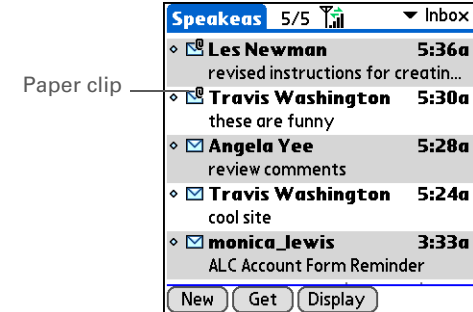
**\* Tip**  
If an attachment is not downloaded, the paper clip does not appear on the envelope icon. You need to open the message and download the complete message to see if there are any attachments.

**+ Did You Know?**  
You can download a maximum of 10 attachments for any received messages, regardless of message size.

In the message list, a paper clip on a message's envelope icon indicates that the message has an attachment that has been downloaded. You can save an attached file or view, edit, or install the file, depending on the file type.

### 1

In the Inbox, select the message with the attachment.



### 2

**[ & ] OPTIONAL** If you choose to get messages by subject only, or if you choose to get entire messages but the message plus any attachments exceeds your maximum message size, select More to view the body of the email message plus any attachments. If prompted, select Yes if you want to download an attachment that exceeds your maximum message size.

↘ Continued

## \* Tip

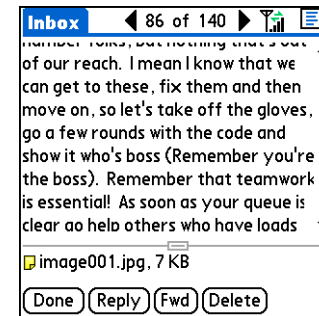
Because downloading large messages can consume device resources, the VersaMail application displays the size and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

3

Select the attachment you want from the list at the bottom of the screen, and then do one of the following:

**To open the attachment in the default viewer** Tap the attachment name.

**To open the attachment menu** Tap the folder icon to the left of the attachment name.

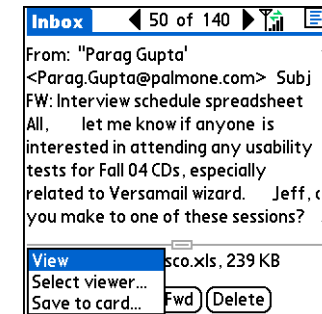


4

**[ & ] OPTIONAL** If you open the attachment menu, select Save to card to save the attachment to an expansion card, or do one of the following, depending on the attachment file type:

**Viewable file: text, Word document, task, HTML, graphic, and so on**

Select View to view the attachment, or select Select Viewer to choose a viewer for that attachment. For example, if you have two photo viewing applications on your device and you select a photo attachment on the list, you can select which application to use to view the photo.



↘ Continued

**Cont'd**



**Palm OS application or database file (PRC or PDB)** Select View. The file is installed automatically.

**Compressed Zip file** Select Unzip. The file uncompresses, and the files it contains are listed. Select the name of the file you want, and then select Save, View, or Install.

**5**

When you finish with the attachment, do one of the following:

**Done button appears on screen** Select Done. This returns you to the list of attachments, where you can select another attachment.

**No Done button appears** Go to Applications  and select VersaMail  to return to the Inbox of the account you were in.

 Done

## Attaching files to outgoing messages

\* **Tip**  
If you open a message from the Drafts folder, you must first select Edit before you can add an attachment.

+ **Did You Know?**  
You can attach a file to forwarded messages and replies as well as messages you create.

\* **Tip**  
You can also attach files from an expansion card inserted in your device's expansion slot.

You can attach files on your device to email messages you send. For example, you can attach photos or videos; Word, Excel, and PowerPoint files; and entries from Contacts, Calendar, Memos, and Tasks.

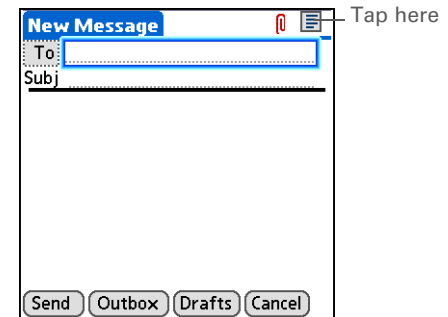
The maximum size message you can send is 60KB for the body text and approximately 5MB of total data for any attachments. The maximum number of attachments for any email message is ten, regardless of the attachments' total size.

**NOTE** The procedure for **attaching photos and videos** is slightly different from that for other types of files.

**1**

On the New Message screen, tap the red paper clip icon in the upper-right corner.

➤ **Continued**



### + Did You Know?

If you have an expansion card inserted in your device's expansion slot, select Files on Card to view all file types on the card. You can select a particular file type, or select All Files to view all files on the card.

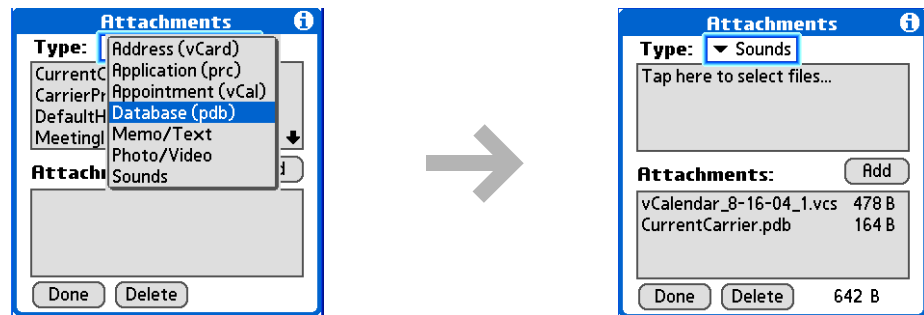
### \* Tip

To remove an attachment from an email message, select the attached file in the Attachments box, and then select Delete.

## 2

Attach the file:

- a. Select the Type pick list, and then select the file type. VersaMail displays all file types on your device that you can attach to an email message.



- b. Select the file that you want to attach, and then select Add or Attach. The selected file appears in the Attachments box.

**NOTE** For some file types—for example, addresses or memos—the files to attach appear in the box at the top of the Attachments screen. For others—for example, Word or Excel files—a new screen appears from which you can select the file to attach.


- c. Repeat steps a and b for each attachment you want to add, and then select Done.

↓ Done

## Attaching photos and videos

**1**

Open the Attachments screen:

- a. On the message screen, open the menu .
- b. Select Options, and then select Attachment.

**2**

Attach the photo or video:

- a. Select the Type pick list, and then select Photo/Video.
- b. On the Select Media screen, select the Album pick list to go to the album containing the photo or video you want, and then select the check box next to each photo or video you want to attach. To attach a photo or video from an expansion card, select the card name from the Album pick list.
- c. Select Done.

 Done

# Advanced Topics

## In this chapter

[Creating and using filters](#)

[Setting connection preferences](#)

[Setting server preferences](#)

[Changing email header details](#)

[Synchronizing IMAP mail folders wirelessly](#)

[Working with root folders](#)

[Using Secure Sockets Layer \(SSL\)](#)

## Creating and using filters



Filters provide efficient ways to manage email retrieval and storage. When you select Get or Get & Send, filters determine which email messages are downloaded to your device and in which folder the downloaded messages are stored.

**[ ! ] IMPORTANT** If you create a filter, only messages that meet the filter criteria are downloaded to your device. You don't see any other messages that have been sent to you, even in your Inbox. To avoid this, you must set up two filters. For example, suppose you create a filter to have all messages with "onlinebroker" in the From field moved to your Finance folder. You must then create a second filter specifying that all mail NOT containing "onlinebroker" in the From field should be moved to the Inbox (or other folder you designate). If you don't create this second filter, only messages containing "onlinebroker" in the From field are downloaded to your device.

**\* Tip**


Use filters to organize your incoming messages. For example, create a filter so that whenever you receive email about sales meetings, it goes immediately into a folder you create called Sales. Or create a filter so that stock quotes sent to you by your online brokerage service go to a folder you create called Finance.

**1**

Go to Applications  and select VersaMail .

**2**

Open the Filters dialog box:

- a. In the Inbox or on another folder screen, open the menus .
- b. Select Options, and then select Preferences.
- c. Select Filters.
- d. Select New.

▼ **Continued**

### + Did You Know?

Filters you create on your device also apply when you synchronize email on your device with email on your computer.

## 3

Enter the filter information:

- a. Enter a short description of the filter in the Name field.
- b. Enter filter criteria:

**To pick list** Select the message header field with the information contained in the edit line: To, From, Subject, cc, Size. For example, you might select From to download only messages from a particular sender.

The screenshot shows a 'Filter Editor' dialog box with the following fields and options:

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

**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 email 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 email to go. You can also create a new folder for storing the incoming email. Select Edit Folders, and then create a new folder or delete or rename existing ones.

- c. Select OK. The filter appears in the Filters list.

↓ Done


\* **Tip**  
Filters that are turned on execute in the order in which they appear on the Filters list. Move filters up and down the list to ensure that they execute in the correct order by selecting the pick list to the left of the filter name.

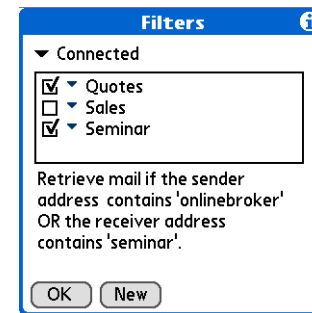
## Turning filters on and off

A filter that is turned on applies to all subsequent downloads of email until you deselect it. More than one filter can be in effect at once. Before you download email, be sure to turn on the filters you want and turn off those you don't want.

**1**

Open the Filters dialog box:

- In the Inbox or on another folder screen, open the menus .
- Select Options, and then select Preferences.
- Select Filters. The Filters dialog box appears with the filters you created.



↘ **Continued**

**\* Tip**

If you don't want a filter to apply to any downloads at all, be sure to deselect the filter under both Connected and Synchronize.

**2**

Turn filters on or off:

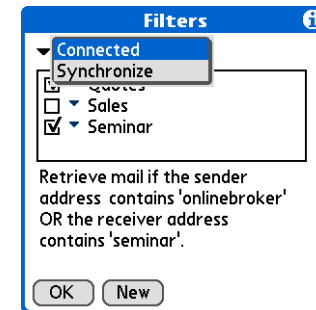
- a. Select the pick list in the upper-left corner and select one of the following:

**Connected** Applies a filter to messages downloaded to your handheld over a network connection.

**Synchronize** Applies a filter to messages downloaded to your handheld when you synchronize.

- b. Check or uncheck the filter boxes to select the filters you do and don't want to use for subsequent email transactions.
- c. Select OK.

↓ Done




\* **Tip**  
Edit a filter to change either its name or any of its criteria.

## Editing or deleting a filter

**1**

Select the filter to edit or delete:

- a. In the Inbox or on another folder screen, open the menus .
- b. Select Options, and then select Preferences.
- c. Select Filters, and then select the name of the filter.

**2**

Do one of the following:

**Edit** Revise your entry in the Name field, your selections in the pick lists, or the text in the edit line. Select OK.

**Delete** Select Delete, select Yes to confirm the deletion, and then select OK.

**3**

Select OK.

 Done


## Setting connection preferences

\* **Tip**  
Any advanced preferences you set are account-specific; they apply only to the account you are currently in.

\* **Tip**  
The default Timeout setting is 45 seconds. It can be any number greater than 0 seconds; however, if you set the number too low, your connection attempt may time out before you make a connection with the email service provider.

### 1

Open the Connection Preferences screen:

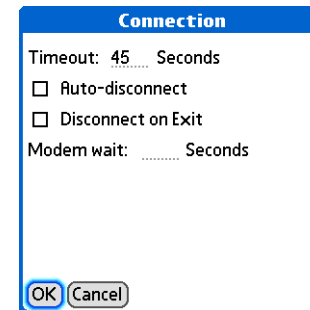
- In the Inbox or on another folder screen, open the menus .
- Select Options, and then select Preferences.
- Select Connection.

### 2

Select any of the following preferences:

**Timeout** Sets the number of seconds to try to connect before timing out. To change, select 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 email transactions in a short amount of time.



**Connection**

Timeout: 45 Seconds

Auto-disconnect

Disconnect on Exit

Modem wait: Seconds

OK Cancel

↘ **Continued**

**Cont'd**

**Disconnect on Exit** Disconnects from the network only after you leave the VersaMail® application. This feature is an alternative to Auto-disconnect. This option keeps your connection active while you perform multiple transactions in the VersaMail application, but automatically disconnects when you move on to a different application on your device. If this option is not selected, you must manually disconnect from your ISP.

**Modem wait** Displays the number of seconds that the modem uses to initialize itself. If you have a modem, select 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.


↓ Done

## Setting server preferences

Server preferences differ for POP and IMAP email accounts.

**1**

Open the Server Preferences screen:

- a. In the Inbox or on another folder screen, open the menus .
- b. Select Options, and then select Preferences.
- c. Select Server.

↘ Continued

\* **Tip**  
Any server preferences you set are account-specific; they apply only to the account you are currently in.

## 2

Select any of the following preferences:

**Leave mail on server (POP accounts only)** To get email on your device but leave it on the server so you can view it later on your computer, check the Leave mail on server box.

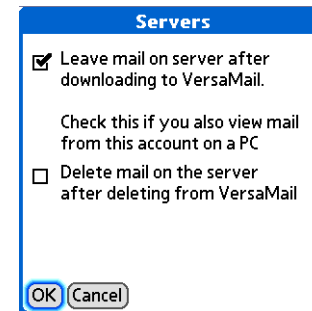
**Root Folders (IMAP accounts only)** Defines the **root folder** on your IMAP server.

**Deleted Mail (IMAP accounts only)** Stores deleted email in the folder you specify on the server.

**Sent Mail (IMAP accounts only)** Shows the name of your Sent Mail folder on the server.

**Delete mail on server** Check this box to delete messages on your provider's mail server when they are deleted in the VersaMail application.

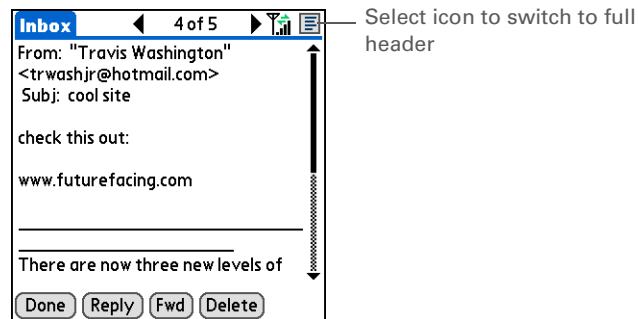
↓ Done



## Changing email header details

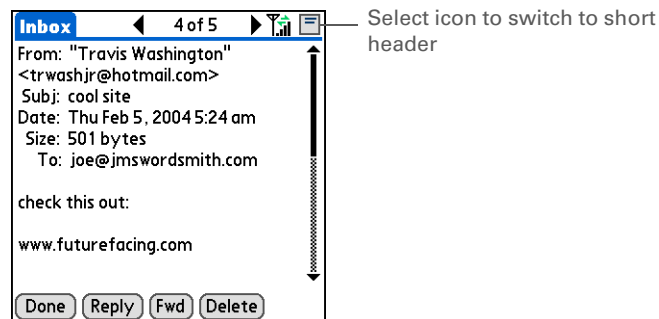
When viewing a message in any folder, you can change the view of the message header. The email header options are as follows:

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

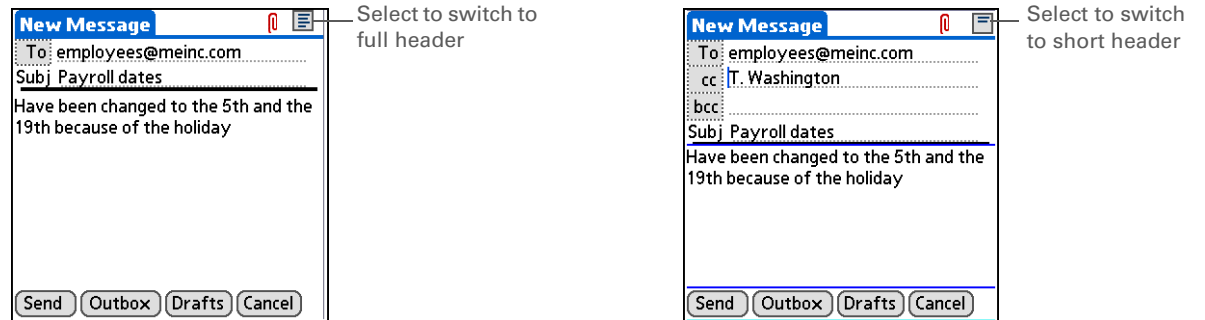


**Full header** Shows the following:

- Sender's name or email 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 email address (To field)



You can also switch between a short header and a full header for a message you are composing. Short header shows the To and Subject fields only; full header shows the To, cc:, bcc:, and Subject fields.



To switch between short and full headers on either a folder screen or a message screen, select the header icon in the upper-right corner of the screen.

## Synchronizing IMAP mail folders wirelessly

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

When you synchronize a folder, any email messages in the selected folder on the mail server are downloaded to the same folder on your device. Any messages moved out of the selected folder on your device or deleted on your device are moved or deleted in the folder on the mail server.

**+ Did You Know?**  
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.

**\* Tip**  
If you have a folder on your handheld that matches a folder on the mail server, you do not need to do anything before synchronizing wirelessly.

## Prerequisites for wireless IMAP folder synchronization

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

- If you need to create a folder on both your device and the server, **create the folder** on your device and check the Also create on server box.
- If there is a folder on the mail server but you need to **create it on your device**, you do not need to check the Also create on server box.

You can turn folder synchronization on or off during when getting mail, or set synchronization options from a menu.

## Turning IMAP folder synchronization on or off

If you choose to **display the Get Mail Options dialog box**, you can turn IMAP folder synchronization on or off in the box.

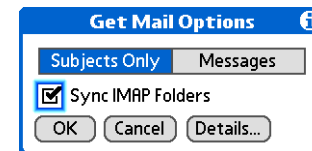
1

From within an IMAP email account, select Get or Get & Send.

2

Check or uncheck the Sync IMAP Folders box, and then select OK.

↓ Done




## Synchronizing device/mail server IMAP folders from the Options menu

- + **Did You Know?**  
After you select the folders to synchronize, a connection is made to your email service provider to update the server with changes from your handheld, and to update you device with changes from the server.

**1**

Open the Sync IMAP Folders screen:

- a. In the Inbox or on another folder screen of an IMAP account, open the menus .
- b. Select Options, and then select Sync IMAP Folders.

**2**

Select the folder or folders you want to synchronize from the pick list.

↓ Done

## Working with root folders

For IMAP accounts, if you want to synchronize email messages on your device with messages on the mail server folder, you need to **enter the root folder** for the account on your device.

Check with your email provider to find out the root folder for your IMAP account.

## Using Secure Sockets Layer (SSL)

Secure Sockets Layer (SSL) is a protocol designed to ensure that data you send or receive over a network or the Internet is secure and authentic. The VersaMail application uses SSL to help guarantee the secure transmission of email messages that you send or receive. When you set up an account in the VersaMail application, you are given the option of selecting SSL for incoming and outgoing mail.

**[ ! ] IMPORTANT** For most email providers that support SSL, you must select SSL for both incoming and outgoing mail. If you select just one or the other, your messages cannot be sent or received successfully.

If you set up an account that uses an SSL connection on Outlook, Outlook Express, or Eudora, then SSL is supported in the VersaMail conduit when you synchronize with that account as well.

# Working with Microsoft Exchange ActiveSync®

## In this chapter

[What do I need to use Microsoft Exchange ActiveSync?](#)

[How does a Microsoft Exchange ActiveSync email account differ from other accounts?](#)

[Setting up a Microsoft Exchange ActiveSync account](#)

[Getting email messages](#)

[Previewing attachments](#)

[Working with meeting invitations](#)

[Working with Calendar events](#)

If your corporate email system uses Microsoft Exchange Server 2003, you may be able to use Microsoft Exchange ActiveSync® on your device. Microsoft Exchange ActiveSync works with the VersaMail® and Calendar applications on your device to directly download email and calendar information from the server—without going through your desktop computer.

When you create a Microsoft Exchange ActiveSync account in the VersaMail application, both your email and calendar info synchronize directly with the Exchange server; they do not synchronize with your desktop software application, such as Palm® Desktop software or Microsoft Outlook. Other information on your device, such as contacts, tasks, and memos, continues to synchronize with information in your desktop software application.

## What do I need to use Microsoft Exchange ActiveSync?

To use Microsoft Exchange ActiveSync on your device, you must obtain the following information from your system administrator:

- Whether the corporate mail system uses a Microsoft Exchange 2003 mail server. If it does not, you cannot use Microsoft Exchange ActiveSync.
- The name of the mail server that provides wireless access to your mail system. Some companies do not give out this information because they do not want wireless access to the system. If you cannot obtain the server name, you cannot use Microsoft Exchange ActiveSync.
- Whether a proxy server is used, and, if so, the name of the server.
- Whether a **virtual private network (VPN)** is required to access the server.

## How does a Microsoft Exchange ActiveSync email account differ from other accounts?

An email account that uses Microsoft Exchange ActiveSync differs from other accounts in the following areas:

- Setting up an account
- Getting messages
- Downloading attachments
- Receiving and working with meeting invitations
- Receiving and working with Calendar events

These features are discussed in this chapter. Most other features of a Microsoft Exchange ActiveSync account, such as sending messages or attaching files to messages, work like any other account. For detailed information on using Microsoft Exchange ActiveSync with Calendar, see the *Getting Started* guide that came with your device.

**NOTE** Email accounts that use Microsoft Exchange ActiveSync do not support **mail filters**. Also, you cannot set **server preferences** from the VersaMail Preferences screen for this type of account.

**+ Did You Know?**

When you set up a Microsoft Exchange ActiveSync account, all existing Calendar events are purged from your device. Then, when you synchronize with your Exchange server, events from the past seven days are downloaded to your device. So you don't end up with duplicate events.

## Setting up a Microsoft Exchange ActiveSync account

Although Microsoft Exchange ActiveSync works with both the VersaMail and Calendar applications, you must set up a Microsoft Exchange ActiveSync account in VersaMail.

On a Windows computer, you can quickly set up a Microsoft Exchange ActiveSync account on your computer, and then synchronize the settings to your device. On a Mac computer, you must set up the account on your device. You can only set up one Microsoft Exchange ActiveSync account.

**[ ! ] IMPORTANT** If you set up an email account to use Microsoft Exchange ActiveSync, Calendar events automatically synchronize directly with the Exchange server, along with email messages. You cannot choose to synchronize Calendar events with Palm Desktop software or Outlook once you set up a Microsoft Exchange ActiveSync email account. If you do not want to synchronize Calendar events with the server, do not set up a Microsoft Exchange ActiveSync account in VersaMail.

## Setting up a Microsoft Exchange ActiveSync account on your computer

### WINDOWS ONLY

**1**

Select the option to set up your email software on the final screen of the software CD installation. Or, select Start > Programs > palmOne > VersaMail Setup.

**2**

Select your username from the drop-down list at the top of the screen, and then select the option to create a new VersaMail email account. Click Next.

↘ Continued

**3**

Select the option to synchronize with a mail service from this list, and then select Exchange ActiveSync. Click Next.

**4**

Enter the basic account information:

- a. Enter a descriptive name for the account.
- b. Enter your account username and password.
- c. Enter your email address for this account.
- d. Click Next.

➤ **Continued**

VersaMail (TM) Exchange ActiveSync Mail Account Wizard

**palmOne** Microsoft Exchange ActiveSync Setup

Name this account (e.g., "Work Account")  
Exchange

Enter your User Name (the name assigned to you for this account):  
jsuser

Enter your Password:  
\*\*\*\*\*

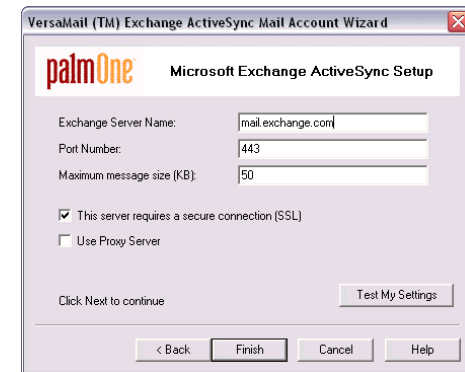
Enter your Email Address (e.g. bob@mycompany.com):  
jsuser@company.com

Click Next to continue

< Back Next > Cancel Help

**5**

Enter the name of the Exchange server, the port number for the server, and the maximum message size you want to download. Check the boxes if the server requires authentication or if you are using a proxy server. Check with your system administrator to obtain this information.

**6**

**[ & ] OPTIONAL** If you are using a proxy server, enter the server name. Click Next.

**7**

**[ & ] OPTIONAL** To test the account settings you have entered, click Test My Settings. Click OK after settings have been tested.

**8**

Click Finish.

↘ **Continued**

**9**

Do one of the following:

- a. To synchronize the account information to your device, click the top button.
- b. To set up another email account, click the bottom button.

**NOTE** You can only set up one Microsoft Exchange ActiveSync account. If you choose to set up another email account, it must be a different type.

**10**

Click Next.



**11**

When you are finished setting up all accounts, click Finish on the Transfer Settings screen.

↓ Done


## Setting up an account on your device

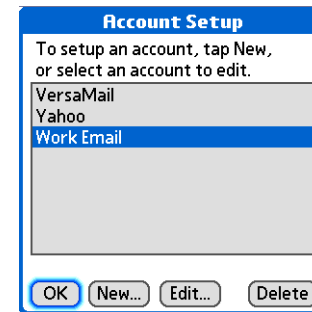
**1**

Go to Applications  and select VersaMail .

**2**

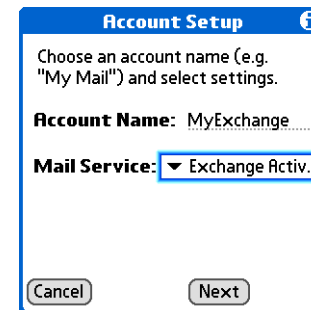
Open the Account Setup screen:

- Open the menus .
- Select Accounts, and then select Account Setup.
- Select New.

**3**

Enter the basic account information:

- In the Account Name field, enter a descriptive name.
- Select the Mail Service pick list, and then select Exchange ActiveSync.
- Select Next.



➤ Continued

**4**

Enter the account username and password:

- a. Enter the username you use to access your email.
- b. Select the Password box, enter your email account password, and then select OK.
- c. Select Next.

The screenshot shows a dialog box titled "MyExchange" with an information icon in the top right corner. The text inside reads: "Enter the username and password assigned to this account:". Below this, there are two input fields. The first is labeled "Username:" and contains the text "jsuser". The second is labeled "Password:" and contains the text "-Assigned-". At the bottom of the dialog, there are three buttons: "Cancel", "Previous", and "Next".

**5**

Enter your email address and Exchange mail server name. Select Next.

➤ Continued

The screenshot shows a dialog box titled "MyExchange" with an information icon in the top right corner. The text inside reads: "Review your settings and edit if necessary:". Below this, there are two input fields. The first is labeled "Email Address:" and contains the text "jsuser@company.com". The second is labeled "Mail Server:" and contains the text "mail.exchange.com". At the bottom of the dialog, there are three buttons: "Cancel", "Previous", and "Next".

## 6

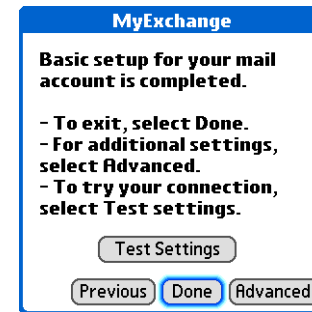
Do one of the following:

**Finish setup** Select Done to finish setup and go to the Inbox of the account you set up, where you can begin **getting** and **sending** email.

**Set additional mail options** Select Advanced to **set advanced mail options**.

**Test settings** Select Test My Settings to test settings for this account.

↓ Done



## Setting advanced mail options on your device

### \* Tip

In most cases, you do not need to change the default advanced mail options. Check with your system administrator to see if you need to change the port number, uncheck the Use Secure Connection box, or enter proxy server information.

# 1

Set incoming mail server options:

a. Select any of the following:

**Port Number** By default, the port number setting is 443. You may need to change the port number if you choose not to retrieve incoming mail over a secure connection.

**Use Secure Connection** By default, this box is checked, meaning you can retrieve incoming mail over a secure (**Secure Sockets Layer**, or SSL) connection. Uncheck the box if you do not want to receive email over an SSL connection.

b. Select Next.

**Advanced** ⓘ

**Incoming Server Settings:**

Port Number: 443

Use Secure Connection (SSL).

Cancel Previous Next

# 2

If you use a proxy server, enter the proxy server name and port number, and check the box if your server requires authentication. Check with your system administrator for this information. When you are finished, select Done.

↓ Done

**Proxy Server Settings** ⓘ

**Proxy Server:**  
mail.proxy.com

Port Number: 80

Proxy authentication

**Username:**  
jsuser

**Password:**  
-Assigned

Cancel Previous Done

## Getting email messages

\* **Tip** Increase the time interval for how many days' worth of email to retrieve so that recent messages are not removed from your device. Note that the interval for Calendar event retrieval is always seven days.

\* **Tip** When you set preferences for getting messages for a Microsoft Exchange ActiveSync account, the Ask Every Time option does not appear.

The steps you take for manually getting messages in a Microsoft Exchange ActiveSync account are the same as for all other accounts, with one exception: You select Sync instead of Get or Get & Send.

However, what takes place during message retrieval for this type of account is different from other accounts. Here are the important differences:

**NOTE** These differences apply to an account that uses Microsoft Exchange AutoSync whether you manually retrieve messages or set up an Auto Sync schedule.

**Message retrieval** When you get messages manually or through Auto Sync, Microsoft Exchange ActiveSync not only retrieves email messages directly from the server for the time interval set on your device (default is seven days)—it also retrieves *all Calendar events* directly from the server for the preceding seven days. The interval for Calendar event retrieval is always seven days, regardless of the interval you set on your device.

**Wireless synchronization** Microsoft Exchange ActiveSync supports wireless synchronization with the server only. In order to retrieve email messages and Calendar events, you must select Sync in VersaMail to make a wireless connection to the server. If you synchronize your device with your computer, info from other applications—Contacts, Memos, and so on—is synchronized, but email messages and Calendar events are not.

**Message removal** Microsoft Exchange ActiveSync removes any email messages from your device that fall outside of the time interval set on the device, as well as any Calendar events that are more than seven days old. For example, if the time interval is set at seven days, any email messages or Calendar events that are eight days old are removed from your device. This info is not removed from the Exchange server.



**+ Did You Know?**

When you synchronize a Microsoft Exchange ActiveSync account, a copy of any messages sent from your device is placed in the Sent Items folder on the Exchange server. A copy of any messages deleted from your device is placed in the Deleted Items folder on the server.

**+ Did You Know?**

When you forward or reply to a message, the text is sent from the server copy of the message, not from the copy on your device. This is faster and may save on data charges.

**1**


Go to Applications  and select VersaMail .

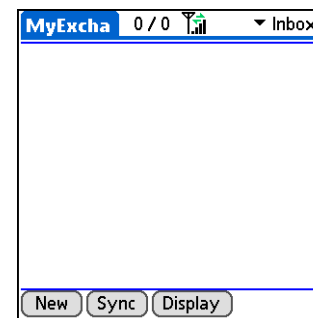
**2**


**[ & ] OPTIONAL** If you are using a VPN connection, **connect to your VPN.**

**3**

Get messages:

- a. Open the menus .
- b. Select Accounts, and then select your Microsoft Exchange ActiveSync account.
- c. Select Sync. This updates your Calendar events also.

**Done**

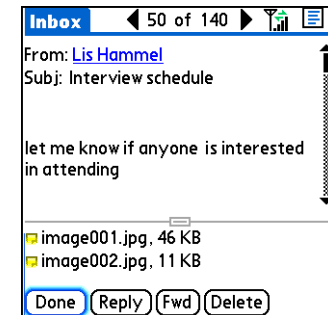
**A list of your messages appears in the Inbox. To see downloaded Calendar events, press the Calendar button  on your device.**

- + **Did You Know?**  
You can **add names and email addresses directly to Contacts** from the To or cc: fields of an invitation.
- + **Did You Know?**  
If you receive meeting invitations, the **Reminders screen** displays both the number of new email messages and the number of new meeting invitations for that account—for example, 5 new messages/2 new meetings.

## Previewing attachments

Microsoft Exchange ActiveSync accounts let you view a list of all attachments to a message, with approximate file size, so you can decide which ones you want to download. Unlike other accounts, you do not need to fully download a message to view the list of attachments—it appears dimmed at the bottom of the message screen whether or not the message is fully downloaded.

Select an attachment from the list to download it. Once the message is downloaded, you can **work with it** just like any other attachment.





## Working with meeting invitations

For Microsoft Exchange ActiveSync accounts only, each time you retrieve messages either manually or through **Auto Sync**, Exchange meeting invitations are downloaded to your Inbox.

**NOTE** You cannot create meeting invitations on your device. You can only receive meeting invitations sent to you.

1

Go to Applications  and select VersaMail .

2


**Get messages.**

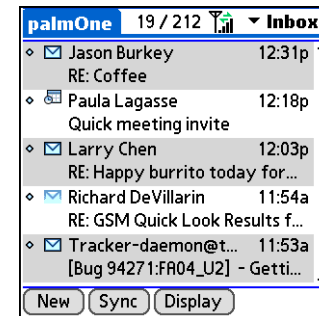
↘ Continued

\* **Tip**  
After opening an invitation, you can switch between full and concise meeting details by [switching between full header view and short header view](#).

+ **Did You Know?**  
You can forward meeting invitations in the same way as email messages. The recipient receives the message as a meeting invitation.

**3**

Select a meeting invitation to open it. Meeting invitations are displayed with a unique icon .

**4**

**[ & ] OPTIONAL** If the invitation contains an attachment, **open the attachment and view or save it** before responding to the invitation. Once you respond to the invitation the attachment is removed.

↘ **Continued**

### + Did You Know?

When you send your response, the server is updated with the new meeting event, and immediately synchronizes the event to the Calendar application on your device. If you select Accept, the event appears as a confirmed appointment.

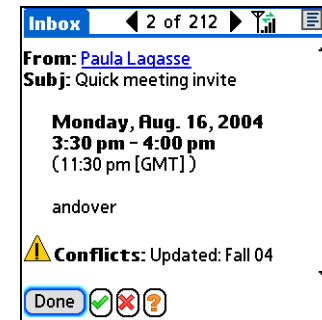
### \* Tip

If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, you don't need to do anything.

## 5

Respond to the invitation:

- a. After reading the invitation, select Accept (✓), Decline (✗), or Tentative (?) (tentatively accept).
- b. Select the response option you want from the dialog box:



**Respond without comments** Sends an immediate email response to the meeting organizer via the Exchange server.

**Respond with comments** Opens an email response form to which you can add comments before sending your response. Select Send to send the response to the meeting organizer via the Exchange server.

**Respond without reply** Updates the server with your reply, but does not send a response to the meeting organizer.

**NOTE** If you decline an invitation, the invitation is automatically put in the Trash folder.

↓ Done

## Working with Calendar events

When you set up an account in VersaMail that uses Microsoft Exchange ActiveSync, the Calendar application synchronizes directly with the Exchange server as well. Any new Calendar events on the server for the preceding seven days are downloaded to your device; any events older than seven days are removed from your device, although they remain on the server. The interval for synchronizing Calendar events is always seven days, even if you set a different interval on your device for synchronizing email messages.

**[ ! ] IMPORTANT** You cannot choose to synchronize Calendar events with Palm Desktop software or Outlook once you set up a Microsoft Exchange ActiveSync email account. If you want to stop synchronizing Calendar events with the server, you must delete the Microsoft Exchange ActiveSync email account.

Only Calendar and VersaMail information synchronizes directly with the Exchange server. Other information on your device, such as contacts, tasks, and memos, continues to synchronize with information in your desktop software application—either Palm Desktop or Outlook.

When using Calendar with Microsoft Exchange ActiveSync, note the following important features:

**Time zones** Time zones are always included for Calendar events when using Microsoft Exchange ActiveSync. When you synchronize with the Exchange server and download new events, the time zone information is included with each event. If you travel to a different time zone, the event times are automatically adjusted in Calendar on your device.

**Attendees** For meetings, you can see a full list of attendees to the meeting. From the Day View, select the event, and then select Details. Select the Attendees field.

**NOTE** The Attendees field does not appear if the event is not a meeting. It is not available for events you create on your device.

### + Did You Know?

All Calendar events are also purged from your device when you change the time interval for retrieving email for a Microsoft Exchange ActiveSync account, or when you change the username, password, or server name for this type of account. The next time you synchronize with the Exchange server, events for the past seven days are downloaded to your device, so you don't end up with duplicate events.

## Synchronizing Calendar events with Microsoft Exchange ActiveSync

When you synchronize Calendar events with the Exchange server, all of the following take place:

- Any events you create on your device are synchronized to the server.

**NOTE** You cannot create meeting invitations on your device. You can only receive meeting invitations sent to you.

- Any events you create or change in Outlook on your computer that are on the Exchange server are synchronized to your device.
- Any meeting invitations are displayed in the Inbox of your Microsoft Exchange ActiveSync account in VersaMail. When you respond to an invitation, the response is synchronized to the server, then synchronized from the server to Calendar on your device.

## Updating Calendar events when you delete a Microsoft Exchange ActiveSync account

You cannot choose to synchronize Calendar events with Palm Desktop software or Outlook once you set up a Microsoft Exchange ActiveSync email account. If you want to stop synchronizing Calendar events with the server, you must **delete the Microsoft Exchange ActiveSync email account**.

When you delete a Microsoft Exchange ActiveSync account, all Calendar events are purged from your device. Then, when you synchronize Calendar with your desktop software application—Palm Desktop or Outlook—the events synchronize to your device, so you don't end up with duplicate events.

# Common Questions

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions.

## **I am having problems accessing my account.**

Occasionally you may experience problems using an email account after you set it up. If you followed the [account setup procedure](#) and are experiencing problems using the account, verify that the account complies with your email provider's requirements by following these steps:

- Verify both your password and your username for your email account.
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. For example, Yahoo! requires you to pay for a POP account in order to download email messages from your Yahoo! account to your device. Check with your service provider to see if any provider-specific requirements exist.
- Service provider settings change frequently. If your email account was working, but you are currently experiencing problems, check with your service provider to see if any of the account settings have changed.

### **I am having problems sending and receiving email.**

- Short periods of time when email is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly.
- Make sure your ISP or email provider allows you to send and receive email on a wireless device. Several providers, like Hotmail, do not offer this option at all.

### **Auto Sync is not working.**

- If Auto Sync is occurring and you turn your handheld off or the connection to your email service provider is disconnected, Auto Sync fails.
- If you are attempting Auto Sync over a network, you must be in range of a network access point for Auto Sync to work.

### **I can receive email fine, but am having problems sending email.**

If you are able to receive email messages but cannot send them, try these steps, in turn:

- Make sure your ISP or email provider allows you to access email on a wireless device. Several providers do not offer this option at all; other providers require an upgrade to access email on a wireless device.
- **Turn on ESMTP.** Many services require authenticated access to use their SMTP servers, or ESMTP.
- **Enter the name of a different outgoing mail server** for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server.

### **I can't download any messages.**

If the program memory on your device fills up, you cannot download any more messages to your device. Delete some messages to free up program memory, and try downloading again.

## **I am trying to synchronize messages on my device with messages on my computer, but it's not working.**

On your computer, check the **advanced account settings** for the account you want. Make sure that the box is checked that allows you to synchronize messages on your device with messages on your computer.

## **My vCard or vCal email attachment isn't forwarding correctly.**

### **WINDOWS ONLY**

Palm® Desktop software provides several features that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:

- 1.** Click Start on your computer, and then select Settings.
- 2.** Select Control Panel.
- 3.** Select Internet Options, and then click the Programs tab.
- 4.** Make sure that the email field is set to the correct email client software.
- 5.** Click OK.
- 6.** Start the email client software and make sure it is configured as the default MAPI client. Consult the documentation for your desktop email application for more information.

**A**

accessing  
     corporate networks 5  
     email 3  
 accessing email 3  
 Account Setup screen 21, 27, 28, 29, 93  
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     connection types and 3  
     creating 93  
     creating account on computer 10  
     creating account on device 21  
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     personal signatures to email 47  
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