



User Guide

for the VersaMail® application

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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

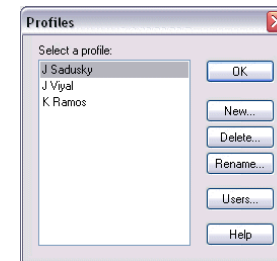
- Access email on the go
- Send and receive photos, sound files, Word and Excel files, and more
- Save messages from your computer to view at a convenient time



Upgrading an existing email account

If you already use the VersaMail application on a different device and want 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 Email .

3

Select Yes to accept the upgrade.

 Done

+ Did You Know?

You can set up VersaMail to work with up to eight email accounts.

+ Did You Know?

The VersaMail application provides strong 128-bit AES encryption for your password.

» Key Term

Email provider The service you use to send and receive email. Your email provider's name appears between the @ symbol and the dot symbol in your email address.

About email accounts

The VersaMail application is software that enables you to use your device to access email from one of two types of accounts:

- **An account with an email provider** (either an Internet service provider [ISP] such as Earthlink or Yahoo! or a wireless carrier)
- **Your corporate email account**

For each email account you want to access, you must **set up VersaMail** to work with that account. For example, if you have an Earthlink account and a corporate account, you enter information for each account in VersaMail.

After you set up VersaMail to work with 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 provider.

Using an email provider

[*] NOTE Some free web-based email providers, such as Hotmail, do not allow you to download messages to your device. You cannot use VersaMail to work with an account with one of these providers. Other web-based email providers, such as Yahoo!, require you to pay for premium services in order to download messages to your device. Check with your provider for info.

Depending on your email provider, you may need to obtain some information that you enter when you set up VersaMail to work with your account. If your account is with a common provider such as AOL, EarthLink or Yahoo!, VersaMail already contains the information you need, and you can skip ahead to the procedure for **setting up VersaMail** to work with your account.

If your email account is with a smaller or less-common provider, contact the provider to obtain the following information:

[*] NOTE If you are not sure whether you have a common email provider or not, you can begin the procedure for **setting up VersaMail** to work with your account. If in the procedure you find that your provider is not one of the listed common providers, you can return to this section to find out what information you need to obtain.

- Your email address and password
- The mail protocol, such as Post Office Protocol (POP) or Internet Message Access Protocol (IMAP)
- The incoming and outgoing mail server names
- The incoming and outgoing mail server port numbers
- Any security settings, such as **Secure Sockets Layer (SSL)**, **Authenticated Post Office Protocol (APOP)**, or **Extended Simple Mail Transfer Protocol (ESMTP)**

Once you have obtained this information, you can begin the procedure for **setting up VersaMail** to work with your account.

+ Did You Know?

The outgoing mail server is also known as the Simple Mail Transfer Protocol, or SMTP, server.

+ Did You Know?

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.

Using a corporate email account

If you want to access email on your device using your corporate email account, you may need to do an additional step when you set up VersaMail to work with this account: You may need to set up a **virtual private network** (VPN) connection.

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 this is true for your corporate server, 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®**.

+ Did You Know?

A VPN connection may not be required 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 firewall.

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 connection enables you to log in to your corporate mail server through the company's firewall (security layer). You need a VPN if your device and your company's server are located on opposite sides of the firewall.

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

Your device software installation CD may contain a link to download VPN software for the device. If it does not, you need to purchase third-party VPN software. Once you download or install the software, you set up a VPN connection in Preferences on your device.

[*] NOTE 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 Email .

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

[Setting up VersaMail to work with common providers](#)

[Setting up VersaMail to work with other providers](#)

[Editing account information](#)

[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 VersaMail to work with the account. If you have multiple email accounts, you must set up VersaMail to work with each one.

If you are setting up VersaMail to work with a Microsoft Exchange ActiveSync® account to synchronize email, Calendar, and Contacts 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.

*** Tip**

On a Windows computer, you can also [use your computer to set up VersaMail](#) to work with an email account, and then synchronize to transfer the info to your device. This is useful for those who prefer to enter info on their computer.

+ Did You Know?

If this is the first time you are setting up VersaMail, you are asked if you want to continue with account setup after you open the application. Select Continue and go to step 3.

Setting up VersaMail to work with common providers


Follow this procedure if you have a common email provider such as AOL, EarthLink, or Yahoo!.

1

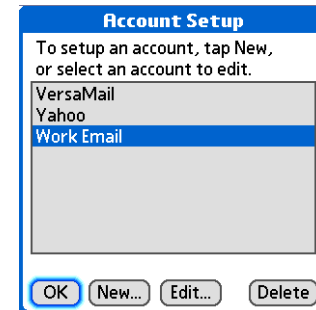
Go to Applications  and select Email .

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 email provider if you are not sure what username to enter.

3

Enter the basic account information:

- a. In the Account Name field, enter a descriptive name.
- b. Select the Mail Service pick list, and then select your email provider.

[*] NOTE If your provider does not appear on the list, you need to **obtain certain information** about your account, and then follow the procedure for **setting up VersaMail to work with other providers**.

- c. Select Next.

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.

↘ Continued

+ Did You Know?

You can select **Advanced** to view additional account settings, but these settings are already filled in for accounts with common email providers and should not be changed.

5

Your email address and server information is already filled in. 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

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

↓ Done

Work Email

Basic setup for your mail account is completed.

To exit, select Done.

For additional settings, select Advanced.

Previous Done Advanced

* **Tip**

On a Windows computer, you can also use your computer to set up VersaMail to work with an email account, and then synchronize to transfer the info to your device. This is useful for those who prefer to enter info on their computer.

+ **Did You Know?**

If this is the first time you are setting up VersaMail, you are asked if you want to continue with account setup after you open the application. Select Continue and go to step 3.

Setting up VersaMail to work with other providers


You need to obtain certain account information from your email provider or system administrator before following this setup procedure.

1

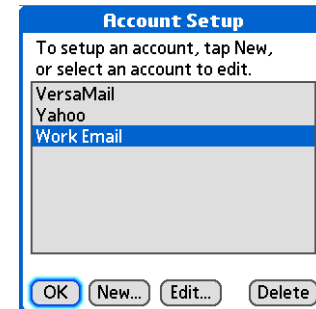
Go to Applications  and select Email .

2

Open the Account Setup screen:

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

 Continued



» 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

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.

3

Enter the basic account information:

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

+ 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 your address and server settings:

- Enter your email address.
- Enter the names of your mail servers.
- Select 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 If your email provider or system administrator provided server port number or security settings, select Advanced to **set advanced mail options**.

↓ Done

+ Did You Know?

If you check the Use Secure Connection (SSL) box, the port number for incoming mail changes to 995 for POP accounts and to 993 for IMAP accounts.

Setting advanced mail options

1

Set incoming mail server options for the account:

- a. Select one or more of the following:

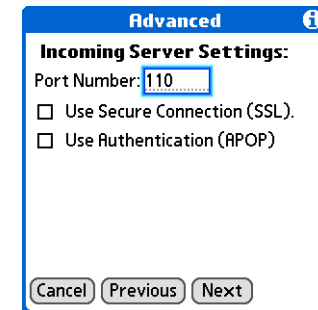
Port Number By default, the port number setting is 110 for POP and 143 for IMAP servers. You may need to change the port number if you choose to retrieve incoming mail over a secure connection.

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

Use Authentication (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 one or more of the following:

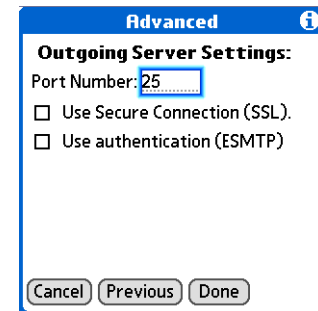
Port Number The default is 25, the port number most SMTP servers use.

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



* **Tip**

On a Windows computer, you can also [use your computer to edit account information in VersaMail](#) to reflect changes to an email account, and then synchronize to transfer the edited info to your device. This is useful for those who prefer to enter info on their computer.

Editing account information

After you set up VersaMail to work with an email account, you can edit the account information. For example, if you change the password for your Yahoo! or corporate account, you need to enter the change in VersaMail in order to continue sending and receiving messages.


[*] NOTE You should edit account information in VersaMail only *after* you have edited the account with your email provider or system administrator. The edits you make in VersaMail reflect existing changes to your account; they do not cause actual account settings to change.

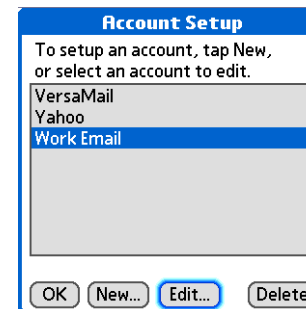
1

Go to Applications  and select Email .

2

Select the account you want to edit:

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



3

The same series of screens appears for editing account settings as for [setting up VersaMail to work with an account](#). Go through the screens by selecting Next, and change the entries you want to edit on the appropriate screens.

 Done

✦ **Did You Know?**
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**
On a Windows computer, you can also use your computer to delete an account.

Deleting an account


When you delete an account in the VersaMail application, the account information is removed from your device only. 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.

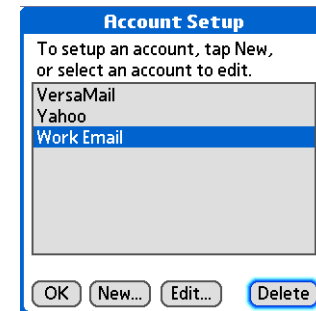
1

Go to Applications  and select Email .

2

Select the account you want to delete:

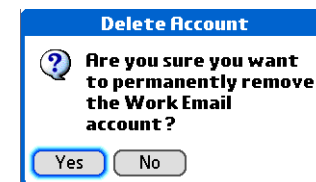
- Open the menus .
- Select Accounts, and then select Account Setup.
- Select the name of the account you want to delete, and then select Delete.



3

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 email providers require ESMTP authentication to validate your username and password on an outgoing mail (SMTP) server. If you aren't sure if your email provider supports ESMTP, check with your provider. You can set the option to use ESMTP when you initially enter the settings for an account; if you did not, you can later edit the account settings to use ESMTP.

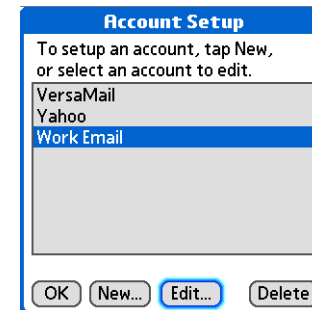
1

Go to Applications  and select Email .

2

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.



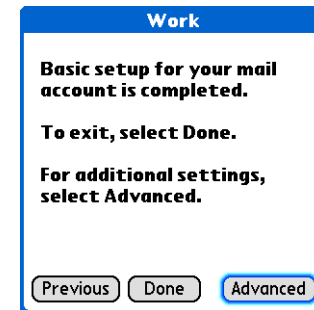
 Continued

*** 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.

3

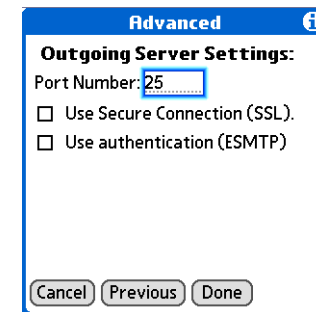
The same series of screens appears for editing account information as for **setting up VersaMail to work with an account**. Go through the screens by selecting Next. When the screen appears stating that basic setup is completed, select Advanced.

**4**

On the first Advanced screen, select Next.

5

On the second Advanced screen, check the Use authentication box to add ESMTP to the account. When you check the box, username and password fields appear with your account username and password filled in. If your authentication username and/or password is different from your account username or password, enter the correct information.

**6**

Select Done.

↓ 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

After you **set up** the VersaMail® application to work with a personal or corporate email account, you can manually retrieve messages for that account from within VersaMail. You can also **set a schedule** to have VersaMail automatically retrieve incoming 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, Calendar, and Contacts information with Microsoft Exchange Server 2003.

1

Go to Applications  and select Email .

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.

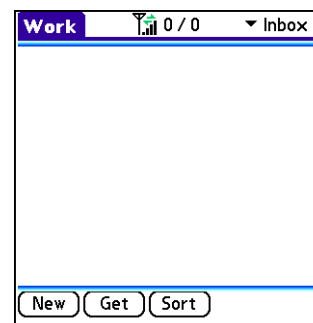
* **Tip**
For IMAP accounts, you have the option of wirelessly synchronizing mail folders if the Get Mail Options dialog box is displayed.

* **Tip**
Use Delivery Preferences to select whether to retrieve subjects only or entire messages.

3

Retrieve messages:

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

+ Did You Know?

Auto Sync downloads all incoming messages to your device, regardless of any **filter criteria** you set up for downloading 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.

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.

[*] NOTE See **Working with Microsoft Exchange ActiveSync®** for special considerations when using Auto Sync with a Microsoft Exchange ActiveSync account to synchronize email, Calendar, and Contacts 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.


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

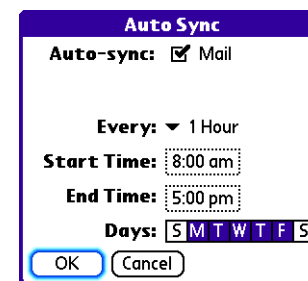
*** Tip**

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.

1

Select Auto Sync for a given account:

- a. Open the menu .
- b. Select Options, and then select Preferences.
- c. Select Auto Sync, and then check the Mail box next to the Auto-sync option.

**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

+ 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.

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.

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:

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

 **Continued**

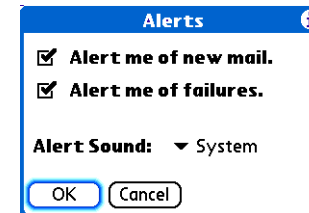
+ Did You Know?

If you are in the Inbox and 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 icon (a bell  or an asterisk , depending on your device model) 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 Incoming preferences:

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

 **Continued**

* **Tip**

Select the option to download message subjects only if you want to speed up the download process or to avoid taking up device memory with unwanted messages.

+ **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.

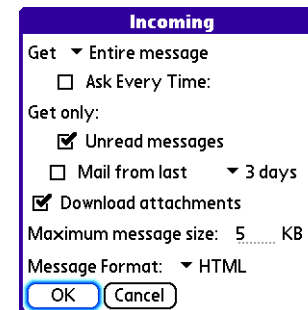
Ask Every Time Displays a dialog box for choosing subjects only or entire messages each time you retrieve email. If it is unchecked, messages are retrieved according to the option you select in the Get pick list.

Get only unread messages (IMAP accounts 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 Allows files attached to email to be automatically downloaded to your device.

↘ **Continued**



*** 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.

+ 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.

Cont'd

Maximum message size Lets you enter the maximum size of incoming email messages that can be automatically downloaded to your device. If a message exceeds the size you enter, you must choose to manually download the entire message. The maximum size of an incoming message is 5KB by default, but you can enter any size up to 5120KB (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

* **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**

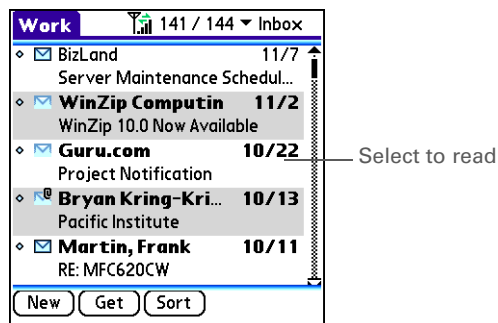
Highlight a message in the message list and press Right on the 5-way to open a menu of message commands such as forward, reply, and delete.

* **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.

Reading email messages

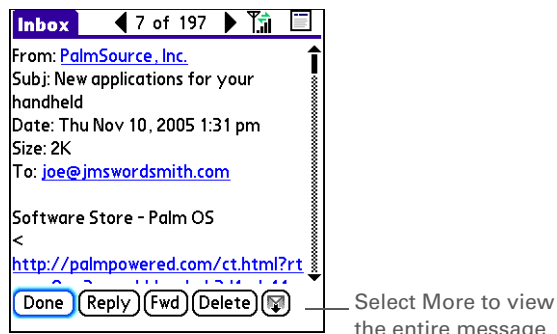
To read email, select the email message in the Inbox or the folder where the message is located.



Select to read

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

If you chose to get entire messages, the body of the message is displayed. However, if the downloaded message (including any attachments) exceeds the maximum message size you selected, only part of the message is displayed. Select the More button to view the entire message.



Select More to view the entire 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.

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.

1

Open the Add Contact dialog box:

- a. In VersaMail, 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 (meaning no Display Name exists for this Contacts record), 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

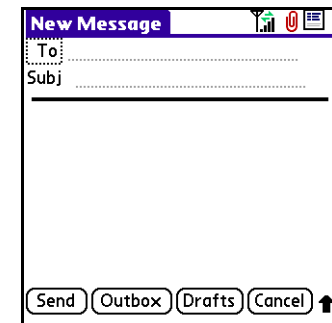
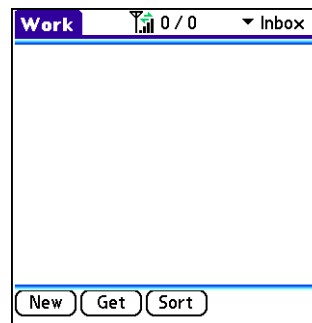
1

Go to Applications  and select Email .

2

Open a new message:

- Open the menus .
- 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 are composing a message and need to switch to another application—for example, to answer a phone call—when you return to the VersaMail® application, you are returned to the new message screen.

+ 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 (Subj) 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 is not sent successfully on the first attempt, it is moved to the Outbox.

Outbox VersaMail features a “Live Outbox.” If a message can’t be sent successfully the first time, the message is stored in the Outbox and VersaMail makes up to five attempts to automatically send the message. If the message cannot be sent by the fifth attempt, an error message appears and you must manually send the message.

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

↓ Done

*** Tip**

Continue entering characters 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.

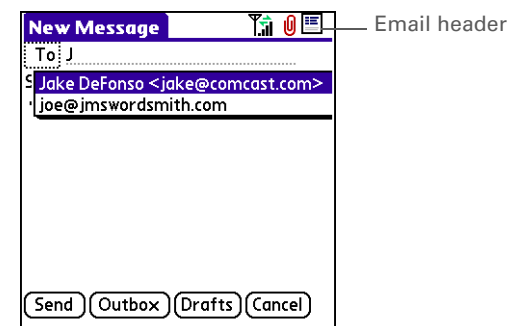
1

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, as well as any matching names and addresses from messages you have recently sent.

↘ 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

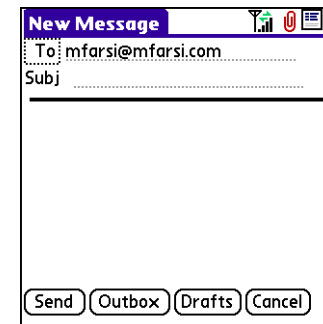
On the New Message screen, navigate to or tap in the To field.

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 and recently composed messages. Select the match you want to automatically enter it in the Recipient List.

Cont'd

Recipient List Select To, 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. When you have finished entering all the names, select Done.

↓ Done

Recipient List

M. Farsi; Ang Yee

;

@ .com .net .org .edu .gov

Done Lookup

*** Tip**

To jump quickly to the contact you want, begin entering the contact's name or email address in the Look Up field on the Address Lookup screen.

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.

2

Enter the address:

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

↓ Done

Address Lookup	
Arundel, Anne	arundel@doby.com
DeFonso, Jake	jake@comcast.com
Postula, Werner	wpostula@verizon.net
Zipata, Umberato	umber@minslea.com


Look Up:

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 Signature Preferences:

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

2

Add a signature:

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

 Done



The screenshot shows a dialog box titled "Signature" with a blue header. It contains a checked checkbox labeled "Attach signature:". Below this, there are three lines of text: "J.S. User", "Marketing Director", and "555-555-5555", each followed by a dotted line for editing. At the bottom of the dialog are two buttons: "OK" and "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](#)

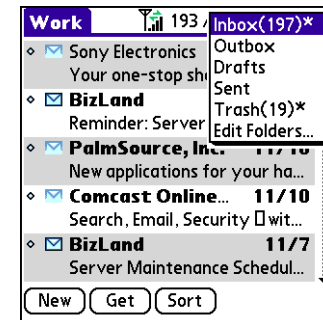
Working with email folders

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 folders, not just the one you are currently viewing.

+ Did You Know?

The sort option you select sorts the list in descending order: alphabetically from Z to A, largest to smallest size, or most recent date to oldest. To change to ascending order (A to Z, smallest to largest, oldest to most recent), use the Display Options preference screen described in step 3.

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


To change the sorting order for the message list, in the Inbox or on another folder screen, select Sort.

2

Select whether to sort the list by subject, sender, size, or date. The default is date.

3

To change any other options, open the Display Options screen:

- a. On a folder screen, open the menu .
- b. Select Options, and then select Preferences.
- c. Select Display.

 Continued

*** Tip**

You do not need to make a selection from the Sort by pick list if you chose your sorting option using the Sort button on the folder screen.

4

Customize any of the following:

Sort by Select the Sort by pick list, and then select the column name. The default is Date.

Sort order Select Descend or Ascend. The default is Descend.

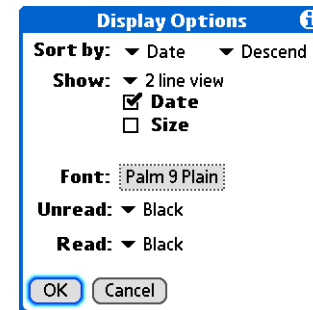
One- or two-line column view

Select the Show pick list, and then select 1 line view or 2 line view. The default is 2 line view.

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. The 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. The 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. The default is black.

**5**

Select OK.

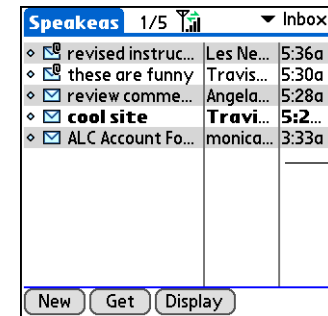
↘ Continued

6

If you selected 1-line view in step 2, change the size of columns in the message list:

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

⏴ Done



Column divider

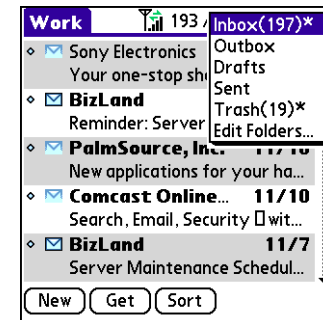
Moving messages between folders

You can move one or more email messages between folders.

1

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

⏴ Continued



*** 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.

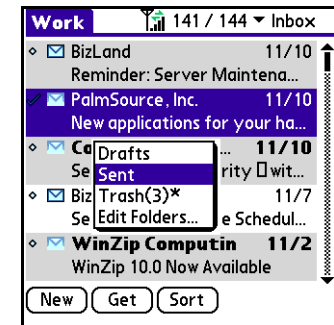
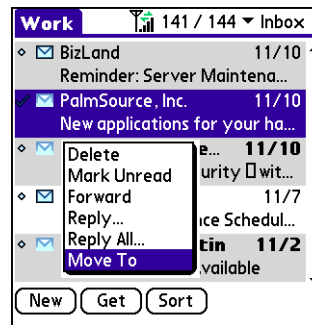
*** Tip**

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

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.

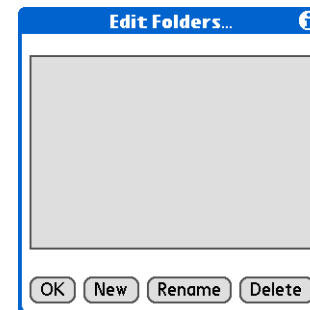
2

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

+ 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.

Forwarding an email message

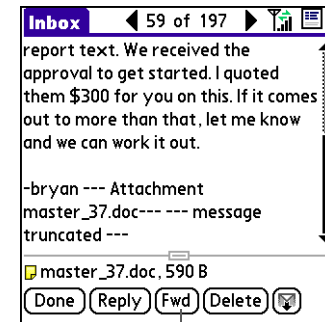
1

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:

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



Select Forward

3

Address and send the forwarded message.

↓ Done


+ 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.

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.


1	Select the message you want to reply to.
2	Create the reply: <ol style="list-style-type: none">Select Reply.From the menu, select whether to reply to the sender only or to all message recipients.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 menus .
- b. Select Options, and then select Preferences.
- c. Select Reply Options.

 **Continued**

2

Set the preferences you want:

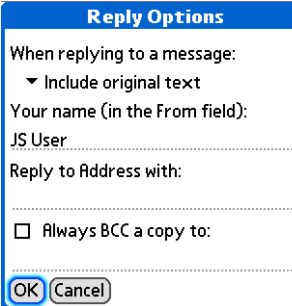
Message text Select whether to include original message text with a reply.

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 fields and options:

- When replying to a message:** A dropdown menu with "Include original text" selected.
- Your name (in the From field):** A text input field containing "JS User".
- Reply to Address with:** A text input field.
- Always BCC a copy to:** A checkbox with an associated text input field.
- Buttons for **OK** and **Cancel** at the bottom.

*** 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.

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

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.

*** Tip**

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

*** Tip**

By default, when you delete a message, the Inbox is displayed. To change this setting so that the next message is displayed after you delete a message, open the Preferences menu, select Deletion, and then select Go to Next Message from the After deleting a message pick list. To change the option back to going to the Inbox, select Return to List View from the pick list.

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 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 Server 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 menus .
- 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 menus .
- 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:

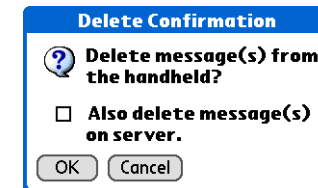
- Select the Folder pick list, and then select the folder that contains the messages you want to delete.
- Select the Older than pick list, and then select One Week, One Month, or Choose Date. If you select Choose Date, select a date from the calendar.



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

*** 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.

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, empty the trash regularly.

1

Open the Empty Trash dialog box:

- a. On a folder screen open the menus .
- 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:

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

Delete the message from your device only Select Device.


 Done

+ Did You Know?

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

Setting the trash to be emptied automatically**1**

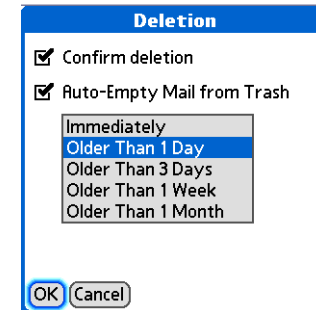
Open the Deletion preferences:

- a. Open the menus .
- 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

+ 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.

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.

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.

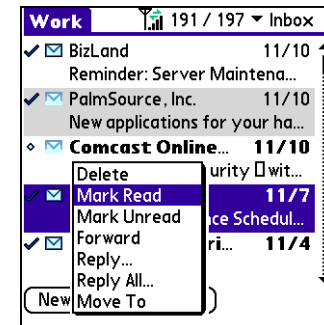
2

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

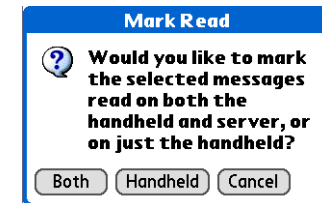
For IMAP accounts only, select one of the following:

Mark the messages as read or unread on your device only
Select Device.

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.

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

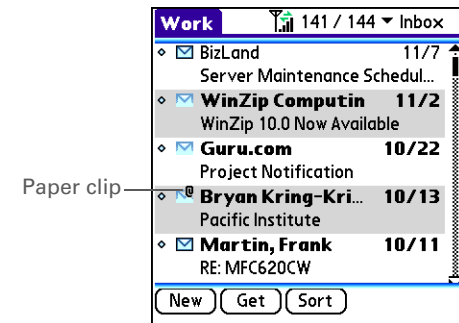
- ✦ **Did You Know?**
 You can download a maximum of ten attachments for any received messages, regardless of message size.

Working with a downloaded attachment

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**

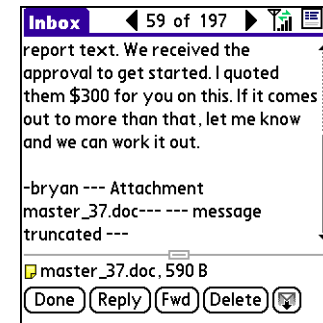
Because downloading large messages can consume device resources, the VersaMail application displays the size and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

3

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

Open the attachment in the default viewer Tap the attachment name.

Open the attachment menu Tap the folder icon to the left of the attachment name.

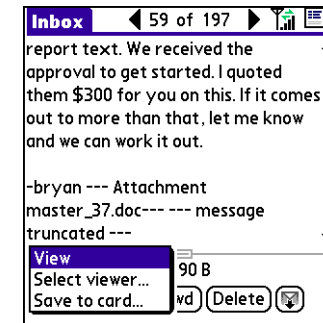
**4**

[&] 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 an application 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.

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 have finished 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 Email  to return to the Inbox of the account you were in.

 Done

*** 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 to messages you create.

*** Tip**

You can also attach files from an expansion card inserted into your device's expansion card slot.

Attaching files to outgoing messages

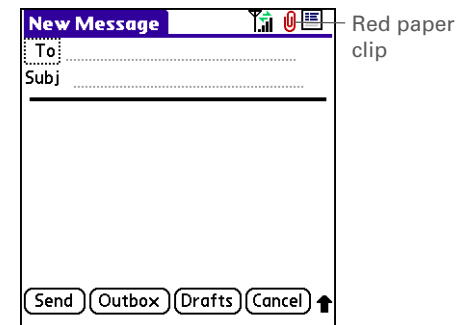
You can attach files on your device to email messages you send. For example, you can attach photos or videos; Word, Excel, and PowerPoint files; and entries from Contacts, Calendar, Memos, and Tasks.

The maximum size of 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.

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 into your device's expansion card 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.

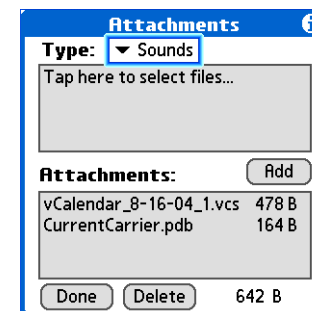
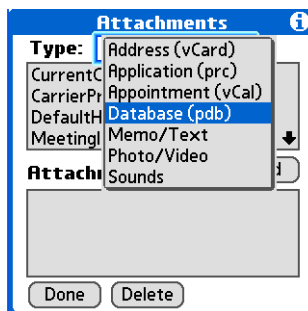
* Tip

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

2

Attach the file:

- Select the Type pick list, and then select the file type.



- Do one of the following to select the file that you want to attach, depending on the file type you selected:

Photo/Video Select the Album pick list to go to the album containing the photo or video you want, and then check the box next to each item you want to attach. When finished selecting all photos or videos, select Done.

Sounds Scroll to highlight the sound you want to attach, and then select Insert.

MS Word or Excel Select the file you want to attach, and then select Attach.

All other files types Select the file you want to attach, and then select Add.

- Repeat steps a and b for each file you want to attach, and then 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 for you 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 Email .

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?

By default, filters you create on your device also apply when you synchronize email on your device with email on your computer. You can [choose to have filters apply to wireless mail retrieval or email synchronization only](#).

3

Enter the filter information:

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

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

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.

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 folders.

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

↓ Done

*** Tip**


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

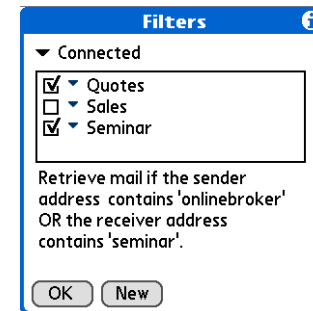
Turning filters on and off

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:

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

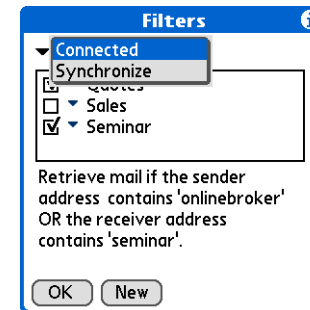
- a. Select the pick list in the upper-left corner and select one of the following:

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 want 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

* **Tip**

Any connection preferences you set are account-specific; they apply only to the account you are currently viewing.


* **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.

Setting connection preferences

1

Open the Connection Preferences screen:

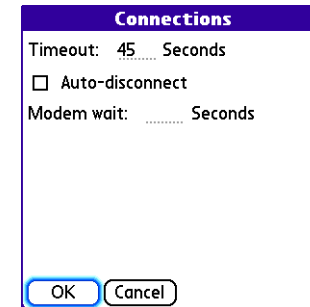
- In the Inbox or on another folder screen, open the menus .
- Select Options, and then select Preferences.
- Select Connections.

2

Select any of the following preferences:

Timeout Sets the number of seconds for trying 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.



⌵ **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 takes 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 nonwireless 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 viewing.

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.

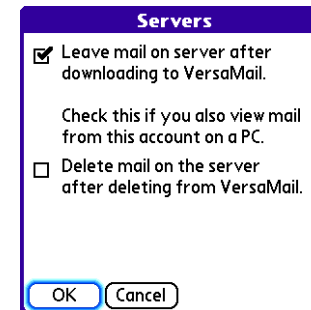
Root Folders (IMAP accounts only) Defines the **root folder** on your IMAP server.

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

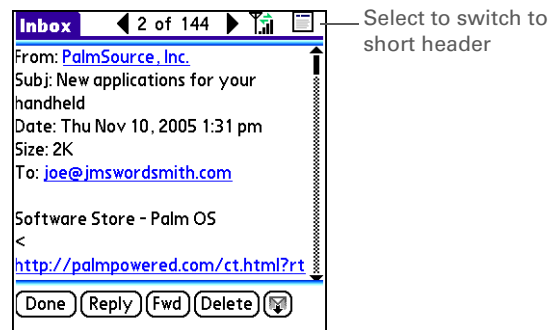
↓ Done



Changing email header details

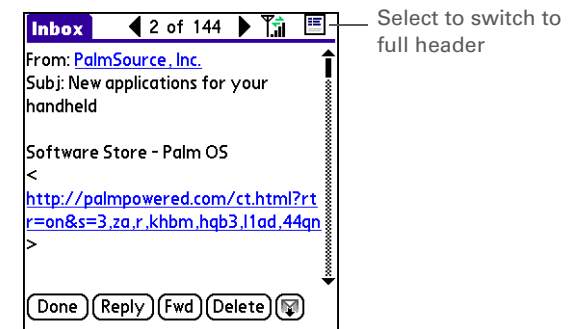
When viewing a message in any folder, you can change the view of the message header. The email header options are as follows:

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

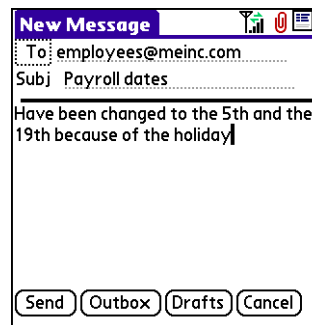


Full header Shows the following:

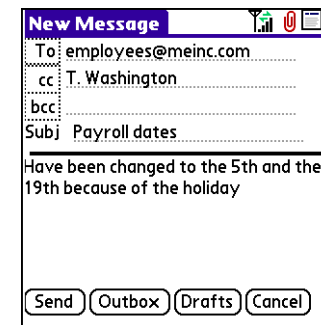
- Sender's name or email address (From field)
- Subject line (Subj field)
- Date message was composed, sent, or received (Date field)
- Size of message including any attachments (Size field)
- Recipient's name or email address (To field)



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.



Select to switch to full header



Select to switch to short header

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.

+ 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.

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 that you delete from 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.

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.

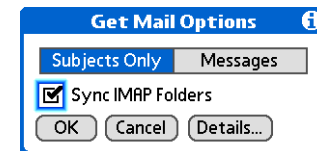
1

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




+ 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 your device with changes from the server.

Synchronizing device/mail server IMAP folders from the Options menu**1**

Display 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 Server 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?](#)

[Key features of Microsoft Exchange ActiveSync accounts](#)

[Setting up VersaMail to work with a Microsoft Exchange ActiveSync account](#)

[Synchronizing with the server](#)

[Previewing attachments](#)

[Forwarding email messages](#)

[Working with meeting invitations](#)

[Working with Calendar events](#)

[Updating Contacts information](#)

[Deleting a Microsoft Exchange ActiveSync account](#)

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 Calendar, Contacts, and VersaMail® applications on your device to directly download email, calendar, and contact information from the server—without going through your desktop computer.

When you set up the VersaMail application to work with Microsoft Exchange ActiveSync, your email, calendar, and contact info synchronizes directly with the Exchange server; it does not synchronize with your desktop software application, such as Palm® Desktop software or Microsoft Outlook. Other information on your device, such as tasks and memos, continues to synchronize with information in your desktop software application.

What do I need?

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 for accessing the server.

Key features of Microsoft Exchange ActiveSync accounts

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

- Setting up an account
- Synchronizing with the server
- Downloading attachments
- Receiving and working with meeting invitations
- Receiving and working with Calendar events
- Synchronizing information in Contacts

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 in the same way as for any other account. For detailed information on using Microsoft Exchange ActiveSync with Calendar and Contacts, 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.

* **Tip**

On a Windows computer, you can also use your computer to set up VersaMail to work with a Microsoft Exchange ActiveSync account, and then synchronize to transfer the info to your device. This is useful for those who prefer to enter info on their computer.

Setting up VersaMail to work with a Microsoft Exchange ActiveSync account

Although Microsoft Exchange ActiveSync works with the Calendar, Contacts, and VersaMail applications, you enter the Microsoft Exchange ActiveSync account settings in VersaMail. You can enter settings for only one Microsoft Exchange ActiveSync account.


[!] IMPORTANT If you set up VersaMail to work with Microsoft Exchange ActiveSync, Calendar and Contacts information automatically synchronizes directly with the Exchange server, along with email messages. You cannot choose to synchronize Calendar and Contacts info with Palm Desktop software or Outlook once you set up VersaMail to work with a Microsoft Exchange ActiveSync account. If you do not want to synchronize Calendar and Contacts info with the server, do not set up VersaMail to work with a Microsoft Exchange ActiveSync account.

1

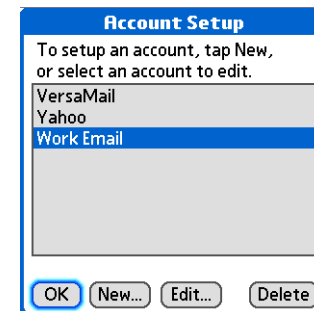
Go to Applications  and select Email .

2

Open the Account Setup screen:

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

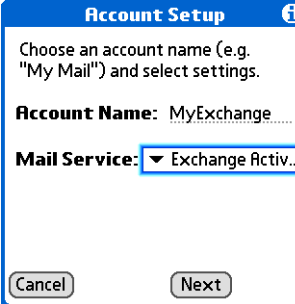
 **Continued**



3

Enter the basic account information:

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



Account Setup ⓘ

Choose an account name (e.g. "My Mail") and select settings.

Account Name: MyExchange.....


Mail Service: Exchange Activ...

Cancel Next

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.



MyExchange ⓘ

Enter the username and password assigned to this account:

Username:
jsuser.....

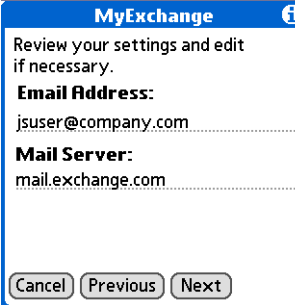
Password:
-Assigned-

Cancel Previous Next

➤ Continued

5

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



The screenshot shows a dialog box titled "MyExchange" with a blue header and a white body. The text inside reads: "Review your settings and edit if necessary." Below this, there are two fields: "Email Address:" with the value "jsuser@company.com" and "Mail Server:" with the value "mail.exchange.com". At the bottom, there are three buttons: "Cancel", "Previous", and "Next".

6

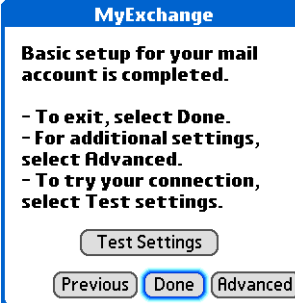
Select one of the following:

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

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

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

↓ Done



The screenshot shows a dialog box titled "MyExchange" with a blue header and a white body. The text inside reads: "Basic setup for your mail account is completed." Below this, there are three bullet points: "- To exit, select Done.", "- For additional settings, select Advanced.", and "- To try your connection, select Test settings." At the bottom, there are three buttons: "Test Settings", "Previous", "Done", and "Advanced".

*** 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.

Setting advanced mail options**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.

The screenshot shows a dialog box titled "Advanced" with a sub-header "Incoming Server Settings:". Below the sub-header, there is a "Port Number:" label followed by a text box containing the number "443". Below that is a checkbox labeled "Use Secure Connection (SSL)" which is checked. At the bottom of the dialog, there are three buttons: "Cancel", "Previous", and "Next".

Use Secure Connection (SSL) 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.

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 have finished, select Done.

↓ Done

The screenshot shows a dialog box titled "Proxy Server Settings" with a sub-header "Proxy Server:". Below the sub-header, there is a "Proxy Server:" label followed by a text box containing "mail.proxy.com". Below that is a "Port Number:" label followed by a text box containing "80". Below that is a checkbox labeled "Proxy authentication" which is checked. Below that is a "Username:" label followed by a text box containing "jsuser". Below that is a "Password:" label followed by a dropdown menu showing "Assigned". At the bottom of the dialog, there are three buttons: "Cancel", "Previous", and "Done".

*** Tip**

Increase the time interval for how many days' worth of email and Calendar events to retrieve so that recent messages and events are not removed from your device.

*** Tip**

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

Synchronizing with the server

Once you set up VersaMail to work with Microsoft Exchange ActiveSync, you can synchronize with the server and download email messages, Calendar events, and Contacts information in one of four ways:

- Download individual application information from within that application.
- Download information for all three applications from within any one of the applications.
- Set up the Sync button in VersaMail to download information for all three applications.
- Set up an Auto Sync schedule to download information for one, two, or all three applications.

These methods are described here.

Retrieval of email messages and Calendar and Contacts info for this type of account is different from that of other accounts. These differences apply no matter which method you use to synchronize.

Time intervals When you synchronize with the server, Microsoft Exchange ActiveSync retrieves email messages and Calendar events for the time interval set on your device. The default for email messages is three days and for Calendar events is two weeks, but you can **set a preference** to change the time interval. Microsoft Exchange ActiveSync also retrieves all Contacts information that is new or has been updated since the last time you synchronized the Contacts application; there is no time interval for retrieving contacts.

Wireless synchronization Microsoft Exchange ActiveSync supports wireless synchronization with the server only. To retrieve email messages and Calendar and Contacts info, you must use one of the four synchronization methods listed above. If you synchronize your device with your computer (for example, by pressing the sync button on the sync cable), info from other applications—Tasks, Memos, and so on—is synchronized, but email messages and Calendar and Contacts info are not.


+ Did You Know?

All recurring events on the server are downloaded to your device, regardless of the time interval set for Calendar events.

Message removal Microsoft Exchange ActiveSync removes any email messages and Calendar events from your device that fall outside the time intervals set on the device. For example, if both the email and Calendar time intervals are 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. Message removal does not affect Contacts info on your device.

Synchronizing individual application information

1


Go to Applications  and open the application.

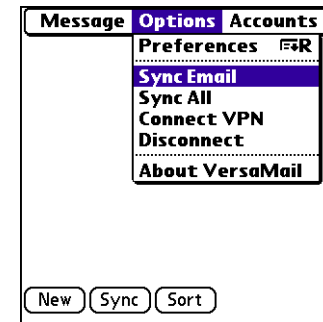
2

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

3

Synchronize the information:

- Open the menus .
- Select Options, and then select Sync <app name>.




Done

The application information is synchronized between your device and the server.

Synchronizing information for all three applications

1


Go to Applications  and open one of the three applications.

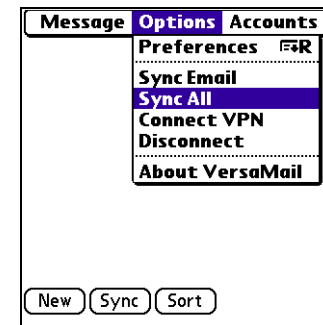
2

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

3

Synchronize the information:

- Open the menus .
- Select Options, and then select Sync All.

**↓ Done**

Email messages, Calendar events, and Contact information are all synchronized between your device and the server.

Setting the Sync button to synchronize multiple applications


For a Microsoft Exchange Active Sync account, you select Sync to retrieve email messages (unlike other accounts, where you select Get or Get & Send.) By default, selecting Sync in the VersaMail application synchronizes email messages between your device and the server only. You can change the setting so that selecting Sync synchronizes Calendar and Contacts information as well.

1

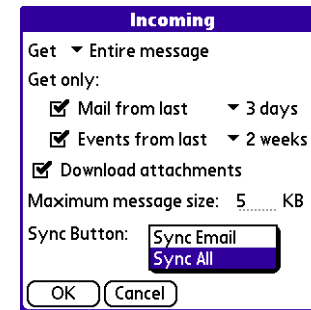
Go to Applications  and select Email .

2

Set preferences for the Sync button:

- Open the menus .
- Select Options, and then select Preferences.
- Select Incoming.
- Select the Sync Button pick list, and then select Sync Email or Sync All.
- Select OK.

 Done



+ Did You Know?

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

Synchronizing using the Sync button

Depending on the **preference** you have set, use the Sync button to synchronize email messages only or to synchronize information for all three applications. If you synchronize Calendar and Contacts information using the Sync button, open those applications to view the updated info.

1


Go to Applications  and select Email .

2

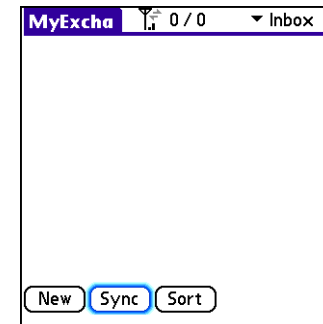
[&] OPTIONAL If you are using a VPN connection, **connect to your VPN**.

3

Get messages:

- Open the menus .
- Select Accounts, and then select your Microsoft Exchange ActiveSync account.
- Select Sync.

 Done



*** Tip**

If you check Calendar or Contacts on the Auto Sync screen, tap Alerts and check the box to be notified of Calendar or Contact info retrieval failures on the [Reminders Screen](#).

Setting Auto Sync preferences


As with other types of email accounts, you can set an Auto Sync schedule for a Microsoft Exchange ActiveSync account. Because this type of account synchronizes Calendar and Contacts information as well as email messages, you can set Auto Sync to take place for one, two, or all three applications.

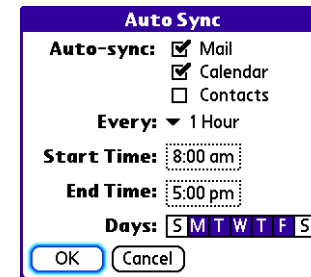
1

Go to Applications  and select Email .

2

Select which applications to include in Auto Sync:

- Open the menus .
- Select Options, and then select Preferences.
- Select Auto Sync.
- Check the box next to each application you want included in Auto Sync.



 Continued

*** Tip**

You should manually retrieve any messages using the Sync button after setting up a scheduled Auto Sync. Then only new messages are retrieved during Auto Sync.

3

Set schedule options:

Interval For email messages, select the Every pick list and select the time interval, from 5 minutes to 12 hours. For Calendar events, select the Events pick list and select an interval from 2 weeks to 6 months. Note that if you set a more frequent interval, you may need to recharge your device's battery more often. There is no time interval for retrieving Contacts info.

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.

4

Select OK.

5

[&] OPTIONAL Select Sync.

↓ Done

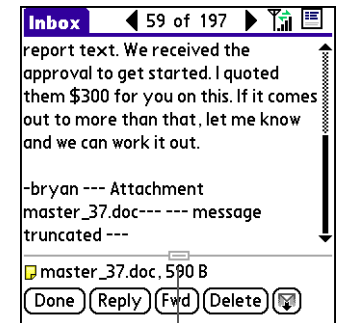
+ Did You Know?

You can increase or decrease the size of the attachment preview pane on the message screen. Tap and drag the box on the preview border line up or down.

Previewing attachments

A Microsoft Exchange ActiveSync account enables you to 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; the list 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 with any other attachment.



Box

Forwarding email messages

For a Microsoft Exchange ActiveSync account, when you forward a message, the message is forwarded from the mail server by default. Forwarding from the server is faster and may save on data charges. However, not all email applications can read forwarded messages sent from the server; in this case, you can choose to forward directly from your device.


1

Go to Applications  and select Email .

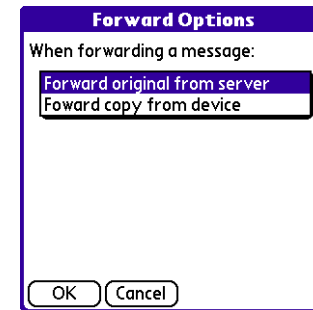
➤ Continued

2

Select whether to forward messages from the server or from the device:

- a. Open the menus .
- b. Select Options, and then select Preferences.
- c. Select Forwarding.
- d. Select the When Forwarding a message pick list, and then select Forward original from server or Forward local copy from device.

 Done



- + **Did You Know?**
You can [add names and email addresses directly to Contacts](#) from the To or cc field 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.

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


Working with meeting invitations

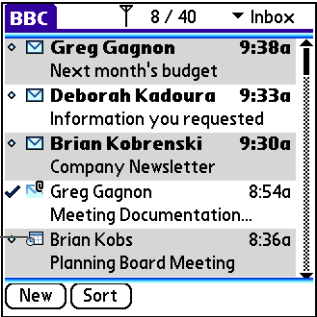
For Microsoft Exchange ActiveSync accounts only, each time you retrieve email messages either manually or through **Auto Sync**, Exchange meeting invitations are downloaded to your Inbox.

[*] NOTE You cannot create meeting invitations on your device. You can receive and reply to meeting invitations that are sent to you.

- 1 Go to Applications  and select Email .

- 2 **Get messages.**

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



Meeting invitation

- 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

*** 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?

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 in Calendar 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

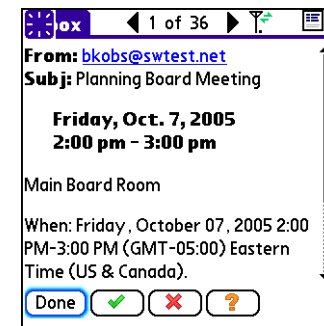
Sends an immediate email response to the meeting organizer by means of the Exchange server.

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 by means of 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 into the Trash folder.

↓ Done



+ Did You Know?

When you first set up VersaMail to work with Microsoft Exchange ActiveSync, all Calendar events on the server are downloaded to your device, and then any duplicate events are deleted from the device.

Working with Calendar events

When you set up VersaMail to work with Microsoft Exchange ActiveSync, the Calendar application synchronizes directly with the Exchange server as well. Any new Calendar events on the server for the **time interval set on your device** are downloaded to your device (the default is two weeks).

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

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

Time zones Time zones are always included for Calendar events when you use 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 list of attendees. 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.

Synchronizing Calendar events with Microsoft Exchange ActiveSync

When you synchronize Calendar events with the Exchange server, the following takes place:

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

[*] NOTE You cannot create meeting invitations on your device. You can receive and reply to meeting invitations that are 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, and then synchronized from the server to Calendar on your device.

+ Did You Know?

When you first set up VersaMail to work with Microsoft Exchange ActiveSync, all contacts on the server are downloaded to your device, and then any duplicate contacts are deleted from the device.

Updating Contacts information

When you set up VersaMail to work with Microsoft Exchange ActiveSync, the Contacts application synchronizes directly with the Exchange server as well. Any contact information that has been newly entered or that has been updated on the server since the last Auto Sync or manual sync is downloaded to your device. Any information that has been entered or updated on your device is synchronized to the server as well.

[!] IMPORTANT You cannot choose to synchronize Contacts information with Palm Desktop software or Outlook once you set up VersaMail to work with Microsoft Exchange ActiveSync. If you want to stop synchronizing Contacts info with the server, you must delete the Microsoft Exchange ActiveSync account.

Contact fields

Some contact fields that appear on your device—for example, the Picture field and the custom fields—do not appear on the Exchange server, and some fields that appear on the server do not appear on your device. The server manages these fields as follows:

- If you enter information in a field in Contacts that does not appear on the Exchange server, the information does not appear in Outlook when you synchronize; it is stored in a field on the server that is not displayed in Outlook. However, the information is not lost; it continues to appear on your device.
- If you enter information in a field in Outlook that does not appear in Contacts on your device, the information does not appear on your device when you synchronize. Again, the information is not lost; it continues to reside on the server and appears in Outlook on your desktop.
- The Picture field does not appear on the Exchange server. Any picture you add to a contact on your device is stored in a field on the server that does not appear in Outlook, so the picture does not appear in Outlook when you synchronize.
- The Ringtone field does not appear on the Exchange server. For device models that have a Ringtone field in Contacts, any caller ID ringtone you select for a contact is stored in a field on the server that does not appear in Outlook on your desktop, so the ringtone does not appear in Outlook when you synchronize.

[*] NOTE The Palm® Treo™ 650 smartphone does not include the Ringtone field in Contacts.

+ Did You Know?

The procedure for deleting a Microsoft Exchange ActiveSync account is the same as for any other type of account.

Deleting a Microsoft Exchange ActiveSync account


You cannot choose to synchronize Calendar events or contacts with Palm Desktop software or Outlook once you set up VersaMail to work with Microsoft Exchange ActiveSync. If you want to synchronizing events or contacts with your desktop software, you must **delete the Microsoft Exchange ActiveSync account**.

[!] IMPORTANT Before you delete the Microsoft Exchange ActiveSync account, synchronize with the server to ensure that the Calendar and Contacts info on your device is up-to-date—otherwise you will lose any info on your desktop when you update Calendar and Contacts sync as described in the following procedure. Open Calendar or Contacts and select Sync All from the Options menu.

Updating Calendar and Contacts sync

After you delete a Microsoft Exchange ActiveSync account, all existing Calendar events and contacts remain on your device. You must then set up the synchronization software so that Calendar events and contacts on your device will synchronize with info in Palm® Desktop software or Outlook on your computer.

1

On your computer, click the HotSync manager icon  in the taskbar in the lower-right corner of your computer screen.

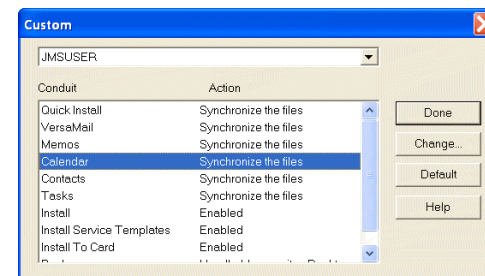
2

Select Custom.

↘ Continued

3

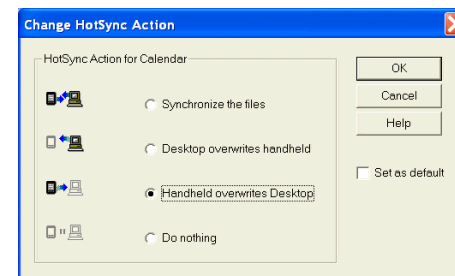
Select Calendar from the conduit list, and then select Change. If you are synchronizing with Outlook, select the conduit that has both “Calendar” and “Outlook” in its name.



4

Select Handheld overwrites Desktop and click OK.

[!] IMPORTANT Steps 4 through 8 ensure that you do not end up with duplicate events and contacts on your device or your computer. Only complete these steps if you are sure that the Calendar and Contacts info on your device is up-to-date—otherwise, you will lose any info on your desktop that is not on your device. If you are not sure that your device info is up-to-date, skip to step 9.



5

Repeat steps 3 and 4 for contacts by selecting Contacts from the conduit list.

➤ Continued

*** Tip**

If you skipped steps 4 through 8, you may have duplicate events and contacts on your device or your computer after you've completed this procedure. You can manually delete any duplicates.

6

Click Done.

7

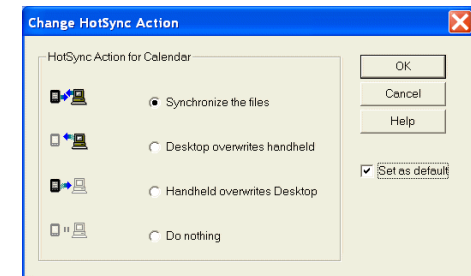
Synchronize your device and your computer. All events and contacts on your device replace any that currently exist on your computer.

8

Repeat steps 1 through 3 to reopen the Change HotSync Action dialog box for Calendar.

9

Select Synchronize the files, check the Set as default box, and then click OK.

**10**

Select Contacts from the conduit list, select Change, and then repeat step 9.

11

Click Done. Your events and contacts now synchronize between your device and your computer.

↓ Done

Working with Accounts on Your Computer

In this chapter

[Setting up VersaMail to work with common providers](#)

[Setting up VersaMail to work with a Lotus Notes account](#)

[Setting up an account to work with a Microsoft MAPI account](#)

[Setting up VersaMail to work with a Microsoft Exchange ActiveSync account](#)

[Setting up VersaMail to work with other providers](#)

[Entering advanced account settings on your computer](#)

[Editing account information on your computer](#)

[Deleting an account on your computer](#)

For Windows users who prefer to enter information on their computer and then synchronize the info to their device, the VersaMail application has a companion desktop application that you can use to perform account setup, editing, and deletion tasks.

The steps for setting up VersaMail to work with an account vary slightly depending on the account type. Select your account type to view the correct setup procedure:

- An account with a **common email provider**
- A **Lotus Notes** account
- A **Microsoft MAPI** (Outlook) account
- A **Microsoft Exchange ActiveSync®** account
- **Any other type** of account

The procedures for **editing** or **deleting** an account on your computer are the same for all account types.

Setting up VersaMail to work with common providers

WINDOWS ONLY

Follow this procedure if your account is with a common email provider.

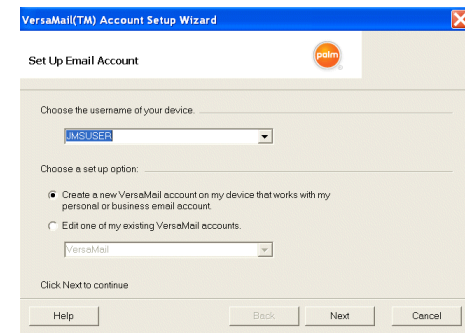
1

Select Start in the lower-left corner of your computer screen and navigate to Programs. Navigate to the Palm program group, and then select VersaMail Setup.

2

Select your device username from the list, and then select the option to create a new VersaMail account.

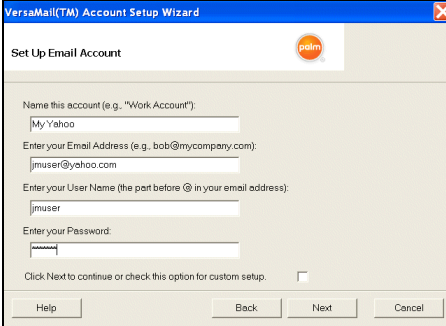
➤ Continued



3

Enter the basic account information:

- a. In the Name this account field, enter a descriptive name.
- b. Enter your account email address, username, and password in the appropriate fields.
- c. Click Next.

**4**

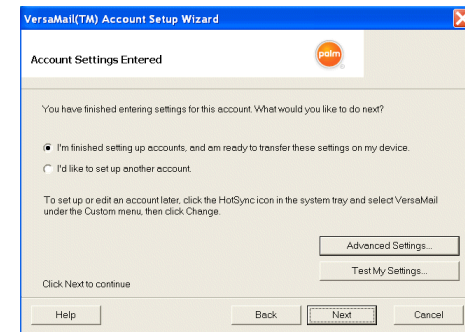
[&] OPTIONAL Do one of the following:

- 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 the settings have been tested.

➤ **Continued**

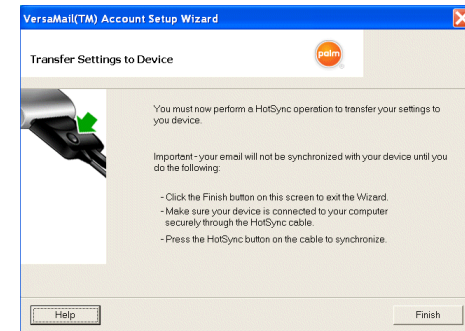
5

Select whether you have finished setting up accounts or you want to set up another account, and then click Next.



6

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



7

Synchronize to transfer all account information to your device.

↓ Done

Setting up VersaMail to work with a Lotus Notes account

WINDOWS ONLY

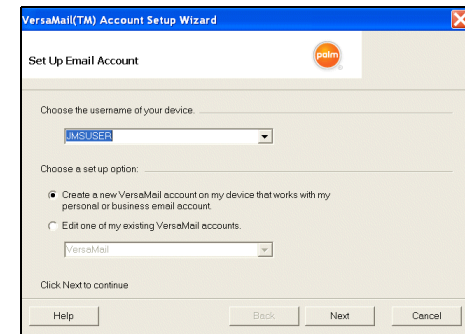
1

Select Start in the lower-left corner of your computer screen and navigate to Programs. Navigate to the Palm program group, and then select VersaMail Setup.

2

Select your device username from the list, and then select the option to create a new VersaMail account.

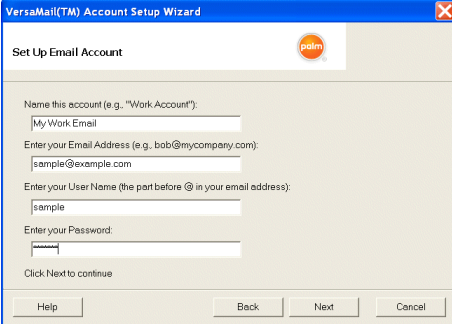
➤ Continued



3

Enter the basic account information:

- a. In the Name this account field, enter a descriptive name.
- b. Enter your account email address, username, and password in the appropriate fields.
- c. Click Next.

**4**

Open the drop-down list and select Lotus Notes 5.x or higher.

5

Select your synchronization option:

- If you plan to synchronize email wirelessly between your device and your computer, select the top button, click Next, and go to step 8.
- If you plan to synchronize email using the cable, select the bottom button, click Next, and go to step 6.


6

Browse to and open your Lotus Notes ID file.

➤ 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.

- 7** Select whether to synchronize with your computer or directly with your Domino server. Click Next and go to step 9.
- 8** Enter the names of the incoming and outgoing mail servers for this account. Check with your email service provider for this information. Click Next.
- 9** **[&] 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 the settings have been tested.
- 10** Select whether you have finished setting up accounts or you want to set up another account, and then click Next.
- 11** When you have finished setting up all accounts, click Finish on the Transfer Settings screen.
- 12** Synchronize to transfer all account information to your device.
 Done

Setting up an account to work with a Microsoft MAPI account

WINDOWS ONLY

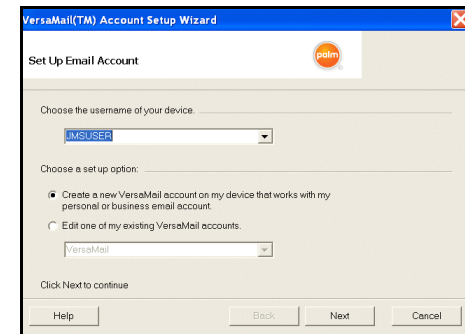
1

Select Start in the lower-left corner of your computer screen and navigate to Programs. Navigate to the Palm program group, and then select VersaMail Setup.

2

Select your device username from the list, and then select the option to create a new VersaMail account.

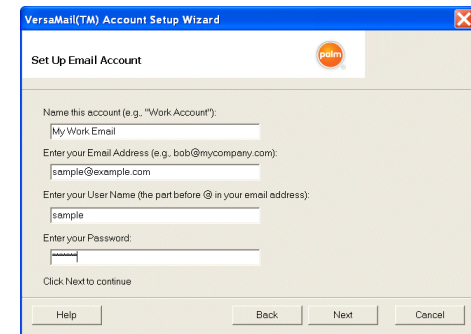
➤ Continued



3

Enter the basic account information:

- a. In the Name this account field, enter a descriptive name.
- b. Enter your account email address, username, and password in the appropriate fields.
- c. Click Next.

**4**

Open the drop-down list and select Microsoft Outlook 2000 or higher.

5


Select your synchronization option:

- If you plan to synchronize email wirelessly between your device and your computer, select the top button, click Next, and go to step 6.
- If you plan to synchronize email using the cable, and there are multiple MAPI profiles on your computer, select the bottom button. Click Next and go to step 7.
- If you plan to synchronize using the cable, and there is only one MAPI profile on your computer, select the bottom button. Click Next and go to step 8.

➤ **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.

- 6** Enter the names of the incoming and outgoing mail servers for this account. Check with your email service provider for this information. Click Next and go to step 8.
- 7** Select the MAPI profile with which you want to synchronize. Click Next.
- 8** **[&] 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 the settings have been tested.
- 9** Select whether you have finished setting up accounts or you want to set up another account, and then click Next.
- 10** When you have finished setting up all accounts, click Finish on the Transfer Settings screen.
- 11** Synchronize to transfer all account information to your device.
 Done

Setting up VersaMail to work with a Microsoft Exchange ActiveSync account

WINDOWS ONLY

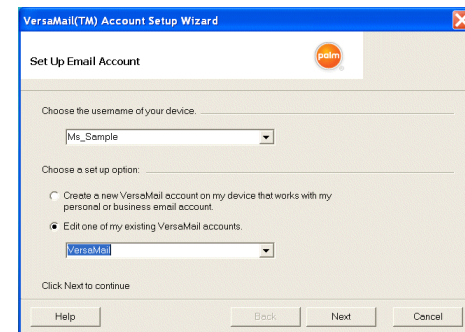
1

Select Start in the lower-left corner of your computer screen and navigate to Programs. Navigate to the Palm program group, and then select VersaMail Setup.

2

Select your device username from the list, and then select the option to create a new VersaMail account.

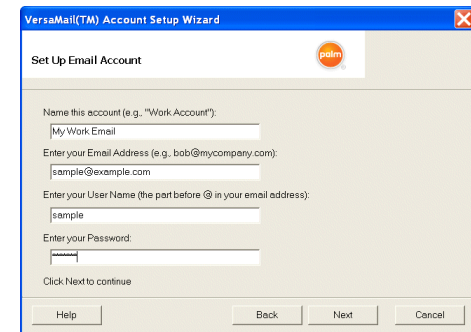
➤ Continued



3

Enter the basic account information:

- a. In the Name this account field, enter a descriptive name.
- b. Enter your account email address, username, and password in the appropriate fields.
- c. Click Next.

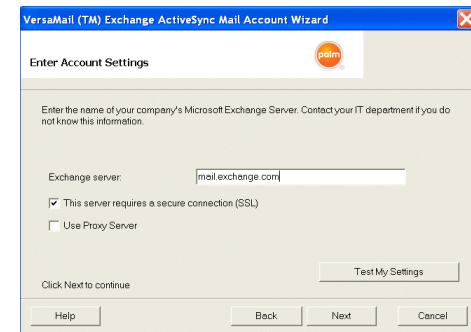
**4**

Open the drop-down list and select Exchange Active Sync. Click Next.

5

Enter the name of the Exchange server and the domain name for this account. Check with your system administrator to obtain this information.

➤ Continued



6

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

7

Click Finish.

8

Select whether you have finished setting up accounts or you want to set up another account, and then click Next.

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

9

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

↓ Done

Setting up VersaMail to work with other providers

WINDOWS ONLY

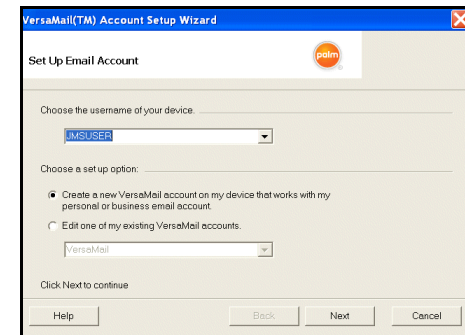
1

Select Start in the lower-left corner of your computer screen and navigate to Programs. Navigate to the Palm program group, and then select VersaMail Setup.

2

Select your device username from the list, and then select the option to create a new VersaMail account.

➤ Continued



» 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).

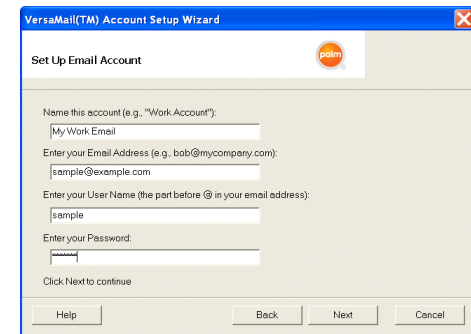
+ Did You Know?

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 Name this account field, enter a descriptive name.
- Enter your account email address, username, and password in the appropriate fields.
- Click Next.

**4**

Select the option Direct POP connection to server or Direct IMAP connection to server depending on whether your account uses the POP or the IMAP protocol. Check with your email provider or system administrator if you do not know the protocol. Click Next.

5

Enter the names of the incoming and outgoing mail servers for this account. Check with your email provider or system administrator for this information. Click Next.

➤ **Continued**

6**[&] 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 the settings have been tested.

7

Select whether you have finished setting up accounts or you want to set up another account, and then click Next.

8

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

9

Synchronize to transfer all account information to your device.

↓ Done

Entering advanced account settings on your computer

When you set up VersaMail to work with 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, if you want to change the maximum message size.

+ Did You Know?

The Desktop Connection field displays the mail program 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 program is detected, VersaMail displays Direct POP or Direct IMAP connection to server, depending on your account protocol.

1

Click Advanced Settings on the Account Information screen.

2

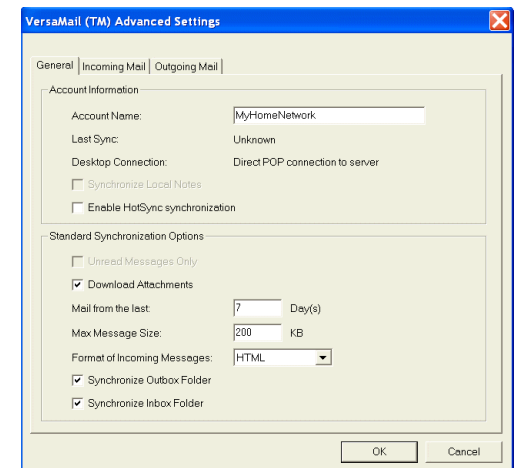
Click the General tab and verify or edit any of the following settings:

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 Check this box if you want to both send and receive email wirelessly and transfer messages to your device from your computer when you synchronize. By default, the box is unchecked, meaning that you can send and receive email wirelessly only.

Unread messages only For IMAP, MAPI (Outlook), Lotus Notes, or SMAPI (Outlook Express) accounts, 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.

↘ 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, 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 actual message size you can download may be smaller than 5120KB, because some message space is needed for transferring the message over the Internet.

Cont'd

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.

Max Message Size (KB) Enter the maximum message size that can be downloaded to your device—from 1 to 5120KB. The smaller the maximum size, the faster the download, but any messages over that size are cut. However, 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 Outbox Folder Check the box to send messages from your device's Outbox during the next synchronization. If the box is unchecked, messages in your device's Outbox are not sent when you synchronize.

Synchronize Inbox Folder 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 system administrator for any incoming or outgoing mail settings you do not know. Also check to see if your account uses SSL, APOP, or ESMTTP, or whether you need to change the default port number.

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 the username you use to access email for this account.

Password Enter your email account password.

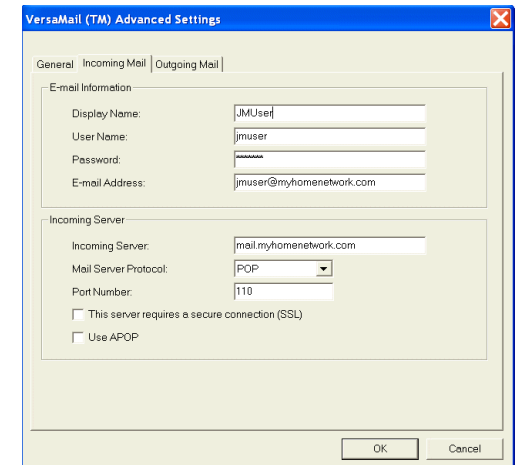
E-mail Address Enter the email address for this account.

Incoming Server Enter the address of your incoming mail server.

Mail Server Protocol Select the protocol for this account.

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).

➤ **Continued**



*** 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 send and receive messages correctly. To use SSL with your account, you should set up the account on your device and check the **Use Secure Connection (SSL)** box on the appropriate screen.

Cont'd

Secure connection To retrieve incoming mail over a secure (Secure Sockets Layer, or SSL) connection, check the box. The port number for incoming mail changes to 995 for POP accounts and 993 for IMAP accounts.

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

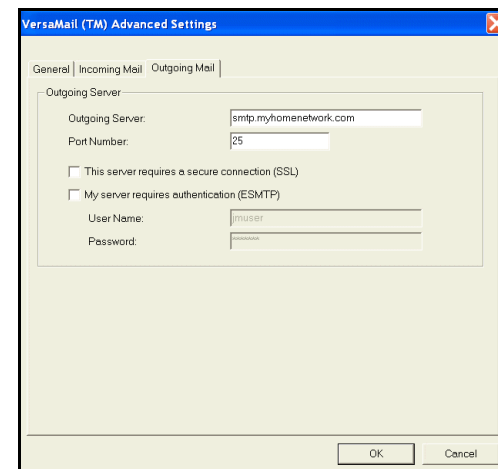
Click the Outgoing Mail tab and verify or edit any of the following settings:

Outgoing Server Enter the address of your outgoing mail server.

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

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

↘ Continued



+ Did You Know?

If you synchronize a folder, any changes you make to a folder on your device—for example, by 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 have finished entering or verifying advanced settings, click OK.

↓ Done

Editing account information on your computer

After you set up VersaMail to work with an email account, you can edit the account information. For example, if you change the password for your Yahoo! or corporate account, you need to enter the change in VersaMail in order to continue sending and receiving messages.

[*] NOTE You should edit account information in VersaMail only *after* you have edited the account with your email provider or system administrator. The edits you make in VersaMail reflect existing changes to your account; they do not cause actual account settings to change.

WINDOWS ONLY

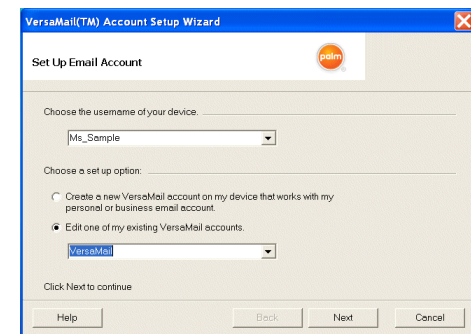
1

Select Start in the lower-left corner of your computer screen and navigate to Programs. Navigate to the Palm program group, and then select VersaMail Setup.

2

Select your device username from the list, and then select the option to edit an existing VersaMail account.

➤ Continued

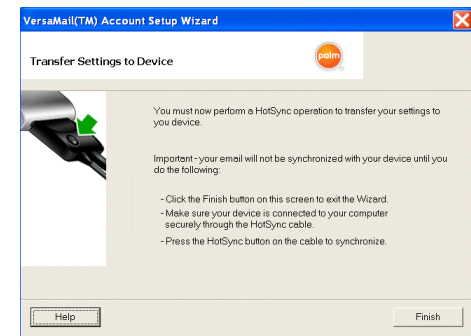


3

Go through the screens and change the account settings that you want. Click Next on each screen to go to the next screen.

4

When you have finished editing the account, click Finish.

**5**

Synchronize to transfer the updated account information to your device.

↓ Done

+ Did You Know?
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.


Deleting an account on your computer

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

WINDOWS ONLY

1

Select the account to edit:

- a. Click the HotSync® Manager icon  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 you want to delete in the pane on the left of the screen.

2

Click Delete Account, and then click Yes to confirm the deletion.

 Done

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 for accessing email on a wireless device.
- **Turn on ESMTP.** Many services require authenticated access, or ESMTP, to use their SMTP servers.
- **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 memory on your device fills up, you cannot download any more messages to your device. Delete some messages to free up memory, and try downloading again.

I am having trouble downloading messages from my Gmail account.

To use the VersaMail® application with a Gmail account, you first need to enable POP access for the account. Go to your account settings on the Gmail website to turn on the POP access setting.

The Gmail service is optimized for viewing email on the web; thus, you may experience problems when trying to view messages in a Gmail account on your device. For example, the following issues may occur when you use VersaMail to access Gmail account messages:

- If you read a message on the Gmail website before it is downloaded to your device, the message may not download to your device even if you have set a preference in VersaMail to download both read and unread messages.
- The Gmail account may download all messages that are on the server even if you have set a preference in VersaMail to retrieve email messages for a certain time interval only.

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

WINDOWS ONLY

On your computer, check the **advanced account settings** for the account you want. The box must be 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.

My Calendar and Contacts info does not download when I press the Sync button or when Auto Sync downloads email for my Microsoft Exchange ActiveSync® account.

WINDOWS ONLY

- If pressing the Sync button retrieves email messages only, make sure you have **set the Sync button** to retrieve information for all three applications: Calendar, Contacts, and VersaMail.
- If Auto Sync is downloading email messages only, make sure you have **set the preference in Auto Sync** to automatically retrieve information either for all three applications or for any two of the three.

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