

DEMO VERSION

SMARTCODE HANDMAILTM

Internet E-mail for PalmPilotTM and Palm IIITM

Dear Customer,

Thank you for taking the time to evaluate Smartcode's HandMAIL Internet E-mail. The evaluation version of the software will allow you to see how the program works, and to make sure that it is compatible with your own e-mail system. Please see Chapter 1 for features and installation instructions.

This version is complete in all aspects, except that you may only send and receive message *subjects*, and not your own message content or text file attachments. This will allow you to make sure that you are able to send and receive e-mail through your Internet Service Provider or corporate mail host.

In order to protect any e-mail currently on your mail host, we have disabled the "delete mail from server" functions in the evaluation version.

We trust that you will be satisfied with the performance of this software. Please contact us if you need help or more information.

Sincerely,

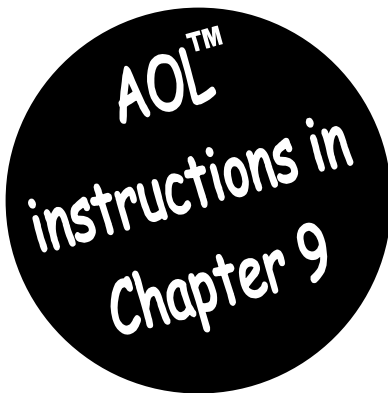
Smartcode Software



User manual

SMARTCODE **HANDMAIL**TM

Internet E-mail for PalmPilotTM and Palm IIITM



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Preface

The most powerful little e-mailer!

Congratulations and thank you for choosing HandMAIL™. Now you can benefit from total mobility *and* Internet connectivity at the same time!

With unsurpassed convenience, HandMAIL lets you to send and receive electronic mail over the Internet right from your PalmPilot or Palm III (and compatible) organizer.

HandMAIL now supports both America Online and standard POP3/SMTP mail services. You will be able to keep in touch with your friends, family, and co-workers anytime you want, anywhere you go.

HandMAIL connects directly to your e-mailbox on your service provider without having to go through your desktop computer. In addition, we are proud to provide many new features and a redesigned user interface in this version, all of which help make HandMAIL the most powerful tool in its class.

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1 Overview

What is HandMAIL?

HandMAIL is a full-featured Internet e-mail application for Palm III, PalmPilot Professional, and compatible organizers. HandMAIL sends and retrieves e-mail over the Internet directly through your regular Internet Service Provider and America Online, without requiring synchronization or a link to your desktop computer.

HandMAIL is loaded with features that make it practical, reliable, and extremely easy to use. With power usually only found in full-sized desktop applications, HandMAIL gives you an easy way to keep in touch via e-mail wherever you go.

General features

- Full support for *POP3 and SMTP* (the Internet's most widely-used e-mail services) and America Online (See Chapter 9)
- Uses the Palm III's *integrated TCP/IP* software
- *Direct access* to as many as five different mail accounts on your service provider or corporate host
- Complete *independence* from connections to your desktop computer
- *Customizable folders* and intuitive display to manage your messages

Mail retrieval

- *Download messages* up to 50 KB, or read portions of larger messages
- Send and receive text *attachments**
- *Save messages* as Memo Pad documents for easy synchronization with your desktop computer
- Use "*Hotlinks*" inside messages to send new messages or launch HandWeb Web browser software (sold separately)
- *Manual mode* lets you pre-select incoming messages*
- Use *filters* to have HandMAIL ignore, file, or delete messages automatically*
- *Unique message ID* (UIDL) support keeps HandMAIL from retrieving the same message twice*

Sending messages

- *Look-up e-mail addresses* in your organizer's Address Book
- Send messages with *attached Memo Pad files**
- Use HandMAIL's Outbox and Draft folders so you can write mail to send now or whenever it's convenient

Note Features marked with a star (*) are not available in HandMAIL AOL at the time of this writing. Please check with us for more information.

Supported Internet mail protocols



In addition to supporting America Online's e-mail services, HandMAIL uses standard SMTP and POP3 services for sending and retrieving e-mail via most Internet Service Providers (ISPs) and private mail hosts. It uses the Palm III's integrated TCP/IP software to connect with ISPs and corporate hosts through the Internet or via direct dial-in connections. This table gives a brief summary of relevant Internet protocols:

Protocol	Purpose
TCP/IP	<i>Transmission Control Protocol / Internet Protocol</i> — The data transport protocol used on the Internet to allow computers of all kinds to communicate with each other.
PPP	<i>Point-to-Point Protocol</i> — An implementation of TCP/IP specially designed for serial communications (such as via modems). PPP is the most common form of TCP/IP used on the Internet, but HandMAIL may also be used on SLIP (<i>Serial Line IP</i>) and CSLIP (<i>Compressed SLIP</i>) connections.
SMTP	<i>Simple Mail Transfer Protocol</i> — The Internet protocol used for sending electronic mail messages.
POP3	<i>Post Office Protocol version 3</i> — Internet protocol for allowing remote machines (such as personal computers and PalmPilot organizers) to retrieve messages from a mailbox located on a POP3 server.
APOP	<i>Authenticated POP</i> — A password "challenge" algorithm which scrambles users' POP3 account passwords before transmission.

Table 1-1 Supported Internet mail protocols

Notation conventions in this manual

If you are already a Palm III or PalmPilot user, then you should be familiar with these terms:

Term	Meaning
Tap	On a PalmPilot, you “tap” on the touch-sensitive screen with a stylus, just as you would “click” with your mouse in most personal computer software.
Graffiti	Graffiti is the character recognition mechanism used by the Palm III to turn your stylus strokes into letters. The standard way to show you how to write is like this:  (backspace),  (forward).
Palm III, PalmPilot, etc.	In this manual, we use the term “Palm III” to cover all Palm OS 2.0 compatible organizers, including 3Com PalmPilot Professional, IBM WorkPad and other compatible devices.

2 Installation

Package contents

In this package, you will find:

HMAIL20.prc	HandMAIL for POP3/SMTP mail services (to install on your PalmPilot)
HM-AOL.prc	HandMAIL for America Online (AOL) mail services (to install on your PalmPilot – see Chapter 9)
AOLScript.pdb	A small database of dialing scripts for HandMAIL AOL
Readme.txt	General product information
User manual	This book – also provided in electronic format on your distribution floppy or electronic download.
License.txt	HandMAIL user license

System requirements

To run HandMAIL you will need:

- A Palm III, PalmPilot Professional, IBM WorkPad, or compatible device running Palm OS 2.0 or higher (with integrated TCP/IP software)
- A Palm III or other compatible modem
- A standard Internet access account or America Online
- A POP3/SMTP mail account (as offered by most Internet service providers and on mail systems such as Lotus Domino 4.5 and MS Exchange Server 5.0 and higher), or an America Online account.

HandMAIL does not work with other proprietary mail systems. Check with your service provider or system administrator for compatibility.

- A Windows or Macintosh computer for loading the software onto your organizer

Note To provide support for Pilot 1000, 5000, and PalmPilot Personal organizers that do not offer integrated TCP/IP, HandStamp 2.11 is included inside this package (features vary from HandMAIL). Check our Web site for product details.

Upgrading from an earlier version

If you are upgrading to HandMAIL from HandStamp Pro, it is important to remove the earlier product before installing this one.

To remove software, run the PalmPilot **Memory** application, select **Delete apps**, and choose the application you wish to delete. First perform a HotSync without installing software. Then proceed with installation of the new version. In some cases, you may be prompted to perform a “hard reset” (by pressing the button on the back of your Palm III) after installation.

Installing HandMAIL

We recommend that you make a backup of your Palm III by running HotSync before installing new software of any kind.

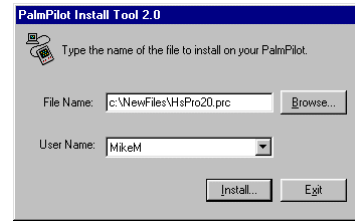
HandMAIL operates entirely on your PalmPilot/Palm III organizer. After installation, there is no interaction with your desktop computer. To install the software, you will need to connect your PalmPilot/Palm III to your PC or Macintosh computer in order to run HotSync and upload the HandMAIL program file. The instructions given in this section are valid for both Windows and Macintosh users. To install HandMAIL:

1. For **POP3/SMTP** services copy the file *HMAIL20.PRC* to your hard disk, or install it directly from your distribution floppy or electronic download directory.

For **America Online**, you need to install two files: *HM-AOL.PRC* and *AOLScript.pdb*.

2. Place the PalmPilot in its cradle, and make sure the cable is correctly connect to your Windows or Macintosh desktop computer.
3. If you are using the PalmPilot desktop Version 3 software, simply double-click on the files you wish to install (with the .PRC and/or .PDB extensions) and skip to step 7.

4. Otherwise, start the PalmPilot application install tool on your desktop computer:
InstallApp on Macintosh,
Instapp.exe on Windows.
5. Use the **Browse** button to locate and select the file *HMAIL20.PRC*.
6. Click on **Install** and confirm your selection. HandMAIL will be copied to your PalmPilot next time you run HotSync.
7. Make sure the HotSync Manager application is active on your desktop computer, and press the HotSync button on the unit's cradle to begin file transfer.
8. You will be prompted to enter your serial number the first time you run either HandMAIL application.



Starting HandMAIL

Start HandMAIL by tapping on the HandMAIL or HandMAIL AOL icon in your Palm III's Applications screen.

Product serialization

The first time you start HandMAIL, you will be prompted to enter your product's serial number.

If you purchased a package in retail store or catalog, you will find the serial number on the floppy or CD-ROM inside your package. If you purchased an electronic version through an on-line reseller, you should have received a serial number from them at that time.



Upgrade versions

Users of HandMAIL upgrade versions will be asked to:

1. Enter their new HandMAIL serial number
2. Then enter their original HandStamp 2.0 or HandStamp Pro serial number.

3 Quick start

This chapter covers the basics of configuring HandMAIL for POP3/SMTP so you can start sending mail as soon as possible. In order to keep this chapter brief, we have deliberately skipped some of the finer points of using HandMAIL, all of which are discussed later on.

HandMAIL AOL configuration covered in Chapter 9.

Here you will learn the minimum setup in order to:

- Identify your mail host
- Create, send, and retrieve messages

NOTE As HandMAIL uses the PalmPilot's integrated TCP/IP stack, this chapter assumes that you have already performed the necessary configuration in order to connect correctly to your service provider. For more details, please see your Palm III user manual or the next chapter – **TCP/IP configuration**.

Basic mail host setup


Before you can start using e-mail, you must instruct HandMAIL:

1. How and where to pick up new mail, and
2. How and where to send outgoing mail

As mentioned earlier, mail transactions take place on your mail server, more particularly through the POP3 and SMTP services on that machine. This section describes POP/ and SMTP configuration.

Note POP3 is used for *retrieving*, and SMTP for *sending* mail.

Where is your POP3 mailbox?

To setup your first POP3 mailbox, tap on the Menu icon () , select **Setup** ⇒ **POP3** (or graffiti “✓ P”).

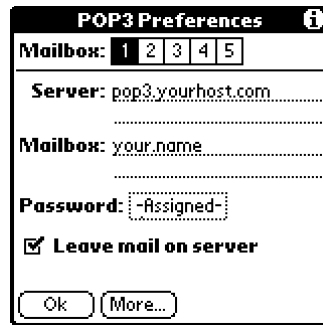
Fill in the fields as described here:

Server

Enter the name or numeric IP address of the POP3 server on which you have an account, such as: `pop3.yourhost.com`

Mailbox

Enter the name of your POP3 account on the specified server. Mailbox names are usually given in the format: `your_name` or `your.name`, without the “@” sign or domain name.



Password

Enter or change a password by tapping in the **Assigned/Unassigned** box.

Leave mail on server

Select this option to download copies of your pending messages, leaving the originals intact on the host (unless you use filters to delete messages, or if you delete them manually in *interactive mode*).

Note The next chapters contain more details on host configuration, using multiple hosts, and precise name formats.

Where is your SMTP server?

To configure an SMTP server in HandMAIL, tap on the Menu icon () , then select **Setup** ⇒ **SMTP** (or graffiti “✓ T”).

Fill in the fields as described here:

Server

Enter the name or numeric IP address of the SMTP server through which you send mail (i.e. `smtp.yourhost.com`).

E-mail

Enter your complete e-mail address here, complete with the “@” sign and domain (i.e. `your.name@yourhost.com`)

Name (optional)

You may enter a “free-form” name here if you wish. This name is placed next to your real e-mail address in outgoing messages.

Default account

Check this box to use the SMTP server for outgoing mail (unless you specify otherwise).



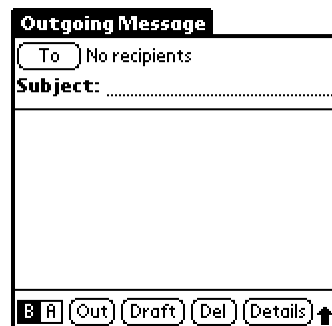
The screenshot shows the 'SMTP Preferences' dialog box. At the top, it says 'SMTP: 1 2 3 4 5'. Below that, there are three text input fields: 'Server: smtp.yourhost.com', 'E-mail: your.name@yourhost.com', and 'Name: Your Name'. There is a checkbox labeled 'Default account' which is checked. At the bottom, there are two buttons: 'Ok' and 'More...'.

Note It is important to set your SMTP server correctly *before* writing e-mail, as the server name is included in the message when you save it (though you can change it later through the **Details** button).

Creating and sending e-mail

This section explains the simplest way to send a message. Details on features not covered here may be found in the chapter **Sending mail**.

1. Create a new message by tapping on the “New” button, or on the menu icon (☰), then selecting **Mail** ⇒ **New message** (or graffiti “✓N”).
2. Fill in the destination e-mail address by tapping on **To**. Add **Cc** and **Bcc** recipients as needed.
3. Enter text on the Subject line, and in the text body as necessary.



The screenshot shows the 'Outgoing Message' dialog box. It has a 'To' field with the text 'No recipients' and a 'Subject:' field. Below these is a large text area for the message body. At the bottom, there are five buttons: 'B', 'A', 'Out', 'Draft', and 'Del', followed by a 'Details' button with an upward arrow icon.

4. Tap on **Out** (for Outbox) when you are done.
5. Make sure that your Network connection has been properly configured, then select **Mail** ⇒ **Send All** to send the message; **Retrieve** to check for new mail; or **Send and Retrieve** to do both at the same time.

Note Select **Options** ⇒ **General** to specify whether you wish to disconnect or stay connected after mail transactions.

What's next?

This chapter covered the *essentials* of using HandMAIL. If your TCP/IP stack was properly configured, and if you entered the right host information, that should be enough to get you going. The next chapters cover the finer points and remaining details of using HandMAIL.

4 TCP/IP configuration

This chapter describes how to use the Palm III and PalmPilot Professional's integrated TCP/IP software to connect to your mail host or Internet Service Provider. More details can be found in the PalmPilot user manual, but here we will cover the most important parts of establishing connections.

Configuring TCP/IP software

You may access the TCP/IP network panel either through the organizer's **Preferences** icon (**Network** option), or from within HandMAIL by selecting **Options** ⇨ **Network Panel**. This opens the network configuration screen as shown below (screen from a PalmPilot Professional model organizer):

Fill in the fields as follows:

Service

This name is for your reference only. You may either select an existing service by tapping on **Service**, overwrite one that you do not intend to use, select **Menu** ⇨ **New** to create one of your own.

User Name

Enter the login name for your account here.

Preferences Network

▼ Service:
User Name:
Password: -Prompt-
Phone: Tap to enter phone:
Done Details... Connect

It is essential for you to be able to connect successfully to your service provider using this button before attempting to send or retrieve mail.

Password

Enter your account password here, or leave **Prompt** in order to enter your password manually each time you connect.

Phone

Tap here to enter your service provider's access telephone number, and your own calling card information if necessary.

TCP/IP details

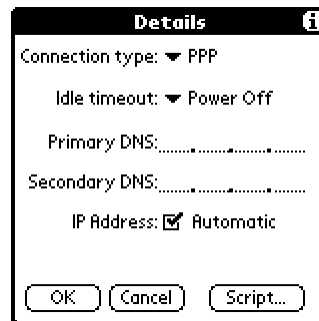
Tap on **Details** to setup the specifics of your TCP/IP stack:

Connection type

Here you should choose the TCP/IP protocol that your provider uses – usually PPP

Idle timeout

The idle timeout represents the period of time after which an unused TCP/IP stack automatically disconnects from a host. In order to avoid unexpected shutdowns, we recommend selecting **Power Off**. Do not set this to “0”.

A screenshot of a 'Details' dialog box with a title bar containing the word 'Details' and an information icon. The dialog contains the following fields: 'Connection type:' with a dropdown menu showing 'PPP'; 'Idle timeout:' with a dropdown menu showing 'Power Off'; 'Primary DNS:' followed by a dotted line for text entry; 'Secondary DNS:' followed by a dotted line for text entry; and 'IP Address:' with a checked checkbox and the word 'Automatic'. At the bottom are three buttons: 'OK', 'Cancel', and 'Script...'.

Details

Connection type: ▼ PPP

Idle timeout: ▼ Power Off

Primary DNS:

Secondary DNS:

IP Address: ☒ Automatic

OK Cancel Script...

Query DNS (Palm III)

Place a check in the “Query DNS” checkbox, unless you have a specific need to enter DNS server IP addresses.

Primary/Secondary DNS

If you do not check “Query DNS”, or if you have a PalmPilot Professional organizer, enter the IP addresses of the Domain Name Server(s) given to you by your ISP. Domain name servers provide resolution of machine *names* to *IP addresses* (for mail hosts entered in the format *machine.domain.name*). If you enter machine *names* for SMTP and POP3 servers in HandMAIL, then you must enter the IP address of a DNS here in numeric format. For example: 44.151.06.15

Automatic IP address

Most service providers dynamically assign their dial-in subscribers IP addresses upon connection. However, if you need to specify a fixed IP address, deselect this checkbox, and enter your IP address.

Connection scripts

It is important to check with your ISP or system administrator to find out whether a connection script is required, and to get the exact details. Many service providers *do not* require connection scripts because the TCP/IP stack itself gives them your login information. When necessary, ISPs readily provide examples of the connection scripts they require to access their systems.

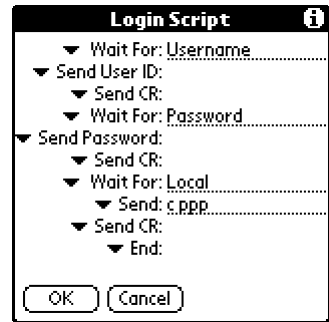
Connection scripts execute a series of instructions that you could normally type in manually, such as **Login** and **Password**. They can also *pause* for a specified length of time, *wait for specific character strings* to come from the host, and then *respond* with pre-determined responses.

For example, here is how a typical Internet Service Provider would give you details on how to connect:

```
expect Username>
Enter your UserID and return
expect Password>
Enter your Password and return
expect Local>
Enter c ppp and return
```

The corresponding connection script would look like the screen shown here.

Most connection scripts are similar to the above, though they may present slight variations depending on the system. You should check with your ISP for the exact connection script, and consult your Palm III user manual for more information.



Note on closing connections

HandMAIL opens Internet connections in order to exchange mail, but it does not close them unless you specify choose to. This is so you can stay connected to perform multiple operations. While connected, you will see a blinking vertical line in the upper right corner of the screen. If you experience transmission problems, it is best to close the connection using **Options** ⇒ **Disconnect** (graffiti “✓ D”) and re-dial.

5 Retrieving mail

This chapter covers everything you need to know about setting up and retrieving mail from your POP3 mailboxes with HandMAIL.

POP3 host setup

HandMAIL allows you to configure up to five separate POP3 mailboxes. This feature is very useful for people who have dial-in accounts with several different Internet service providers, and need an easy way to read mail in any of their mailboxes. You may usually check mail on any of your configured mail servers through a single dial-in connection to the Internet.

As mentioned earlier, you first need to instruct HandMAIL where – on which mail server(s) – to look for new mail. Select **Setup** ⇒ **POP3** (or graffiti “✓ P”) to setup your mailboxes:

POP3 Preferences ⓘ

Mailbox: 1 2 3 4 5

Server: pop3.yourhost.com

Mailbox: your_name

Password: -Assigned-

☒ Leave mail on server

Ok More...

Tap here to configure up to five mailboxes

Server

This field must contain the *name* or numeric *IP address* of the POP3 server on which you have an account (i.e. your ISP or corporate host). If you enter a name, the **DNS** (Domain Name Server) field must be correctly set in the **Network panel**, discussed earlier.

Names are usually given in the format: `server.name.com` (i.e. `pop3.yourhost.com`).

IP addresses contain four fields of numbers between 0 and 254. This information must be entered in standard format. For example:
206.184.177.83

Check with your ISP or system administrator for the exact name or IP address to use. There are no “@” characters in a host name.

Mailbox

Enter the name of your POP3 account on the specified server. Mailbox names are usually given in the format: *your.name* or simply *name*.

There are no “@” characters in a mailbox name.

It is important to enter the exact name of your mailbox, and not an alias. The mailbox name may be different from your login name, and you should probably ask your ISP or system administrator what name to use.

Mailbox names may also be case-sensitive. Your server may not treat *UserName* the same as *username*.

Password

This field shows **Assigned** or **Unassigned** depending on whether or not you have entered a password for your account. To enter or change a password, tap in the **Assigned/Unassigned** box, and type your password in the pop-up window:

Tap on **OK** when you are done. Erase an existing password entry by not typing anything and tapping **OK**.



The image shows a small rectangular dialog box with a black title bar containing the word "Password" in white. The main area of the dialog has a white background. It contains the text "Enter a password:" in bold. Below this is a text input field with the text "password123" inside. At the bottom of the dialog are two buttons: "Ok" and "Cancel", each enclosed in a rounded rectangle.

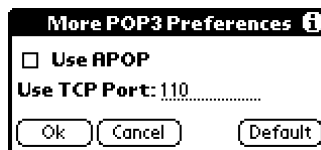
Leave mail on server

Check this box if you would like to leave your messages on the server and only download *copies* of your messages into HandMAIL. This leaves the originals intact on your mail host so you can download them into your regular desktop computer.

Select **More** for additional options:

Use APOP

Use this option if **APOP** password encryption is required to login to the host (ask your ISP).



Use TCP Port: ...

Here you may specify a TCP port other than the default value of 110 if you need to. However, in most cases 110 should be fine.

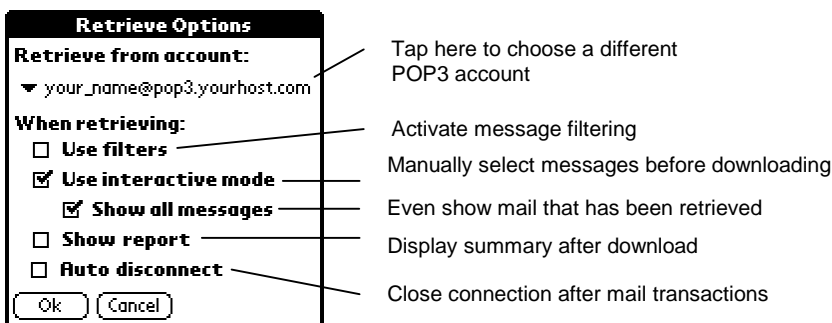
Default

Tap here to restore the default POP3 settings (TCP port 110, no APOP).

You may configure up to five different POP3 mailboxes in this manner by tapping on the numbers 1 through 5 at the top of the **POP3 Preferences** screen (1 2 3 4 5).

Connection options

To download mail from any or all of your POP3 mailboxes, select **Mail** ⇒ **Retrieve**, which opens the screen shown here:



Select the options that meet your needs then tap on **OK**. HandMAIL will automatically open the TCP/IP connection to your service provider. If you choose to stay connected, you may perform as many retrieve (and send) operations as you like.

Never the same message twice...

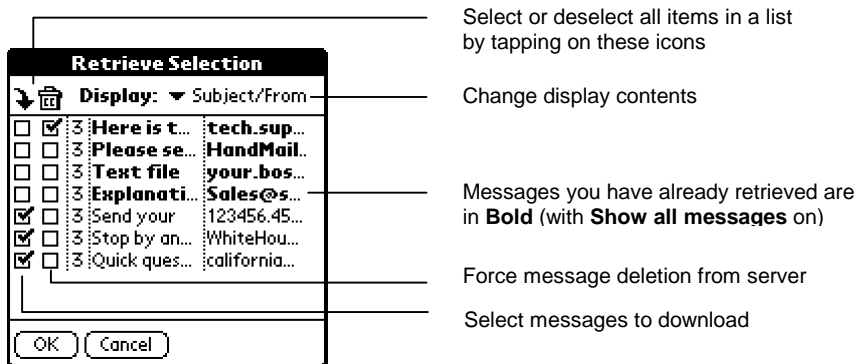
With the **Leave mail on server** option selected in your POP3 configuration, HandMAIL remembers which messages you have already read, and does not download

them again. This mechanism is known as *UIDL* (Unique ID List). If you want be able to get a message that you have already retrieved, just use the **Show all messages** checkbox as shown above. It is important to note that not all servers support UIDL, in which case HandMAIL keeps track of read messages on its own.

Hint To force HandMAIL to “forget” its UIDL status and consider that all messages are new, just go into POP3 configuration for the mailbox in question, deselect the **Leave mail on server** checkbox, then tap on **OK**.

Choose messages before downloading

If you select **Use Interactive Mode** when checking for new messages (**Mail** ⇒ **Retrieve**), HandMAIL just retrieves message headers and size so that you may choose which messages you would like to download, as shown here:



If no filters are used, new messages are selected for download. You may select or deselect all of them at once by tapping on the icon at the head of the list. Likewise, you may mark all messages for deletion from the server by tapping on .

Tap on **OK** to begin downloading or deleting selected messages, or on **Cancel** to continue without performing any action. Messages that you choose not to download now *will* be presented again next time you connect.

Messages larger than 56 KB will be truncated.

Note If you wait too long before confirming retrieval, the TCP/IP or POP3 connections may timeout, and you may have to reconnect.

Download report

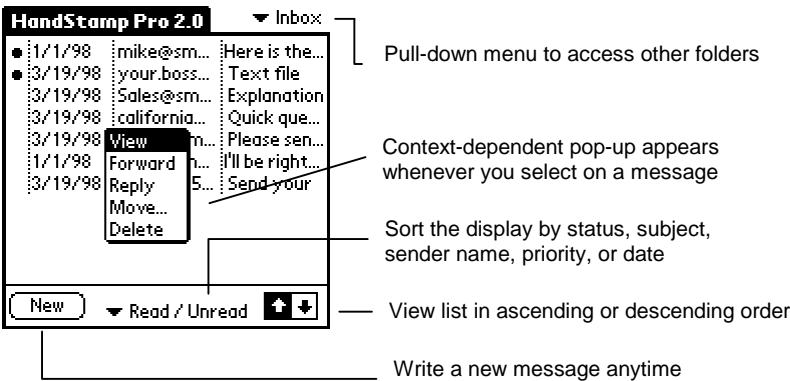
Select **Download report** if you wish to view a report indicating the number of messages handled (how they were downloaded, filtered, filed, etc.).

Tap on **OK** to continue.



Received messages

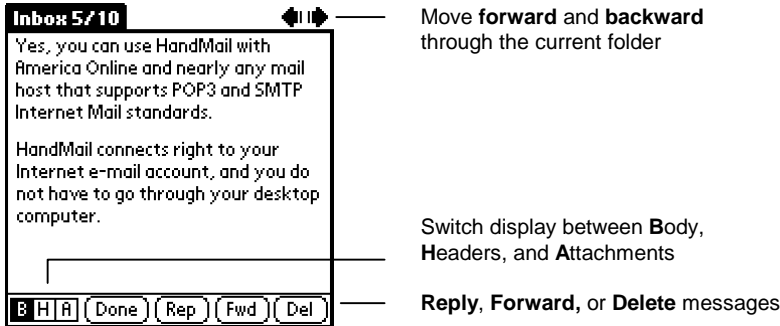
To read a message, simply open the appropriate folder (in this example, the **Inbox**) tap on the message you want to read, and select **View** from the pop-up menu:



Note “Reply” takes into account the sender’s “Reply To:” field, if present.

Viewing messages

After opening messages for viewing, you will see the screen below, complete with navigation buttons and actions:



Using “hotlinks” inside messages

HandMAIL allows you to follow “hotlinks” such as e-mail addresses or Web site addresses that are contained within incoming messages.

- E-mail address links create new messages
- Web page links automatically open HandWeb, Smartcode Software’s Web browser for Palm III and compatible organizers. For this to work, HandWeb software (sold separately) must be installed on your organizer.

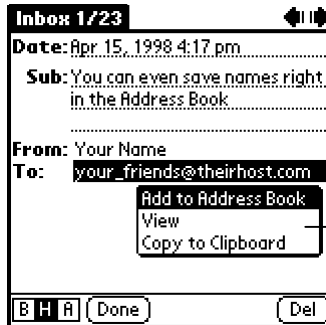


For example, if a message contains an e-mail address (i.e. in the form “**your_friends@theirhost.com**”), all you have to do is highlight the words with your stylus, then select **Menu** ⇒ **Links** ⇒ **Mail To**. HandMAIL creates a new message to the selected recipient.

If a message contains a Web address (in the form “www.theirhost.com” or “http://www.theirhost.com”), highlight the words with your stylus and select **Menu** ⇒ **Links** ⇒ **Open URL**. This launches HandWEB (sold separately) and opens the appropriate location.

Viewing message headers

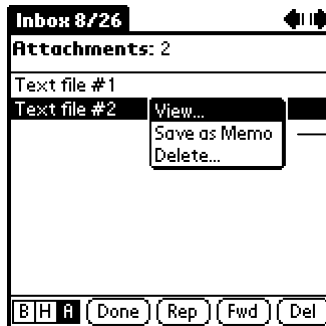
By tapping on **H** in the **[E H A]** switchbox, you may view the current message's complete header. Headers contain sender and recipient information that may be useful to you:



Tap on the Sender or Destination to **Save**, **B**, or **Copy** the complete address

Text attachments

HandMAIL can receive simple text files attached to mail messages. By tapping on **A** in the **[E H A]** switchbox, you may view the current message's attachments:



Tap on an attachment to **View**, **Save**, or **Delete** it

6 Sending mail

As explained earlier, SMTP is the mechanism by which e-mail messages are sent over the Internet. This chapter covers everything you need to know about SMTP configuration and sending mail from HandMAIL.

Note Your SMTP server may not necessarily have the same name as your POP3 server.

Setting up multiple SMTP hosts

Just as with POP3 mailboxes (see preceding chapter), HandMAIL allows you to configure up to five separate SMTP servers. To do this, select **Setup** ⇒ **SMTP**:

The screenshot shows the 'SMTP Preferences' dialog box. At the top, there's a title bar with 'SMTP Preferences' and an information icon. Below the title bar is a switchbox labeled 'SMTP:' with five numbered buttons (1, 2, 3, 4, 5). The first button (1) is selected. Below the switchbox are three text input fields: 'Server: mail.yourhost.com', 'E-mail: your_name@yourhost.com', and 'Name: Your Name'. Each field has a dotted line indicating where to enter text. Below these fields is a checkbox labeled 'Default account' which is checked. At the bottom are two buttons: 'Ok' and 'More...'. To the right of the dialog box, there are three lines of text with arrows pointing to the corresponding parts of the dialog: 'Tap here to configure up to five SMTP servers' points to the switchbox, 'Enter the server name, your full e-mail address, and your real name (optional)' points to the three text input fields, and 'Enter the server name, your full e-mail address, and your real name (optional)' points to the 'Name' field.

Use the **1 2 3 4 5** switchbox to configure up to five different SMTP servers, although only one server may be set as the default.

Fill in the SMTP fields as described here:

Server

This field must contain the name or numeric IP address of a valid SMTP server. If you use a name, make sure you set the DNS field must be correctly in your network configuration (**Options** ⇨ **Network Panel**).

SMTP server names are usually given in the format:
`server.name.com`. For example: `mail.yourhost.com`

Numeric IP addresses contain four fields of numbers between 0 and 254.
This information must be entered in standard format. For example:
`206.184.177.83`

Note: There are no “@” characters in a host name. Check with your ISP or system administrator, as it is very important to use the exact name or IP address.

E-mail

Enter full your e-mail address in this field, using the format:
`yourname@yourhost.com`. The information you enter in this field both identifies you as the *sender* in outgoing messages, and is used by the SMTP server to grant you access rights. Do not use “free-form” addresses in this field, such as:
Your Name <yourname@yourhost.com>

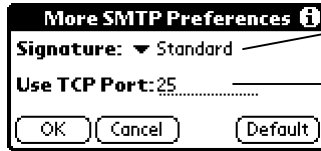
Name

You may use this field to enter a free-form name, which is placed next to your e-mail address in outgoing messages.

Default account

Use this checkbox to indicate the SMTP server to use by default in new messages.

Additional options are available by tapping on **More**:

A dialog box titled "More SMTP Preferences" with an information icon. It contains a "Signature:" dropdown menu set to "Standard", a "Use TCP Port:" text field with "25" entered, and three buttons at the bottom: "OK", "Cancel", and "Default".

Tap here to choose which signature you want to use by default

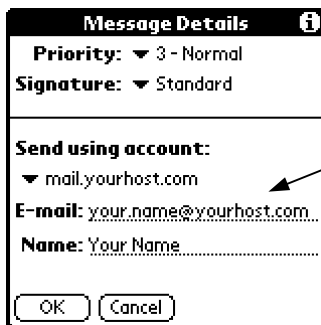
Tap here to enter a new TCP port if necessary

Choosing an SMTP server

It is important to correctly fill in the SMTP server details *before* you write new messages, as HandMAIL automatically includes your selected default SMTP information in each message it creates. In fact, you must designate a default SMTP server before HandMAIL will even allow you to create new messages.

To change the SMTP server in new or existing messages:

1. Open the message (if stored in the **Outbox** or **Draft** folders).
2. Tap on **Details**.
3. Tap on Send using account to select a different server from the pop-up window shown here:

A dialog box titled "Message Details" with an information icon. It contains a "Priority:" dropdown menu set to "3 - Normal", a "Signature:" dropdown menu set to "Standard", a "Send using account:" dropdown menu set to "mail.yourhost.com", an "E-mail:" text field with "your.name@yourhost.com" entered, a "Name:" text field with "Your Name" entered, and two buttons at the bottom: "OK" and "Cancel".A list of email addresses for selecting an SMTP server. The list includes: "your_name@smtp.yourhost.com", "support@mail.smartcodesoft.com", "info@smtp3.server.com", "test@test.test.com", and "modjeska@mail.smartcodesoft.c".

your_name@smtp.yourhost.com
support@mail.smartcodesoft.com
info@smtp3.server.com
test@test.test.com
modjeska@mail.smartcodesoft.c

You may also change a message's priority and choose a signature in this screen.

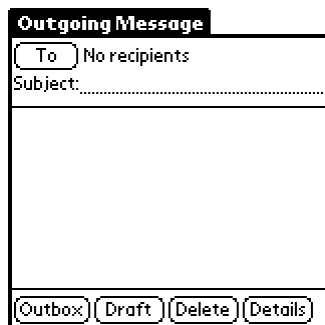
Writing messages


HandMAIL messages are composed of:

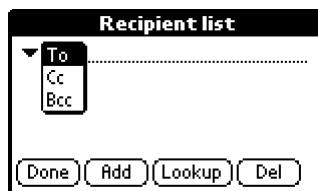
- A list of recipients
- A subject field
- Text body
- Text attachments

To create and send new e-mail messages:


1. Tap on the **New** button at the bottom of the screen, or select **Mail** ⇒ **New Message** to begin writing e-mail. This will open an empty outgoing message.
2. Open the recipient list by tapping on **To**:



You may type the e-mail address of the first recipient directly in the field next the  button, or use **Lookup** to read e-mail addresses from your organizer's Address Book.



If you use **Lookup**, tap once to highlight the desired recipient, then tap **Add** to place the selected e-mail address in the recipient field. If the list is long, you can jump right to the address you want by typing the name in the **Lookup** field.

To change recipient *type*, tap on  and select from the pick-list. There are three types of recipients:

To

Primary recipient - Enter your destination party's e-mail address in standard format, such as: yourname@yourhost.com. Do not use free-form addresses with brackets "<>" like this:

Your Name <yourname@yourhost.com>. Messages need at least one "To" entry, but you may add as many as you like after that.

Cc

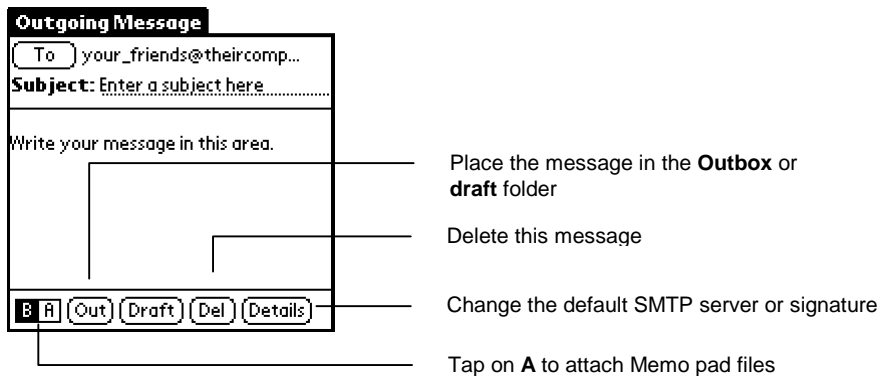
Carbon copy - Additional recipient(s) who should receive a copy of this message.

Bcc

Blind carbon copy - Similar to Carbon copy, but **Bcc** addresses are not shown to other recipients, and **Bcc** recipients will not see the other **Bcc** addresses.

Note You may add as many total recipients as you like, but only one e-mail address per line.

3. Tap on **Add** to insert lines for additional recipients, **Delete** to remove a selected recipient, and **Done** when your list is complete.
4. Add a subject to your message by typing directly on the Subject line. Subjects make it easier for recipients to identify the intent of your message quickly.
5. Write the text of your message in the large square text zone below the Subject:



Messages placed in the **Outbox** may be sent next time you connect to your service provider (by selecting **Mail** ⇒ **Send All**, or **Send & Retrieve**). Messages in the **Draft** folder will not be sent.

Message signatures

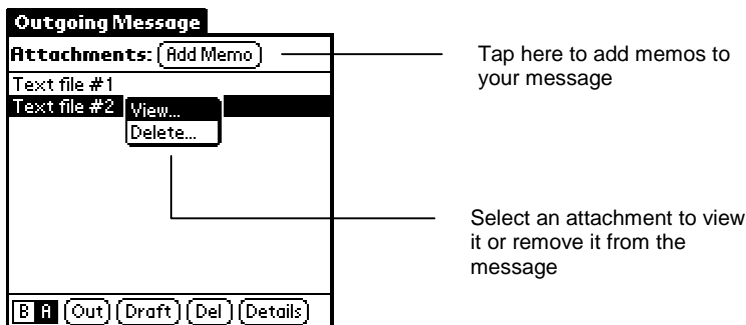
If you would like to include text, such as your full name and address, at the bottom of the mail messages you send, select **Setup** ⇒ **Signature**, and enter whatever text you like in the screen as shown here:

You may create up to 10 signature files. Tap on **Save** when you are done, or on **Cancel** to discard your changes.



Attaching files

To attach Memo Pad files to an outgoing message, simply tap on the A in the **B A** switchbox. This changes the display to the attachment list as shown here:



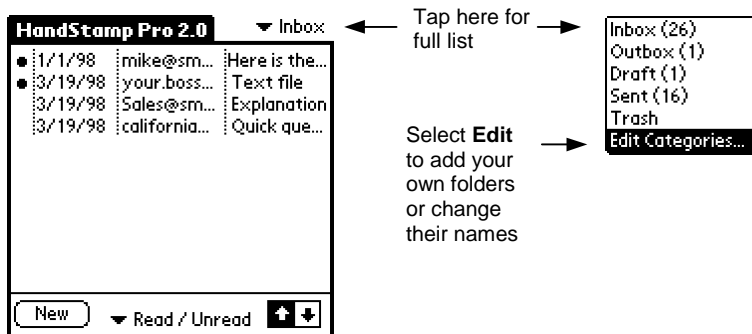
You may tap on B in the **B A** switchbox to return to the message body, or place the message directly in the **Outbox** or **Draft** folders.

7 Using folders

HandMAIL helps you keep your e-mail organized by offering a number of different folders for storing messages. In the preceding chapters we have mentioned the Inbox, Outbox, and Draft folder. In addition to those, you may define up to 11 new folders of your own for storing mail.

Default folder names and functions

At any time, you may tap in the upper right-hand corner of your screen to view the list of folders available in HandMAIL:



Inbox

By default, your incoming messages are placed in the Inbox. You may *view*, *forward*, *reply*, *move*, or *delete* a message by selecting it, then choosing the desired action from the pop-up window.

Draft

This folder is for temporary storage of messages that you are not ready to send. These messages can be *edited*, *copied*, *moved* to the Outbox, or *deleted*.

Outbox

Messages placed in the Outbox are sent when you choose **Mail** ⇒ **Send All** (or **Send & retrieve**). Messages in the Outbox may be *edited*, *moved* to the Draft folder, or *deleted*.

Sent

This folder stores messages that have been sent. You may *view*, *forward*, *reply to*, *move*, or *delete* these messages.

Trash

By default, the messages you delete are placed in the Trash folder. You may choose to delete messages (with a confirmation pop-up) directly by selecting **Setup** ⇒ **General**, and choosing the **Delete action** that you prefer. There, you may also choose how frequently you wish to have HandMAIL empty the trash folder automatically.

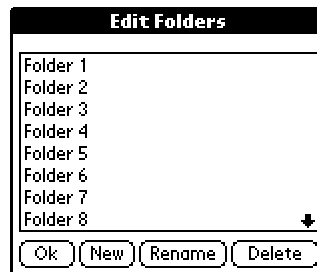
Note Inbox, Outbox, Draft, Sent, and Trash folder names cannot be changed.

Clearing folders

To empty the entire contents of any folder, go into the appropriate folder and select **Options** ⇒ **Clear folder** (or graffiti “✓ X”). You will be prompted to choose between deleting the messages directly, or placing them in the trash folder first.

Changing folder names

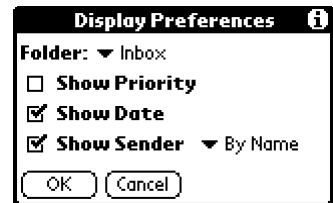
To add up to 11 folders of your own, or to change the names of existing folders, select **Edit** in the pull-down folder list. This will open a window in which you may edit, add, or remove folders. Select a folder, tap **Rename**, and enter a new name (folder names may not be empty). Delete a folder by selecting it and tapping on **Delete**; Add folders by tapping on **New**. When you delete a folder that contains messages HandMAIL places them in the Trash folder.



Display preferences

You may set the display preferences for each folder individually via **Setup** ⇒ **Display**. Here you may choose which items you would like to see in the message list.

Display preferences are automatically shown for the current folder.



8 Filtering mail

One of HandMAIL's most powerful features is its ability to intelligently filter incoming messages according to criteria that you specify. For example, this mechanism is particularly useful for filing messages into specific folders as they arrive, avoiding large messages, and only downloading certain types of messages.

Defining filters

HandMAIL filters perform *actions* on incoming mail based on message header *contents* or *size*. For example:

- Store all mail from "Joe" into a mailbox called "Friends"
- Ignore all e-mail with the words "Junk mail" in the subject field
- Avoid all messages larger than 30 KB

Write your own filters by selecting **Setup** ⇌ **Filters** (graffiti "✓ F").

Default filters

When you use filters, HandMAIL always applies two of its own, in addition to those that you may add:

Default filter names	Purpose
To start...	"If messages are over 55 KB, do not retrieve them". This filter is applied before all others. By refusing messages over 55 KB (the maximum supported message size), HandMAIL will retrieve all reasonably-sized messages, and apply subsequent filters.
If all else fails...	"Retrieve messages anyway, and place them in the Inbox". This filter is applied after all others. If incoming messages do not meet any criteria in other filters, you can still choose to <i>retrieve</i> or <i>not retrieve</i> your mail.

Writing your own filters

To add filters of your own, select **Setup** ⇒ **Filters** ⇒ **Add**.

The screenshot shows the 'Filter Editor' dialog box. It has a title bar with 'Filter Editor' and an information icon. The fields are: 'Name: Your filter name', 'When: From' (with a dropdown arrow), 'Contains' (with a dropdown arrow), 'Urgent' (with a dropdown arrow), 'Retrieve' (with a dropdown arrow), 'File in: Folder 1' (with a dropdown arrow), and 'Valid for mailbox: 1 2 3 4 5' (with a switchbox). At the bottom are 'Save', 'Cancel', and 'Delete' buttons. Annotations with lines point to: 'Name: Your filter name' (labeled 'A name for your reference'), 'When: From' (labeled 'Download conditions'), 'Urgent' (labeled 'Action to perform when conditions are true'), and 'Valid for mailbox: 1 2 3 4 5' (labeled 'Action to perform when conditions are true').

1. Enter a name (for your own reference) in the **Name** field.
2. Fill in items next to **When:** – set the *condition* for analyzing mail by tapping on the down arrow (▼) next to **From**. Select an item appropriate for your filter (i.e. From, Cc, Subject, Size, Priority, etc.).
3. Select the *criteria* that the specified field (or size) must meet, by tapping on the down arrow (▼) next to the word “**Contains**” (as shown above). Available choices depend on whether your filter is based on headers or message size (Contains, Does not contain, Greater than, Less than, etc.).
4. Set the *action* that will be carried out when the specified conditions are met. You may choose to either **Retrieve**, **Not retrieve**, **Retrieve and delete**, or **delete** those messages.

If you choose to retrieve them, you may specify into which message folder they should go.

5. Enable the filter for any or all of your POP3 mailboxes using the 1 2 3 4 5 switchbox
6. Tap on **Save** to keep the filter, on **Cancel** to discard any changes, or on **Delete** to remove the filter from the list entirely.

Examples

Here are three examples to illustrate the use of filters:

1. Store all mail from “Joe” into a mailbox called “Friends”



The Filter Editor dialog box has a title bar with an information icon. It contains the following fields: 'Name' with the text 'Mail from Joe'; 'When' with a dropdown menu showing 'From', a sub-dropdown showing 'Contains', and a text field with 'joe'; 'File in' with a dropdown menu showing 'Friends'; and 'Valid for mailbox' with a row of five checkboxes, all of which are checked. At the bottom are three buttons: 'Save', 'Cancel', and 'Delete'.

When the **From** field **Contains** the word **Joe**, **Retrieve** the message and **File** it in the folder called **Friends**

2. Delete (without reading) all e-mail with the words “Junk mail” in the subject field



The Filter Editor dialog box has a title bar with an information icon. It contains the following fields: 'Name' with the text 'No junk mail'; 'When' with a dropdown menu showing 'Any header', a sub-dropdown showing 'Contains', and a text field with 'Junk mail'; and 'Valid for mailbox' with a row of five checkboxes, all of which are checked. At the bottom are three buttons: 'Save', 'Cancel', and 'Delete'.

If **Any** field **Contains** the word **Junk Mail**, **Delete** the message without downloading it

3. Avoid all messages larger than 30 KB



The Filter Editor dialog box has a title bar with an information icon. It contains the following fields: 'Name' with the text 'No bigger than 30 K'; 'When' with a dropdown menu showing 'Size', a sub-dropdown showing 'Is greater than', a text field with '30', and a unit field with 'KB'; and 'Valid for mailbox' with a row of five checkboxes, all of which are checked. At the bottom are three buttons: 'Save', 'Cancel', and 'Delete'.

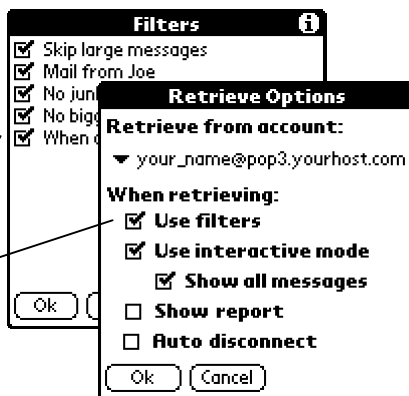
If any message's **Size** is **Larger than 30 KB**, then **do not retrieve** it at all

Activating filters

Choose the filter(s) you would like to use by selecting **Options** ⇒ **Filters**, then tapping on the checkbox next to the appropriate filters:

When you retrieve mail (using **Mail** ⇒ **Retrieve**), tap on “**Use filters**” to enable the filters you have chosen.

Just select the filters you want to apply, and check the **Use filters** box when retrieving.



9 E-mail with AOL

This chapter describes how to use HandMAIL AOL to send and retrieve electronic mail with your regular America Online account. HandMAIL AOL is identical in many ways to HandMAIL for POP3/SMTP, but some features that are commonly used in POP3/SMTP systems are handled differently by America Online. For example, there is no “manual mode” with which you can preview messages before downloading them.

This chapter describes everything you need to know in order to be able to:

- Configure HandMAIL AOL to access your AOL mail account
- Create, send, and retrieve messages

NOTE HandMAIL AOL supports both the direct modem connections and connections via TCP/IP. If you choose to use TCP/IP (described below), this chapter assumes that you have already performed the necessary configuration via the network Panel. For more details, please see your Palm III user manual or the chapter **TCP/IP configuration** earlier in this manual.

Specifying AOL parameters

Follow these steps in order to configure HandMAIL AOL to access your AOL mail account:

1. Install HandMAIL AOL according to the directions in **Chapter 2 – Installation**
2. Start the application by tapping on the HandMAIL AOL icon on your organizer, and select **Setup** ⇒ **AOL**.
3. Enter your login **Name** and **Password** in the first two fields.
4. Choose whether you will use a **Modem** or **TCP/IP** connection.

The screenshot shows the 'AOL Setup' dialog box. It has a title bar with the text 'AOL Setup' and an information icon. The main area contains the following fields and controls:

- Name:** yourname
- Password:** -Assigned-
- Connect via:** Modem (with a dropdown arrow)
- Connection:** AOLNet (with a dropdown arrow)
- Phone:** (empty field)
- Buttons: Modem Setup, Phone Setup, OK, Cancel

Modem

The most common way to connect to AOL is by using a **Modem connection**. In this case, fill in the following information:

Connection

This pop-up allows you to choose which one of the two scripts that HandMAIL must use in order to connect to AOL services: **AOLNet** and **AOLGLOBALnet**. Unless otherwise specified by your local AOL service, you should choose **AOLNet**.

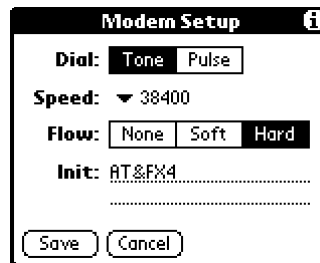
Phone

Enter the AOL access phone number here.

Modem Setup

The default values will work for most modems (in particular, a speed of **38400** and **Hard** flow control). Otherwise, you may fill in the fields as described here:

Dial: Tap on **Tone** to dial using beep tones. Tap on **Pulse** to select rotary dialing.



The screenshot shows a 'Modem Setup' dialog box. It has a title bar with the text 'Modem Setup' and an information icon. The dialog contains the following fields and controls:

- Dial:** Two buttons, 'Tone' and 'Pulse', with 'Tone' selected.
- Speed:** A dropdown menu showing '38400'.
- Flow:** Three buttons, 'None', 'Soft', and 'Hard', with 'Hard' selected.
- Init:** A text field containing 'AT&FX4'.
- At the bottom, there are 'Save' and 'Cancel' buttons.

Speed: Tap on the current baud rate (such as 38400) to open a pop-up menu with other available speeds.

Flow: *Flow control* is used to keep the modem's I/O buffers from overflowing when transferring data. In most cases you should select **Hard**.

Init: The default string (AT&FX4) will work fine for most modems. If you run into problems, you may need to consult the reference manual for your particular modem if you run into problems.

Tap on **Save** when you are done, or on **Cancel** to discard any changes you may have made.

Phone Setup

Fill in the fields as necessary:

Dial prefix: This is always the first number dialed by HandMAIL. Use a comma (,) to insert a brief pause if you need to obtain an outside line or dial internationally. For example: “9,” or “011,”.

Disable call waiting:

If you want your modem to ignore call-waiting services if someone calls your phone line while you are sending a fax, check this option and enter the proper modem code in the field to the right (followed by a comma). This code is often “1170”, but you may want to check your modem’s user manual to be sure.

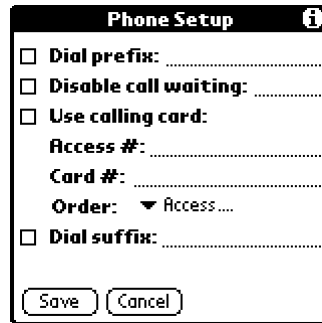
Use calling card: To place a call using a calling card, check the box next to **Use calling card**, and then fill in **Access** and **Calling card** numbers.

Access #: Enter the number of your long-distance service or calling card provider here. Do not confuse this with the service’s access number.

Card #: Enter your calling card code number in this field.

Order: Use this option to select the dialing order.

Dial suffix: Any number you enter here will be dialed after all other numbers – including the destination fax number.

A screenshot of a 'Phone Setup' dialog box. It has a title bar with the text 'Phone Setup' and a small icon on the right. The dialog contains several options, each with a checkbox and a text field: 'Dial prefix:', 'Disable call waiting:', 'Use calling card:', 'Access #:', 'Card #:', 'Order:' (with a dropdown arrow and the text 'Access...'), and 'Dial suffix:'. At the bottom, there are two buttons: 'Save' and 'Cancel'.

Tap on **Save** to keep any changes; tap on **Cancel** to discard them.

TCP/IP

You may access your America Online e-mail account using TCP/IP if you have a dialup PPP account with an Internet service provider. In this case all you have to is to make sure your Network and Modem configurations work correctly, and to specify your AOL user name and password. With that information, HandMAIL AOL will be able to locate and access your AOL e-mailbox.

Signatures

If you would like to include text, such as your full name and address, at the bottom of the mail messages you send, select **Setup** ⇒ **Signature**, and enter whatever text you like in the screen as shown here:

You may create up to 10 signature files. Tap on **Save** when you are done, or on **Cancel** to discard your changes.



Display

Display preferences

You may set the display preferences for each folder individually via **Setup** ⇒ **Display**. Here you may choose which items you would like to see in the message list.

Display preferences are automatically shown for the current folder.



General preferences

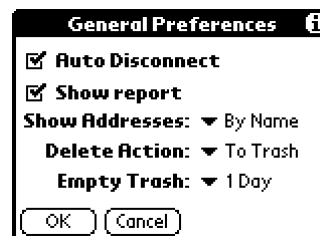
You may set various other options by selecting **Setup** ⇒ **General**:

Auto Disconnect

Check this box to automatically close your AOL connection after sending or receiving mail.

Show report

Check this box if you wish to see a status report after sending and receiving messages.



Show Addresses

Here you may choose whether to view sender *names* or e-mail *addresses* in your message lists.

Delete Action

Use this pop-up menu to select **Delete** in order to immediately remove messages that you delete, or select **To Trash** to place them in the Trash folder (which you may empty manually by selecting **Options** ⇒ **Clear folder**). You may also let HandMAIL delete messages from the Trash folder after a period of time that you can specify with the **Empty Trash** value (see below).

Empty Trash

Use this pop-up menu to determine whether or not HandMAIL should empty the trash folder, and if so, after how long.

Sending and retrieving mail

Follow these instructions to send and retrieve mail using your AOL account:

1. Create a new message by tapping on the Menu icon (☰), and selecting **Mail** ⇒ **New message** (or graffiti “✍/N”).
2. Fill in the destination e-mail address by tapping on **To**. Add **Cc** and **Bcc** recipients as needed.
3. Enter text on the Subject line, and text body as necessary.
4. Tap on **Out** (for Outbox) when you are done.
5. Select **Mail** ⇒ **Send All** to send the message; **Retrieve** to check for new mail; or **Send and Retrieve** to do both at the same time.

Note Select **Options** ⇒ **General** to disconnect or stay connected after mail transactions.

10 Troubleshooting

In case your PalmPilot loses its data

Don't panic! The first time you HotSync your PalmPilot to your desktop computer, all Smartcode applications are backed up to your user's backup directory, and the entire HandMAIL database is backed up every time you HotSync. This means that if you lose all the data on your PalmPilot (i.e. if the batteries run out), all you have to do is perform a HotSync operation to re-install the HandMAIL software and restore your last-saved configuration, folder structure, and all your messages.

It is therefore important to make regular backups of your PalmPilot using HotSync.

Modem cabling

The easiest modem to use with the Palm III / PalmPilot organizers is, of course, the Palm III / PalmPilot clip-on modem. This modem is specially designed for the organizers and does not require any cabling.

If you do not use the clip-on modem, we recommend one of the following three options:

1. Use a certified U.S. Robotics modem cable. This cable allows you to connect the Palm III / PalmPilot directly to a modem.
2. Use the standard cradle adapter and attach a null-modem adapter to the end of the cable.
3. Use a HotSync cable, and attach a null-modem adapter.

For additional information on modem configuration, please consult your PalmPilot and/or modem user manuals.

HandMAIL error messages

HandMAIL can display two types of error messages: those specifically related to mail protocols, and those generated by HandMAIL itself.

Note Unpredictable errors may occur if the batteries in your modem are too low.

Here is an alphabetical listing of the various messages you may encounter while using HandMAIL:

- This message was truncated here -

You may see this at the end of a mail message that was too large for HandMAIL to download, or that for some other reason the message was not downloaded entirely.

... are too big for HandMAIL.

This message is displayed in the retrieval status window after downloading messages. HandMAIL can handle messages up to 55 KB.

Bad recipient

The SMTP server refused to send mail to the recipient address you indicated. This could be because the address was written incorrectly, or because the server was not able to forward the message as expected.

Cannot connect to network. Check your modem cable and verify network configuration via the Network Preferences panel.

This message appears when the PalmPilot TCP/IP stack is unable to establish connection. Make sure that your modem is plugged in and configured correctly.

Cannot connect to POP3 server

PPP connection was successful, but HandMAIL could not reach the POP3 server you specified. This may also occur if the mail server is behind a “firewall”, or if the server has restricted access rights.

Cannot connect to SMTP server

PPP connection was successful, but HandMAIL could not reach the SMTP server you specified. This may also occur if the mail server is behind a “firewall”, or if the server has restricted access rights.

Due to an error while logging out, messages may not have been deleted.

Under the POP3 protocol, messages are only deleted after successful logout from the mail host. Therefore, if an error occurs, messages are not deleted.

Due to the lack of free memory some messages have not been retrieved.

HandMAIL did not have enough free RAM to retrieve all of your messages.

Error resolving server address

Using the DNS, the TCP/IP stack could not correlate the host name you specified with a real IP address. Try entering the IP address of your host directly.

HandMAIL requires a PalmPilot with ROM 2.0 (or higher) and Palm's TCP/IP stack.

HandMAIL is specifically designed for use with PalmPilot Professional computers, with the PalmPilot TCP/IP stack.

Incorrect user name and or password, or mailbox was busy.

HandMAIL was unable to open your POP3 mailbox. Either your login information was incorrect, or there was already a user logged in with your name on the same account.

Incorrect user name

This POP3 error specifically indicates that the user name (mailbox) you provided was not right.

No more categories available. Please delete a category before trying to add another.

This error occurs if you try to add more than the maximum of 11 custom folders.

No recipients

You apparently tried to send or save a message to the Outbox without entering any recipient e-mail addresses.

POP3 protocol error

Unidentified POP3 problem.

Resolving

The TCP/IP stack is looking up your server names on the specified Domain Name Server.

Sending envelope

HandMAIL is sending message headers (i.e. recipient information)

Sending message contents

HandMAIL is sending the message's body and attachments (if any).

SMTP protocol error

Unidentified SMTP problem.

SMTP server refused authentication

You were denied access to the specified SMTP server. This is usually due to an incorrectly typed "e-mail" field under **SMTP Preferences** (make sure to use your full e-mail address with the "@" sign).

Sorry, there is not enough free memory to perform this operation.

Your PalmPilot does not have enough RAM left for HandMAIL. Try clearing out your message folders or removing unused applications from the machine.

Sorry, you cannot add any more filters. Try deleting unused ones.

The maximum number of filters you can have is 20.

TCP error (broken connection)

Unidentified TCP problem, probably a broken connection. Disconnect and try again.

The Network connection is already open

You attempted to open a network connection while still connected. Disconnect before retrying.

The TCP connection cannot be closed because another application appears to be using it.

You used **Options** ⇨ **Disconnect**, but another application in the PalmPilot is using the TCP/IP stack.

There are no messages in the Outbox

You tapped “Send all” or without having any messages ready to send.

This SMTP account cannot be set as the Default because you have not set both the SMTP server and your e-mail address.

You must enter an SMTP server name *and* an e-mail address in order to set an SMTP server as default.

You have not configured your POP3 account for retrieving mail. Use Setup, POP3 to setup POP3 servers.

You attempted to retrieve mail without having first told HandMAIL where to look and how to connect the your POP3 mailbox.

You have not configured your SMTP account for sending mail. Use Setup, SMTP to setup SMTP servers.

Before creating new messages, you must completely configure at least one SMTP server for HandMAIL to use as default.

You must fill in a folder name.

You cannot assign an empty name to a message folder.

Technical support

Our support policy

Support for HandMAIL may be obtained from either our U.S. or European offices by phone, fax, or e-mail.

We provide standard technical support for HandMAIL free of charge for 30 days after purchase. Due to the volume of telephone calls, priority is given to questions asked via e-mail.

Please register your product so we can keep you informed on new releases, upgrades, or patches.

Contacting technical support

You may contact our technical support staff at the following addresses:

NORTH AMERICA:

Smartcode Software, Inc.
Sorrento Towers
5355 Mira Sorrento Place
Suite 100
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Phone: +1 (619) 597-7544
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<http://www.smartcodesoft.com>
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