Actual Software

Intelligent Software for Intelligent Devices

MultiMail Professional

User's Manual

Contents

Actual Software Corporation
195 Andover St.
Andover, MA 01810
www.actualsoft.com
actual@actualsoft.com

No part of this documentation may be reproduced or transmitted in any form by any means, electronic or mechanical, including photocopying or recording on any information storage and retrieval system, without prior written permission from Actual Software Corporation, Inc.

NOTICE: Actual Software licenses the software to you only upon the condition that you accept all of the terms contained in this license agreement. Before you install the software, please read the terms and conditions of this agreement. By installing, copying, or otherwise using any of the software, you agree to be bound by the terms of this agreement. If you do not agree to the terms of this agreement, you are not authorized to use the software.

LICENSE:

The software that accompanies this license (the "Software") is the property of Actual Software or its licensers and is protected by copyright law. While Actual Software continues to own the Software, you will have certain rights to use the Software after your acceptance of this license. Your rights and obligations with respect to the use of this Software are as follows:

(1) Actual Software grants to you a personal, non-exclusive, non-transferable and royalty-free license to install and use the Software for your lawful personal use. The Software may be installed only on computers and handheld devices controlled by you.

(2) You may make copies of the Software as may be necessary for backup and archival purposes.

(3) Under no circumstances are you allowed to distribute the Software.

DISCLAIMER OF WARRANTY:

Actual Software expressly disclaims any warranty for the Software. The Software and any related documentation is provided "AS IS" without warranty of any kind, either express or implied, including, without limitation, the implied warranties or merchantability, fitness for a particular purpose, or noninfringement. The entire risk arising out of use of performance of the Software remains with you.

LIMITATION OF LIABILITY:

You must assume the entire risk of using the Software. Any liability of the seller will be limited exclusively to product replacement or refund of purchase price. The software is not specifically developed or licensed for use in any nuclear, aviation, mass transit, life support, medical or any other inherently dangerous applications, or commercial applications.

U.S. GOVERNMENT RIGHTS:

If you are acquiring the Software on behalf of any part of the United States Government, the following provisions apply. The Software is deemed to be "commercial software" pursuant to

DFAR Section 227.7202 and FAR 12.212, as applicable. Any use, modification, reproduction, release, performance, display or disclosure of the Software by the U.S. Government or any of its agencies shall be governed solely by the terms of this agreement and shall be prohibited except to the extent expressly permitted by the terms of this agreement.

GENERAL:

This agreement will be governed by the state of Massachusetts. This agreement may only be modified by a license addendum that accompanies this license or by a written document, which has been signed by both you and Actual Software. Should you have any questions concerning the agreement, or if you desire to contact Actual Software for any reason, please write:

> Actual Software Sales and Service
>
> 195 Andover St.
>
> Andover, MA01810

MultiMail, Actual Software Corporation, and the Actual Software Corporation logo are registered trademarks of Actual Software Corporation, Inc. PalmPilot, Palm Computing, HotSync, and the PalmPilot logo are trademarks of 3Com and its subsidiaries. All other company and product names mentioned in this documentation are trademarks or registered trademarks of their respected holders. This is a non-contractual document

Notations Used in this Manual

- Dropdown Menu – A menu that is hidden. Tapping on a downward-facing arrow activates it. In the left-hand picture, the dropdown menu can be accessed by tapping on the arrow to the left of the word "Server1". The result is shown in the picture on the right.

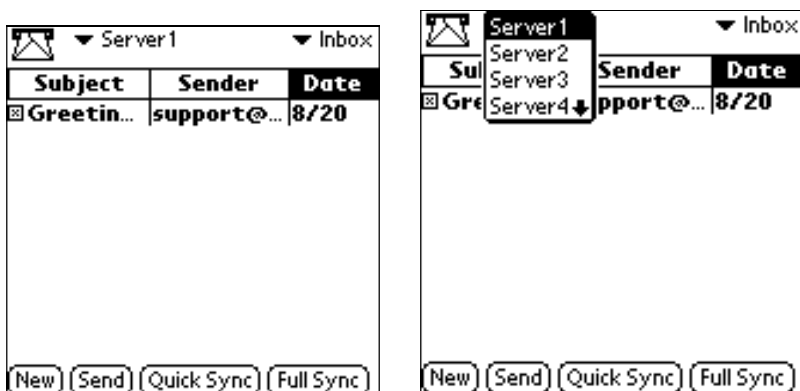*Figure 1. Dropdown Menu*

- Main Screen – The screen that is displayed upon initial entry to the MultiMail application.
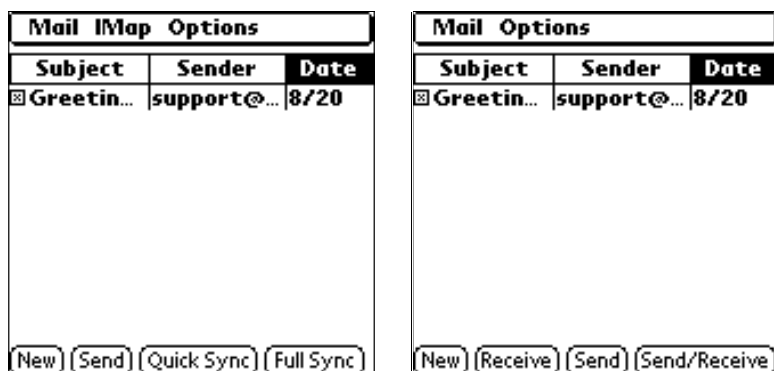
Figure 2. IMAP Main Screen and POP3 Main Screen

- Menu Button – The PalmPilot menu button. In the above figures, the menu button can be seen in the lower left corner of the screen.

- ISP – Internet Service Provider
- PalmPilot, Organizer, PDA (Personal Digital Assistant) – Various names for the handheld devices on which MultiMail operates. MultiMail will operate on any PalmPilot Professional organizer or PalmPilot compatible device (e.g. IBM WorkPad)

MultiMail Basics

What MultiMail will do for you

MultiMail Professional is a unique, innovative product developed for the 3COM PalmPilot Professional connected organizer. This software allows you to send and retrieve email directly from the PalmPilot organizer through your company or your Internet service provider. No synchronization with a desktop computer is necessary to send and receive email. Now, you can truly use your PalmPilot to stay connected when you are away from your home or your office.

MultiMail is designed with hand held devices in mind. We have gone to great effort to make sure the software takes up as little memory as possible, yet supports all the features you need. The following features are included as a part of MultiMail Professional:

- Connects to Internet Service Providers or Corporations directly through the PalmPilot Professional's integrated TCP/IP stack
- Sends and retrieves mail directly from mail servers without a need for synchronization
- Fully supports SMTP, POP3 and IMAP4 protocols
- Supports IMAP4 disconnected mode – a MUST for hand held computers. Delete or file messages while offline and then update your server later
- Integrated with the PalmPilot built-in address book
- Configurable maximum message size (up to 60K)
- Supports up to eight different accounts (either POP3 or IMAP4)
- Up to 16 configurable folders for *each* mail account. Up to 8 IMAP mailboxes for a full synchronize and up to 16 categories total.
- Displays text attachments (as long as they are within the maximum message size)
- The ability to install attachments (such as .pdb or .prc files)
- Supports sending your own attachments as well as receiving them
- Resizeable and completely customizeable main Email view. Drag, drop, and resize columns simply and easily
- Support for larger fonts
- Filtering - sort and organize your email based on rules you create
- Retrieval of headers only and selective message deletion
- Support for bcc

Supported Protocols

Email, almost by definition, is something that must communicate between potentially different software packages and mail servers. Necessarily, standards have been developed in the industry to ensure that these communications can occur. Email protocols are conventions that email vendors use so that email is compatible between the different email packages and features behave uniformly across all packages. MultiMail supports all major protocols, including SMTP, POP3, and IMAP4.

SMTP, Simple Mail Transfer Protocol, is the standard mail protocol for sending email messages. It is the only major standard for sending email. MultiMail fully supports SMTP.

POP3, Post Office Protocol version 3, is the most popular standard for retrieving email messages. Most Internet Service Providers (ISP) support it. It supports leaving the messages on the server or taking them off after they have been retrieved.

The POP3 protocol was designed to be used in "offline" mode. In this scenario, mail is typically retrieved from one and only one client machine. A copy of the mail goes from the mail server to the mail client and is then deleted from the mail server. Unfortunately, when you are retrieving mail on your PalmPilot, you are probably away from your usual desktop machine. You want to see your mail, but you don't necessarily want the only copy of the mail to be on your PalmPilot. To solve this problem, the POP3 mail protocol allows you to set up your mail account to leave the mail on the server. This is the recommended setup for MultiMail

IMAP4, Internet Message Access Protocol, is a protocol designed not only for "offline", but also for "online" and "disconnected" operations. "Online" and 'disconnected" modes were designed to be used when you have multiple computers from which you are downloading email. You can maintain multiple mailboxes on your server and access and manage them from any client. This protocol is especially tailored toward hand held devices as it allows downloading of the headers and bodies of the mail message separately, thereby minimizing connection time and memory consumption.

What is contained in this package?

In this package that you have purchased, you will find the following files:

- **MultiMailPRO2.prc** - The MultiMail Professional application. See the next chapter for instructions on installing it onto your PalmPilot.
- **Readme.txt** - Text file with release notes for the MultiMail Professional product.
- **Manual.pdf** - This user manual in pdf format.
- **License.txt** - MultiMail Professional license agreement

Installation

System Requirements

The following are the system requirements in order to install and run MultiMail:

- A 3COM PalmPilot Professional hand held computer or a PalmPilot compatible computer with at least 200K of free memory
- A PalmPilot clip on modem, or a PalmPilot compatible modem
- A desktop computer (Mac or PC) with the PalmPilot desktop software installed on it.

Information you need from your mail server administrator

- What protocol is used for incoming mail? Is it POP3 or IMAP4?
- What is the name of that server?
- What is the name of the SMTP server (outgoing mail)?
- What is your email address?
- What communication script (if any) do you need for connecting to your ISP/corporate email?
- What are the IP addresses of your primary and secondary DNS?

Installation

MultiMail Professional runs on the PalmPilot and PalmPilot compatible computers. There are software applications available that will allow you to directly install MultiMail onto your handheld computer. These instructions assume you are installing MultiMail through the PalmPilot desktop software installation utility. The instructions apply to both Windows and Macintosh desktop computers.

NOTE: Before installing this software (or any software) onto your PalmPilot, it is a good idea to backup your current installation by running HotSync.

1. If you are installing MultiMail Professional for the first time, remove any existing versions of MultiMail Discovery from your PalmPilot. Depending upon what kind of PalmPilot you have, there are two ways of doing this.

    For Palm III, tap on the menu icon on your PalmPilot. Click on the

Delete apps menu item. Select MultiMail and then click on the Delete button. Then confirm the deletion by tapping on the Yes button.

For Palm Professionals, click on the Memory icon the main PalmPilot menu screen. Select the "delete apps" button on the lower-left portion of the screen, and select the MultiMail program you want to delete.

Figure 3. PalmPilot Memory Application

2. Copy the file MultiMailPRO2.prc to your hard drive.

3. On your desktop machine, bring up the PalmPilot Install Tool.

4. Click on the browse button and select the MultiMailPRO2.prc file that you copied to your hard drive in step 2.

5. Click on the Install button. Confirm your selection.

6. Place your PalmPilot or PalmPilot compatible machine into its cradle and press the HotSync button.

MultiMail Configuration

Modem Settings

Tap on the Apps icon on your PalmPilot. Then tap on the Prefs icon and select Network from the dropdown menu. Most of the information you need for the modem configuration should come from your company or ISP.
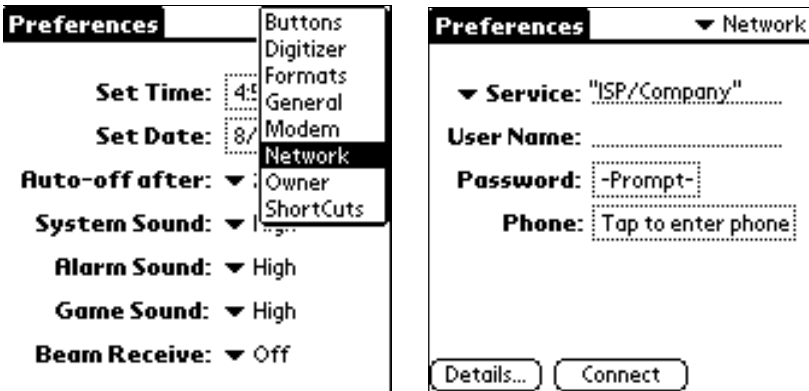
Figure 4. Selecting the Network Preference and the Network Preferences Screen

1. Tap on the line next to the word "Service". Enter the name of your ISP or company. This is for your reference only and should represent the location to which you are dialing in.

2. Tap on the line next to the words "User Name". Enter the user name for your account.

3. Tap on the dotted box next to the word "Password". This will bring up the password dialog. Enter your password into the password dialog and then tap the OK button.

4. Tap on the dotted box next to the word "Phone". This will bring up the Phone Setup dialog box. Click on the line next to the words "Phone#". Enter the phone number for the modem you are going to dial into. Depending on your setup, you may need to enter the rest of the information in the dialog. When you have completed all appropriate entries, tap on the OK button.

5. Tap on the Details button. The Details dialog will appear.

Preferences ▼ Network

▼ **Service:** "ISP/Company"

Password

Enter a password:

....

If you do not assign a password, you will be asked for one when you connect.

(OK) (Cancel)

Phone Setup ℹ

Phone #: ....

....

☐ **Dial prefix:** 9.............................

☐ **Disable call waiting:** 1170.

☐ **Use calling card:**

....

(OK) (Cancel)

Details ℹ

Connection type: ▼ PPP

Idle timeout: ▼ Power Off

Query DNS: ☐

Primary DNS: ....

Secondary DNS: ....

IP Address: ☑ Automatic

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

---

6. Select the appropriate type of protocol from the dropdown list to the right of the words "Connection Type".
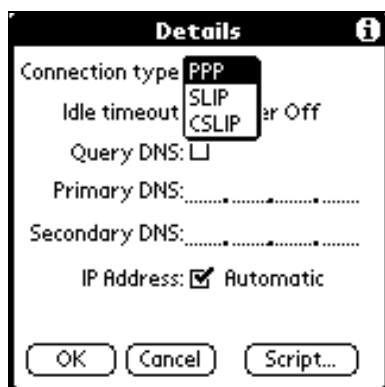

Figure 5. Setting the Connection Type

7. The "Idle Timeout" is the amount of time that the connection is idle before the disconnection occurs. Do not set this to "immediate", as it will cause MultiMail to fail. The Timeout is the amount of time MultiMail will wait for your mail server to respond to a command. Setting this value to a value too low will cause MultiMail to fail with a timeout error. If you are using a phone line it is noisy; you may need to increase this value to avoid timing out. Click on the dropdown list to the right of the words "Idle Timeout" and select the setting you prefer.

8. Enter the IP addresses of the primary and secondary DNS in the appropriate slots.

9. Some Internet Service Providers or corporations require their dialin customers to specify an IP address, while most dynamically assign it at connection time. If your ISP requires a static IP address from the dialin clients, deselect the "Automatic IP" option and enter the IP address your PalmPilot will use.

10. Tap on the Script button. The Login Script dialog will appear. If your ISP or corporation requires a login script, they will readily provide the script for you. Enter the script, if necessary, in this dialog. Here is an example of a common login script:
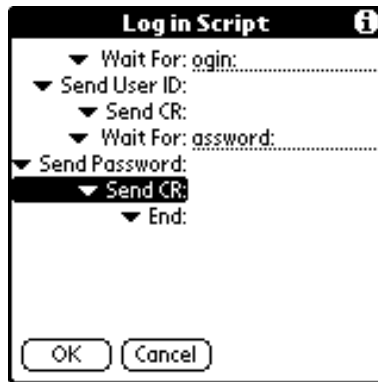
Log in Script

- Wait For: ogin:
- Send User ID:
- Send CR:
- Wait For: assword:
- Send Password:
- Send CR:
- End:

(OK) (Cancel)

Figure 6. A Login Script Example

11. Tap on the OK button on the Login Script dialog. Tap on the OK button of the Detail dialog.

12. Tap on the "connect" button with the modem connected. Verify that connection is made successfully. Then disconnect.

Mail Server Settings

At this point, you will use most of the information about your ISP or company. See the Installation section for the specifics about the information you need from the mail server administrator. To configure the mail server, click on the Menu icon on you PalmPilot. Under the Options menu, select Mail Server.
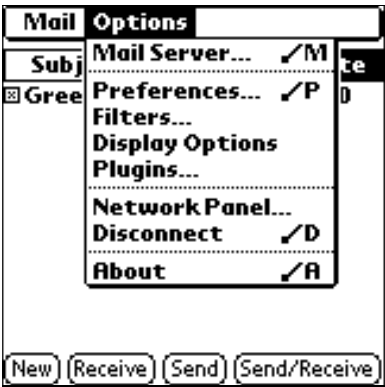

Figure 7. Selecting the Mail Server Option

1. With your stylus, tap on the lines next to the word "Server". Enter the server name for your *incoming* mail server.
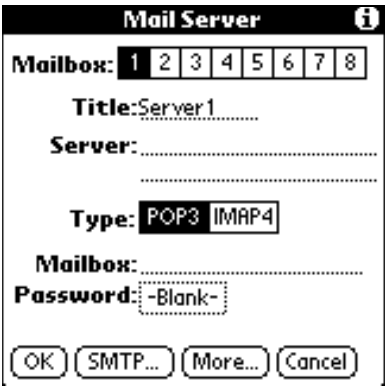

Figure 8. The Mail Server Dialog

2. POP3 is the default mail server protocol in MultiMail PRO. If you are trying to connect to an IMAP4 mail server, simply tap on the IMAP4 button.

3. Tap on the line next to the word "Mailbox". Enter your email user name. Just enter your username, NOT your entire email address.

4. Tap on the dotted box next to the word "Password". When you do that, a dialog box will come up. Enter the password for your email account in this dialog. Tap on the OK button when you are finished.

5. Tap on the More… button. A dialog box titled Advanced Settings will appear.

Figure 9. POP3 Advanced Dialog

Figure 10. IMAP4 Advanced Dialog

6. The standard port number for an IMAP server is 143. The standard port number for a POP3 server is 110. Only modify this setting if you know that your mail server uses a different port number. An incorrect port number will cause failure during mail server connection.

7. If you selected POP3 in step 2, you will have the option in the Advanced Settings dialog to leave a copy of any email that is loaded onto your PalmPilot on the mail server. The default setting is to leave mail on the server. Tapping the box to the left of the words "Leave Mail on Server" will toggle the selection. If you do not want to leave the mail on the server, make sure there is no check mark in the box.

8. If you selected IMAP in step 2, you will have a few options available to you in this dialog. To select an option, simply tap on the box to the left of the words. Tapping on the box again will deselect the option. It is selected if there is a checkmark in the box. You will also be allowed to enter your mailbox information in this dialog.

• **Sent Mail –** If selected, this option determines what folder your sent mail will end up when synchronizing with the desktop.

• **Deleted Mail –** If selected, this option determines what folder your deleted mail will end up when synchronizing with the desktop.

• **Mailbox –** Many people organize their IMAP mailboxes by having mailboxes within mailboxes. For example, you might have two main mailboxes called "Business" and "Personal". Under Personal, you might have "Mom", "Dad", "BestFriend", and "Misc". If you want to download only personal mail, you could enter "Personal" into the mailbox field in the Advanced Dialog". When you synchronize, you will only be updating those mailboxes under Personal. None of the mailboxes under Business will be updated. If you want to update all your mailboxes, do not enter anything into the mailbox field.

9. Tap on the OK button of the Advanced Settings dialog.

10. If you want to configure another server, tap on the next number next to the word "Mailbox" on the top of the Mail Server dialog. Repeat steps 1-9.

11. Tap on the OK button of the Mail Server dialog.

SMTP

SMTP is the protocol used for sending email. For each mail server you configured in the last section, you will need to configure the appropriate SMTP information. The information you fill in here will be used to as your identity information in any email that you send. To configure the SMTP server, tap on the SMTP Server button on the Mail Server dialog.
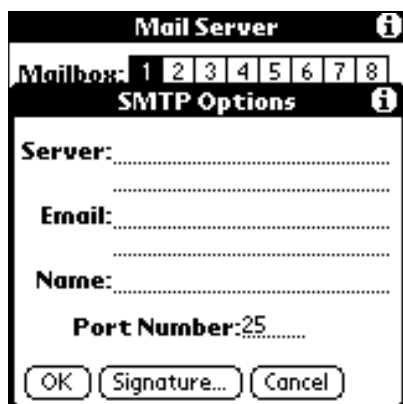
Figure 11. SMTP Dialog

1. Tap on the line next to the word "Server". Enter the name or IP address of your SMTP server.

2. Tap on the line next to the word "Email". Enter your full email address. This will be the address used for replies.

3. Tap on the line next to the word "Name". Enter your name, as you would like it to appear on the email you send.

4. The standard port number for an SMTP server is 25. If you server uses a different port, enter the new port number in by tapping on the line next to the words "Port Number". Delete the value entered there, and enter the new value.

5. Tap on the Signature button. Tap on the left side of the first line. Enter any information you would like added to the end of any email message you send.

6. If you would like that text appended, tap on the box in the upper left of the dialog box. It is selected if there is a checkmark (✓) in that box. Tapping on the box toggles the selection.
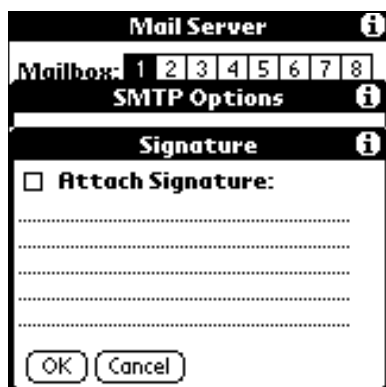
Figure 12. Signature Dialog

7. Tap on the OK button of the Signature dialog.

8. Tap on the OK button of the SMTP dialog.

Preferences

There are eight options for MultiMail PRO that you can configure while in the Preferences dialog. To enter the Preferences dialog, tap on the menu icon while in the main screen of MultiMail.
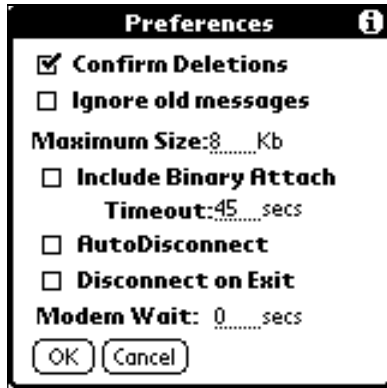

Figure 13. Preferences Screen

- Confirm Deletions - Selecting this checkbox causes a confirmation screen to appear before executing any deletions.
- Ignore Old Messages - By selecting this checkbox, you ensure that you only see mail that has not yet been downloaded by any email client.

  Note: For POP3, this relies on the "last" POP3 command. If your POP3 server does not implement this command, this option will do nothing.
- Maximum Size - This allows you to configure the maximum size of an email message. If the message you are trying to download is larger than the maximum configured size, it will get truncated. You cannot set this value to be grater than 60.
- Include Binary Attach – This option determines how MultiMail Pro will deal with binary attachments. When selected, you will be able to view the attachments. When it is unselected, MultiMail will display the file name of the attached file, and will state that the file was omitted from being transferred.
- Timeout – This field sets the length of time MultiMail will try a connection before timing out. This value should be set to greater than 45 seconds if you are using a wireless modem or using an adapter with a cellular phone.

- AutoDisconnect - By selecting this checkbox, you will tell MultiMail to disconnect your remote connections after each command. This is best for wireless modems and for people who can be forgetful.
- Disconnect on Exit – This setting makes it so you won't disconnect from the modem until after you leave the MultiMail program. It's an alternative to the AutoDisconnect method.
- Modem Wait – Setting for wireless modems. It gives the modem a few seconds to initialize itself. The typical setting for a wireless modem is 3, while the typical setting for most normal modems is 0.

IMAP

If any of your configured mail accounts are IMAP servers, you have a few more configuration options. In order to access these options, go to the main screen and select the IMAP server you wish to configure.
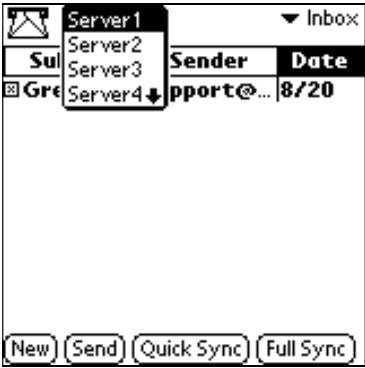

Figure 14. Selecting the correct server

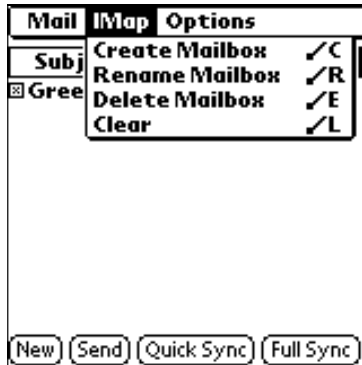Tap on the Menu icon on your PalmPilot. Click on the IMAP menu.

Figure 15. IMAP Menu

You will see four options. These menu options allow you to change the configuration of your mail account while you are disconnected from it. If you create, delete, or rename a mailbox, your mail account on your PalmPilot will be updated appropriately. In addition, these commands can be executed on your mail server through the "Quick Sync" and "Full Sync" options.

Create Mailbox

To create a new IMAP mailbox, select the Create Mailbox option from the IMAP menu. You will be prompted for the name of the new mailbox. Tap on the OK button after you have entered it.

Figure 16. Create Mailbox Dialog

Rename Mailbox

To rename an existing IMAP mailbox, select the Rename Mailbox option from the IMAP menu. The Rename IMAP Mailbox Dialog will appear. Select the mailbox to be renamed from the dropdown menu next to the words "Select Mailbox". Tap on the line next to the words "New Name" and then enter the new name of the mailbox. Tap on the OK button when you are done.

Figure 17. Rename Mailbox dialog

Delete Mailbox

To delete an existing IMAP mailbox, select the Delete Mailbox option from the IMAP menu. The Delete Mailbox Dialog box will appear. Select the mailbox to be deleted from the dropdown menu next to the words "Select Mailbox". Tap on OK button. That mailbox will be deleted.

Note: There are certain mailboxes (such as Inbox) that cannot be deleted. If you try to delete one of these mailboxes, you will see an error dialog explaining the error of your ways.

Figure 18. Delete Mailbox Dialog

Clear (Undo)

To undo any mailbox management commands (Create, Rename, Delete) that have been executed since the last synchronize, select the Clear option from the IMAP menu. Confirm your selection by tapping on the Yes button in the confirmation dialog.

Figure 19. Clear Queue Dialog

Mail Folder Names

Each mail account that you configured has separate configurable mail folders. Use these mail folders to organize your email. A few folders are

defined for you. The Inbox folder is the default location for all email that is received. The Outbox folder contains mail that you have composed, but has not been delivered yet. The Sent folder has a copy of all mail that has been delivered. The Trash folder has all messages that have been deleted but not yet purged from memory.

Creating Folders

To create new folders, go to the main screen. Select the mail account that you want to configure.
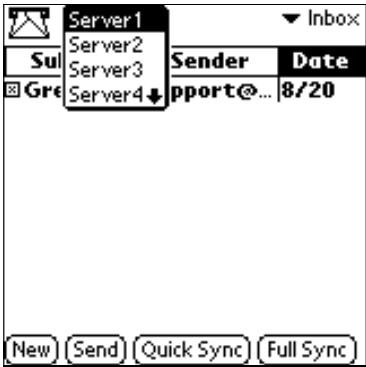

Figure 20. Selecting a mail account

Tap on the dropdown menu on the upper right hand corner of the screen.
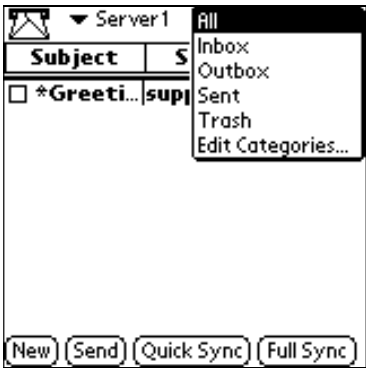

Figure 21. The Folders Dropdown Menu

Select the "Edit Category" option. The Edit Categories dialog will appear. Use the New button on the bottom of this screen to create new folders.

Figure 22. Edit Categories Dialog

Renaming Folders

To rename existing folders, go to the main screen of MultiMail. Tap on the dropdown menu on the upper right hand corner of the screen. Make sure the folder you want to rename is in the list. If it isn't you might have the wrong mail account selected. Once you have made sure the folder you want to rename is in the list, select the "Edit Category" option from the menu. The Edit Categories dialog box will appear. You should see folder you wish to rename listed in the dialog box. Tap on the name to select it. Once it is selected, tap on the rename button on the bottom of the screen. You will be prompted to enter a new name. Enter it, and then tap on the OK button of both dialog boxes. The folder name should now be renamed.

Deleting Folders

To delete existing folders, go to the main screen of MultiMail. Tap on the dropdown menu on the upper right hand corner of the screen. Make sure the folder you want to delete is in this list. If it isn't you might have the wrong mail account selected. Once you have made sore that the folder you want to delete is in the list, select the "Edit Category" option from the menu. The Edit Categories dialog box will appear. You should see the folder you wish to delete listed in the dialog box. Tap on the name to select it. Once it is selected, tap on the Delete button to delete the folder. The folder will be deleted. Tap on the OK button to return to the Index View.

Note: If you have mail in a folder when you try to delete it, you will see a confirmation dialog. If you continue with the deletion, all the mail in the deleted folder can be accessed through the "All" folder.

Note: If you are using the IMAP protocol, all folder operations should be done by using the IMAP menu, and not by using the Category menu.

MultiMail Operations

Congratulations! Now that you have configured your PalmPilot and MultiMail, you are ready to send and receive email! This chapter will show you how to get your mail, send mail, reply to email, and organize all your email.

Receiving email

Once you have configured your modem and MultiMail, receiving email from your mail server is very straightforward. When you first enter MultiMail, you will see MultiMail's main screen. The default setting is the Inbox. You should have one message in the Inbox that is the welcome greeting from Actual Software.
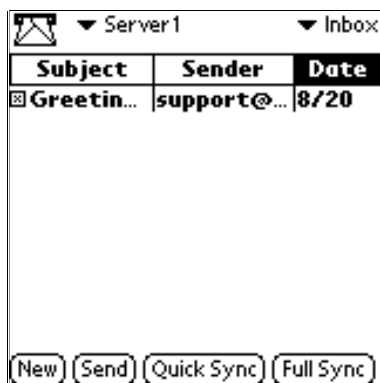

Figure 23. MultiMail's Main Screen (IMAP)

First select the mail server from which you want to get email. You do this by selecting one of the servers you have previously configured from the dropdown list on the top of the screen. To select a server, tap on the arrow to the right of the words "MultiMail" on the top of the screen. Select the appropriate server. Make sure that your modem is connected to your PalmPilot.

POP3

Tap on the Retrieve button on the bottom of the main screen. Two dialog boxes will appear on your screen. The top dialog box will let you know that is trying to connect to your mail server. The bottom dialog will tell you the

status of the modem connection. Once the modem connection is established, the lower dialog box will disappear. The upper dialog box will keep you updated on its status as the mail is being downloaded.

When the "Getting Messages" dialog box disappears, you will get a small dialog box that will tell you how many new messages MultiMail has found. Tap on the OK button. You will now see that MultiMail has updated your index view. Each line in this screen represents a message.

IMAP

If the mail account you are receiving mail from is configured as an IMAP server, you will see four buttons on the bottom of the main screen. The two rightmost buttons are used for most communications with the mail server. If you simply want to retrieve your new email, tap on the button labeled "Quick Sync". Make sure only the "Get New Mail" option is selected. For the quickest download time, make sure the "Headers Only" option is selected (the dark background indicates it has been selected). If you want to receive all of your email, make sure the Headers & Bodies option is selected. Tap on the Quick Sync button to connect to your server and get your email.

Note: See the IMAP Disconnected Mode section for more information on Quick Sync and Full Sync.

Filters

Filters allow you to sort any incoming mail into separate folders, to make reading them later faster and easier. To set up a filter, select the Filters… option from the Options menu. From this screen, hit "Add" to create a filter, this brings up the Filter Editor.

Figure 24. Filter Editor Screen

The top field is the filter name. Enter in a short one-two word description of the filter you're intending to create. Using the dropdown menus and the text line, you can create the rest of the filter.

Viewing Email

Tap on any listing in MultiMail's main screen to see your message. Once you are in the Message screen, you can read the body of the message.

Figure 25. MultiMail's Message Screen

You can more easily navigate through the message by using the "Go to Top" or "Go to Bottom" options. You can invoke these options in two ways. The first is to tap on the Menu icon of your PalmPilot and select the option from the Options menu. The second is to tap on the icon in the upper right hand corner of the screen.

Note: You can also change the size of the font by selecting the "Font" button on the options menu, or by using the command /F.

Figure 26. "Go to Top" Icon

Display Options

Multimail uses an icon system to better display information about your messages. The icon directly to the left of each message shows whether the message is selected/unselected and whether or not it has its body downloaded. A black background signifies that the message is selected, and an "X" signifies that the body of the message has been downloaded.
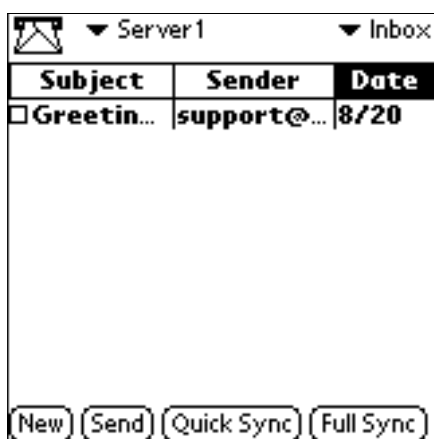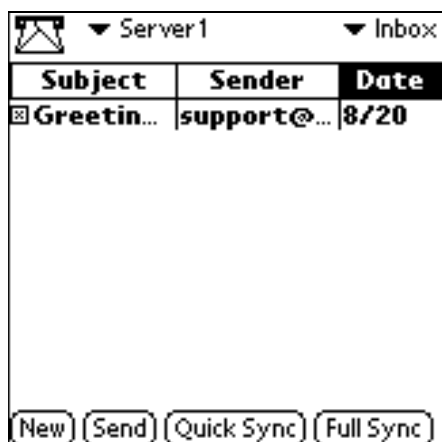

Figure 27. Unselected, no body

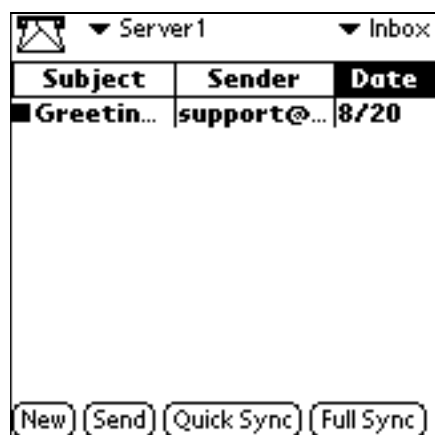**Figure 28. Unselected, with body**

Figure 29. Selected, no body
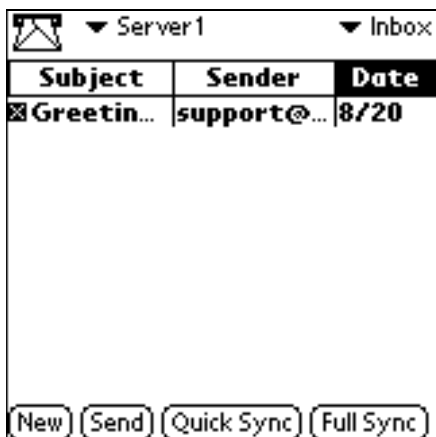
Figure 30. Selected, with body

You can use the Mail dropdown menu on the main screen to further manipulate your messages. You have six different options.

- Select All - Selects all messages in the current mail folder
- Deselect All - Deselects all messages in the current mail folder
- Retrieve Bodies Selected - Connects to mail server if needed, and downloads all bodies for selected messages that need to be downloaded
- Mark Selected as Read - Marks all selected messages in bold, signifying "read"
- Mark Selected as Unread - Marks all selected messages as unread messages
- Clear Queued Deleted - If you have told MultiMail to delete any of your messages off of the mail server, this will cancel those selections, assuming you are in offline mode. This option is only available in POP3 mode.

Figure 31. Mail option menu

To enable/disable the above selector icon, go to the Options menu, and click on the "Display Options" button. Even if you have this option disabled, the messages that you already had selected will *remain* selected, even though it won't show on the screen.
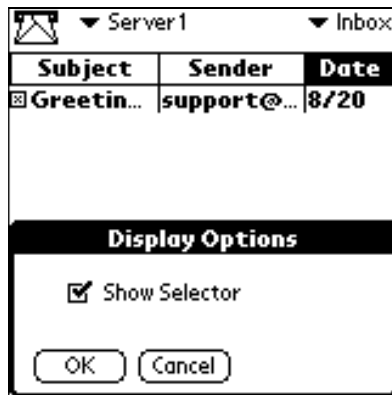

Figure 32. Display Options Dialog

Customizable display

The main display of MultiMail was programmed to make it easier for you to customize it for your needs. The vertical scroll bars that separate the three fields can all be dragged left and right to resize the columns. In addition,

you can change the order of the fields by clicking on the field you want to move, and dragging it to where you wish to place it. The combination of these two features allows you a large array of potential display configurations.

Viewing attachments

If you have mail in your Inbox with an attachment, you may be able to view it using one of Multi Pro's plug-in viewers. As of this release, you are able to view any text file, as well as install any .prc file to your PalmPilot.

Figure 33. Attachment Viewer

In order to view/install an attachment, you must first select the e-mail which contains the attachment. Clicking on the icon in the upper left portion of the screen will display the attachments that the current message carries. If you have more than one attachment, you can use the Attachment dropdown menu to display a list. Underneath the name of the attachment lies the attachment type. To view a specified attachment, simply click on the View button.

Plugins

In order to properly view attachments, you'll need to configure your plugins. Each plugin had a Creator ID that specifies where it is located, and what its job is. For each plugin type, you'll need to have a Creator ID. Once a plugin has been configured, you will be able to use it for viewing that type of attachment.
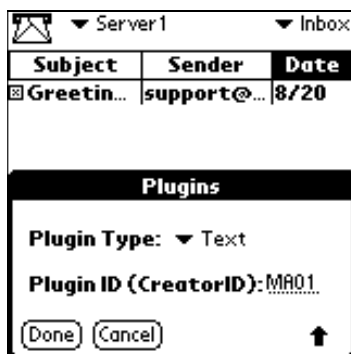
Figure 34. Plug-in Viewer

Sending Email

To send a new message, tap on the New button on the bottom of the Index View. The New Message screen will appear.

Figure 35. New Message Screen

Addressing your email

You can address your email in one of two ways.

- The first way is to tap on the line next to the word "To:" Enter the email address. If you want to send copies to anyone, tap on the line next to the word "cc:" or on the line next to the word "bcc:" depending on whether you want your recipients to be able to see whom you sent the copies to. "cc:" allows anyone you received the e-mail to see all recipients while "bcc:" only allows people to see whom the original copy of the letter was intended for. Enter the email address of those people who should receive copies. Separate multiple addresses with a comma.
- The second way to address your email is to use the address book link. To use this feature, tap on the word "To:" The Email Lookup screen will appear.
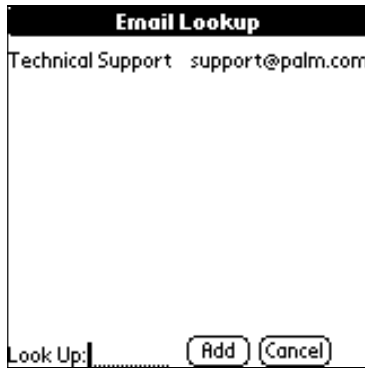
Figure 36. Email Lookup screen

You will see all of your address book entries that have email addresses. Select one of your entries by tapping on the entry. The To: field in MultiMail will automatically be filled in. Repeat this with the "cc:" or "bcc:" field if appropriate.

Note: If you want to edit an email address that is longer than the line provided in the New Message Screen, you will need to use the graffiti commands "Move cursor left" and "Move cursor right"

Hint: If you want to set up mailing lists, enter them into your address book. Enter the mailing list name in the Last Name field. Enter the email addresses in the Email field. Enter them as one long name, separated by commas.

Composing your email

To type the contents of your email message, tap in the entry area of the New Message screen. The entry area can be found between the addressing area and the buttons on the bottom of the screen. Once the flashing cursor appears in the entry area, you may enter your email message.

Hint: While in the New Message screen, click on the Menu button of your PalmPilot. You will see many common editing features to make your email entry easier!
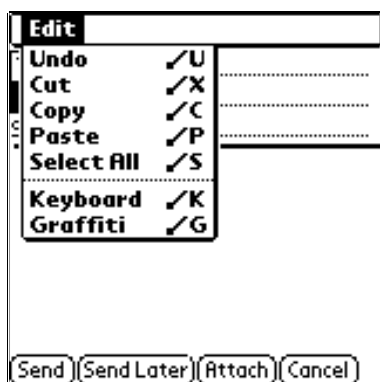
Figure 37. New Message Editing Menu

Adding attachments

As with most desktop e-mail clients, MultiMail Pro allows you to attach text files to your outgoing messages. In order to do so, create a new message and click on the small paperclip in the upper portion of the message to bring up the Attachments screen.
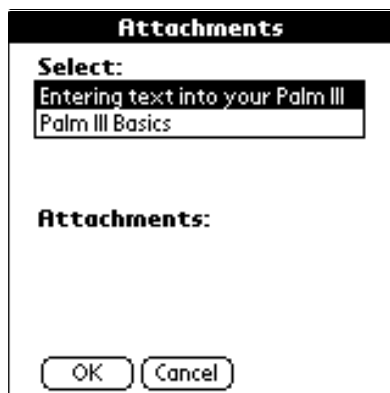
Figure 38. Attachments Screen

A list of possible attachments appears under the "Select:" category. These files are all derived from the memo pad function of the PalmPilot. You can add as many attachments as you wish. Once you've selected an attachment, it will appear under the "Attachments:" field. When you are done attaching, click on the "OK" button to return to the message composition screen.

Sending your message

- **Send Immediately** - If you want to send your email immediately, simply tap the send button on the bottom of the New Message screen. If you are not connected to your mail server, MultiMail will initiate the connection and then deliver your email message.

- **Send Later** - If you want to minimize your connection time to your mail server, you might consider using the Send Later option. This will allow you to compose your messages while you are offline and then send all the messages during one connection with your mail server. To use this option, tap the Send Later button on the bottom of the New Message screen. This will file your composed message into your Outbox folder. To send your messages, tap the send button. MultiMail will initiate the connection to your Mail Server and deliver the messages in your Outbox.

Note: To send messages from multiple accounts, you will need to tap the send button for each individual account.

Replying to Email

In order to reply to a message on your PDA, select the message from the main screen. From the message window, tap on the Reply button on the bottom of the screen. The message will be automatically addressed and a copy of the original message will be placed in the entry area. The cursor will automatically be placed above the copy of the original message.

Figure 39. Reply To Message Screen

Fill in the text of your reply here. Tap on the Send or Send Later buttons to send the reply.

Reply All to Email

In order to reply to both the sender and the recipients of a message on your PDA, select the message from the main screen. From the message window, tap on the Rep All button on the bottom of the screen. The message will be automatically addressed and a copy of the original message will be placed in the entry area. The cursor will automatically be placed above the copy of the original message.

```
┌─────────────────────────────────┐
│ Reply To Message                │
│ To: support@actualsoft.com,MultiM│
│ cc: bcc: ⊍..................     │
│ Subject: Greetings!.............│
│ ┌─────────────────────────────┐▲│
│ │                             │ │
│ │support@actualsoft.com wrote:│ │
│ │─────                        │ │
│ │>Welcome to the PRO II Edition│ │
│ │>of MultiMail, from Actual Software!│
│ │>                            │▼│
│ └─────────────────────────────┘ │
│ (Send)(Send Later)(Attach)(Cancel)│
└─────────────────────────────────┘
```

Forwarding Email

In order to forward a message on your PDA; select the message from the main screen. From the message window, tap on the Forward button on the bottom of the screen. The Forward Message screen will appear with the cursor defaulted into the message addressing area of the screen. The forwarded message and the subject will be automatically filled in.

Figure 40. Forward Message Screen

At this point, address your message using either the address book link or direct entry methods. If you want to add a message to the message body, tap in the message entry area and then enter your message. When the message is complete, tap on the Send or Send Later buttons to send your message. If you choose the Send Later option, you will need to select the Send or Send/ Receive button on the index view to complete delivery of the message.

Deleting Email

There are two ways to delete your email. You can delete an individual message or bulk delete all messages.

- **Individual Messages** - To delete an individual message, simply tap on the message in the main screen. Once the message is displayed in the Message window, tap on the button labeled "Del"
- **Delete Selected –** Beside each of the messages in your folders is a checkbox that allows you to better control that message. Any message with its checkbox selected will be deleted when you use the Delete Selected… option in the Mail dropdown menu.

```
┌─────────────────────────────┐
│ █Mail█ IMap  Options        │
│ Select All                  │
│ Deselect All                │
│ ·······················     │
│ Retrieve Bodies Selected... │
│ Mark Selected As Read       │
│ Mark Selected As Unread     │
│ ·······················     │
│ Delete Selected...          │
│ Purge Deleted               │
│                             │
│                             │
│                             │
│ (New) (Send) (Quick Sync) (Full Sync) │
└─────────────────────────────┘
```

Figure 41. Delete Selected Option

Tap on the "Yes" button in the confirmation screen.

Hint: Deleting a message will NOT free memory from your PalmPilot. In order to do this you must "Empty the trash". To do this, simply select the "Empty Trash" option from the Mail menu of the Index View.

Organizing Email

Now that you have configured multiple email accounts, and have started sending and receiving email, you probably have a need to organize your email into separate folders. Previously, we described how to configure mail folders on each individual mail account. This section will explain how to move mail into those folders.

From the main screen of MultiMail, tap on the message you wish to file. You will enter the Message Screen. In the upper right hand corner of the screen, you will see a tiny icon with lines in it. Immediately to the left of the icon, there is a dropdown menu. Click on the dropdown menu.

In addition, MultiMail allows you to sort your messages by either subject, sender or date. To sort ascending, click on the desired field name. To sort descending, click on it again.
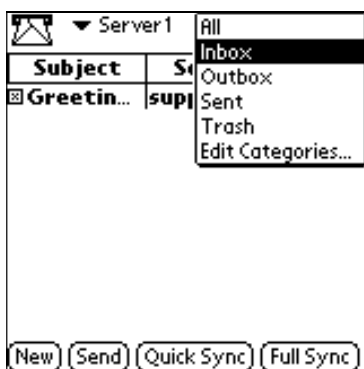

Figure 42. File Folder Dropdown menu

 Select the folder to which this message belongs.

IMAP Disconnected Mode

One of the biggest advantages of the IMAP protocol is the operations in disconnected mode. This means that you can do certain operations while disconnected from your server, then update your server at a later time. This update is called synchronization. MultiMail offers you two ways in which to do your synchronization with the server.

Quick Sync

The Quick Sync option allows you to choose which updates will occur. The four choices for quick sync are as follows:

- Get New Mail – This option will retrieve any new mail from the server. New mail is any mail that has not been downloaded yet by any mail client.
- Sync PalmPilot Changes – This option allows you to update the mail server with any changes that you have done on your PalmPilot. Any messages that you deleted on your PalmPilot will be deleted from your server. Any mailboxes you created, renamed, or deleted will be reflected on the server.
- Sync Server Changes – This option allows you to update your PalmPilot with any changes that have been done on the server. If you have made changes to your IMAP account while on a desktop machine, you can cause these changes to be updated on your Pilot by selecting this option.
- Send Queued Mail – This option allows you to send mail that has been stored in your Outbox.
- Use Filters – This option allows you to run received messages through a filtering system that allows you to better organize your e-mail.

To perform a Quick Sync, tap on the Quick Sync button on MultiMail's main screen. Select the options you want to perform in the Quick Synchronization dialog.

Figure 43. Quick Synchronization Dialog

9. Tap on the QuickSync button.

Full Sync

Full Sync is simply a quick sync with all the options selected. To perform a full sync, tap on the Full Sync button on MultiMail's main screen.

Troubleshooting Tips

Unable to resolve name

If you receive an error from MultiMail stating that it is having problems resolving the name, it indicates that there is a problem with the name of your mail server. Go to the mail server configuration dialog, and double check for typographical errors. If you have previously connected successfully before and have not changed your mail server configuration, there is probably a problem with the Directory Name Server (DNS) on your ISP. Retry connecting at a later time.

Haven't configured MultiMail.

MultiMail requires configuration before you can receive your mail. If you receive an error from MultiMail sting that you haven't configured MultiMail, complete the steps in the Configuration chapter of this manual.

MultiMail fails to connect.

There are a number of reasons that could cause MultiMail to fail to connect.

- The most common reason is that the server that you are trying to connect to is not responding. If this is the case, retry the connection at a later time.
- The batteries in your modem could be low.
- *Try tapping on the Prefs icon on the main PalmPilot screen. Select the Network preferences, and try tap on the connect button. If the connection is successful, but you still cannot connect through MultiMail, report the problem to support@actualsoft.com. If the connection failures continue, check the phone number for your ISP and call the support number for your ISP.*

My modem beeps when I try to connect.

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

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

When you configured your preferences in MultiMail, you set a maximum limit for the size of a mail message (up to 60K). If a message is longer than the configured limit, MultiMail will truncate the message after the maximum size has been reached. The bottom of the message will say, "message truncated" to indicate that you have not seen the entire message.

Cannot connect to SMTP server

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

Cannot connect to IMAP server

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

Cannot connect to POP3 server

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

Incorrect Password

This message indicates that the mail server has rejected you configured password. Go to the mail server configuration screen and reenter your password.

Known Problems

If you receive an alarm from your PalmPilot during MultiMail communications, MultiMail will receive an error. To avoid this problem, do not install programs such as "Alarm Hacks" with MultiMail.