SnapperMail™

Version 1.5 Users Manual

snapperfish

Getting Started with SnapperMail

Introduction

Thank you for selecting SnapperMail™ by Snapperfish Ltd. SnapperMail™ is a best of class email application which allows your Palm OS handheld / smartphone to send and fetch email wirelessly.

Summary of Key Features

- Simple to use interface featuring FingerNav™ technology specifically designed for smartphone operation

- Class leading attachment support in desktop formats

- Support for unlimited sized attachments and message texts

- Support for saving/sending attachments to/from a memory card

- Periodic mail fetching with alert notification of new messages

- Supports POP3 mail servers

- Supports SMTP with SMTP Authorization

- Small memory footprint

Requirements

SnapperMail™ runs on any Palm OS device using OS 3.5 or higher with 270k of free memory and a connection to the Internet. Common methods of connecting to the Internet include built-in wireless modems, IR/Bluetooth connection to mobile phone, Palm dialup modem, and 802.11 wireless cards connecting to LANs.

NOTE: SnapperMail™ does NOT work on Palm i705 and VII series devices.

Installation

SnapperMail comes with the following files:

- SnapperMail.prc
- LXbrowser.prc
- HandZipperLite.prc
- JpegWatchLite.prc

All of these files should be HotSynced to your handheld.

Unlocking SnapperMail

When you purchase SnapperMail, you will be supplied with an unlock code. This code must be entered into SnapperMail for the application to be fully functional, without this process SnapperMail will expire after 21 days.

Please make sure you have installed the full version of SnapperMail, the free trial version of SnapperMail from the www.snappermail.com website does not support unlocking. To unlock your copy of SnapperMail select About SnapperMail menu item.
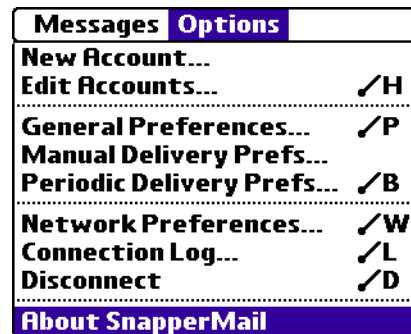
From the About SnapperMail form, tap the Register button.

This will take you to a form where your can enter your unlock code.

Enter Unlock Code

Your Hotsync ID is:
John Doe

Enter unlock code:
63a3e2a7

OK   Cancel

Once you've entered your unlock code, SnapperMail will be fully
activated and will not expire.

Overview of the SnapperMail Interface

Viewing Modes

SnapperMail operates in two viewing modes called FingerNav™ and StylusNav™, each separately optimized for either stylus navigation or finger navigation. You can toggle between the two modes with the graphic button on the lower right of the screen.

FingerNav™

FingerNav is particularly useful for smartphone users who often navigate the touch screen with their finger. In this mode elements on the screen are larger creating a sweeter hotspot for your finger to hit. You will notice that touching an area near the scrollbar will cause it to expand, allowing you to scroll the screen easily with your finger.
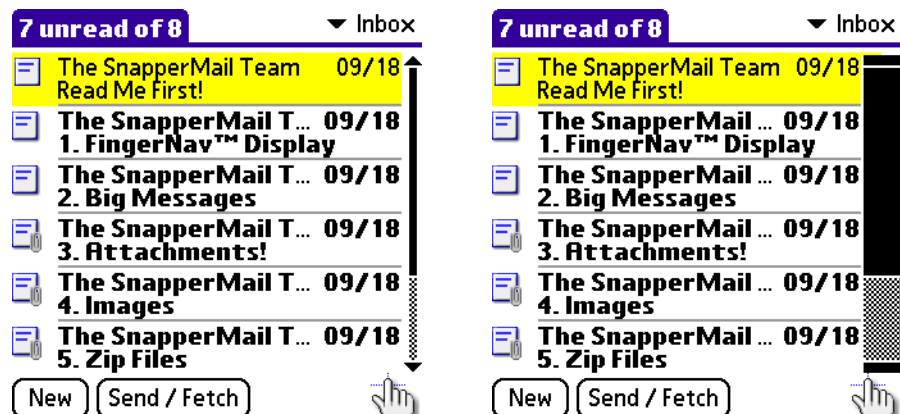
Stylus Nav™

Stylus Nav generally puts more information on the screen at the sacrifice of large hotspots for navigation. Hence it is ideal for navigating with a stylus.
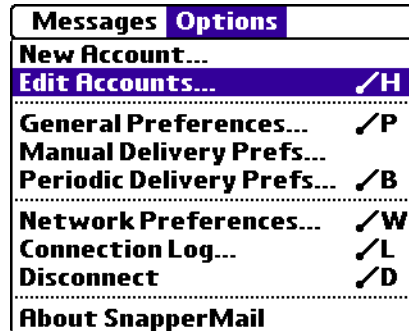

Treo Keyboard Optimizations

If you're using a Handspring® Treo device, SnapperMail lets you activate the menu commands a little faster. As long as you're not in a text input field, you can omit pushing the command stroke key prior to activating a menu item. For example, typing command-stoke "S" will Select All with two keystrokes, with SnapperMail you can just type the letter "S" on its own as a one keystroke command to achieve the same action.
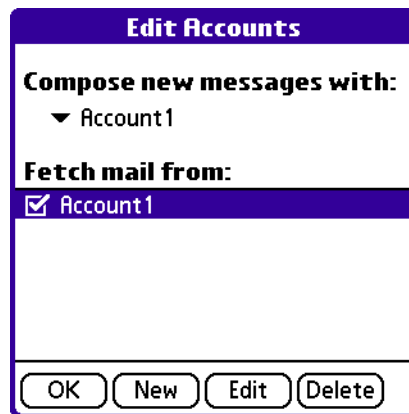
Configuring Your Mail Accounts

Managing Your Mail Accounts

With SnapperMail you can configure an unlimited amount of POP3 e-mail accounts. To edit or add a new account, select the Edit Account Menu item.

Messages	**Options**
New Account...	
Edit Accounts...	**/H**
General Preferences...	**/P**
Manual Delivery Prefs...	
Periodic Delivery Prefs...	**/B**
Network Preferences...	**/W**
Connection Log...	**/L**
Disconnect	**/D**
About SnapperMail	

This will bring you to the Edit Accounts form where you can manage your accounts.

Edit Accounts

Compose new messages with:
▼ Account1

Fetch mail from:
☑ Account1

(OK) (New) (Edit) (Delete)

- One of your accounts will be your default mail account to compose new messages with - you can select this default account at the top of this form. Note that you can always switch to another identity while you are composing the message. When replying to a message SnapperMail will always use the account the message was receive on.

- Tapping New will create a new account

- Tapping Edit will edit the highlighted account

- Tapping Delete will delete the highlighted account

- The checkboxes to the left of each account indicate whether that account will be included in a Fetch operation.

Editing a POP3 Mail Account

Tapping New or Edit in the <u>Edit Accounts form</u> will take you into the settings for the chosen account.

The first thing to do in this form is to give the account a name that you want to use to refer to this account. You can do this by editing the name at the top of this form. This name can be anything you like.

This form has 4 main sections: Info, Server, Fetch and Send.

Info

This area configures your identity for outgoing messages.

- **Your Name.**
  Enter your name as you'd like it to appear in your outgoing messages.

- **Email Address.**
  Enter your email address for this account. This is the "From" address that will be placed in your outgoing messages.

Server

This area configures the servers that SnapperMail will use to fetch and send mail.

Incoming Mail

- **POP3 Server**
  Enter the POP3 server name as provided by your ISP

- **Username and Password**
  Enter your POP3 login name and password

Outgoing Mail

- **SMTP Server**
  Enter the SMTP server name. This is the server that SnapperMail will use for sending mail. To avoid relaying denied problems you should enter the SMTP server that your handheld is connecting (dialing-up) to the Internet with, not necessarily the SMTP server that matches this mail account as provided by your ISP.

- **Username and Password**
  These settings are optional. If these settings are entered then SnapperMail will attempt to login to the SMTP server using SMTP authorization protocol. SMTP authorization allows you to send email from an ISP's SMTP server without needing to connect that ISP's network (i.e. dialing up to that ISP).

  If you have left these settings blank and SnapperMail has trouble sending mail with this SMTP server it will attempt SMTP authorization using logins guessed from your current POP settings and other SMTP settings in your other accounts. This

can lead to a slight delay when connecting to the SMTP server for the very first time.

More Settings

Tapping the More button will take you to some extra settings. You probably won't have to configure the settings on this screen.


- **POP3 and SMTP Port settings**
  You can configure SnapperMail to use different ports when talking to the mail servers

- **POP before send**
  If this is selected, SnapperMail will login to the POP3 server before sending mail on the SMTP server. POP before send was an early authentication method that was popular before SMTP authorization became widely adopted.

Fetch

This area configures the default behavior when SnapperMail is fetching mail. You can configure things like how many messages to fetch, how much of each message you want to fetch, and whether to delete the message from the server.

- **How Much of Each Message to Fetch**
  By default SnapperMail fetches the first 20 lines of the message, you can change this default by selecting a different value.
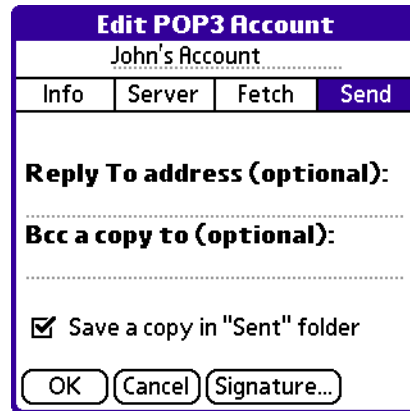

9
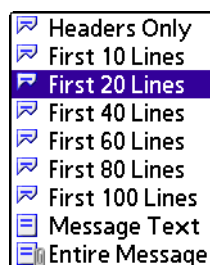
- ▪ "Headers Only" will fetch only the message header, i.e. the Subject, To, From, Cc, and other envelope information
- ▪ "Message Text" will fetch the whole message but will omit any attachments
- ▪ "Entire Message" will fetch the whole message including any attachments.

- **How Many Messages to Fetch**
  By default SnapperMail fetches the 12 most recent messages on the server, you can configure this to a different number.

- **Deleting Options**
  By default SnapperMail does not delete any mail on the server. This is a safe option since most people prefer to have their desktop e-mail client fetch the same email later for record keeping reasons.

  You may select up to four alternative delete off server actions: Delete when the entire message has been fetched, Delete when the message has been moved to trash locally in SnapperMail, Delete when the message has been emptied from trash locally, and Delete after a specified number of days.

Send

In this section you can configure additional preferences on outbound messages.

Edit POP3 Account

John's Account

Info	Server	Fetch	Send

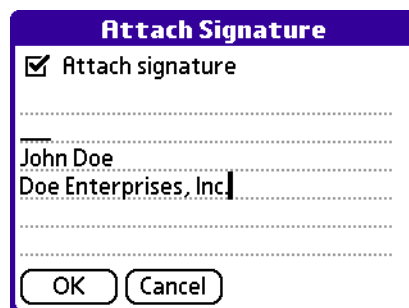**Reply To address (optional):**

Bcc a copy to (optional):

☑ Save a copy in "Sent" folder

(OK) (Cancel) (Signature...)

- **Reply To**
  You may optionally specify a different e-mail address for the recipient to reply to.

- **Bcc a copy to**
  You can Blind Cc a copy of every outbound message to an e-mail address. This option is handy for people who want to send a copy of all outbound messages to their desktop.

- **Save a copy in Sent folder**
  A copy of all outbound messages will be saved in the Sent folder.

Signatures

In this section, you may tap the Signature button and configure a signature with every outgoing message. SnapperMail will insert this signature into the message composer whenever you write a message.

Attach Signature

☑ Attach signature
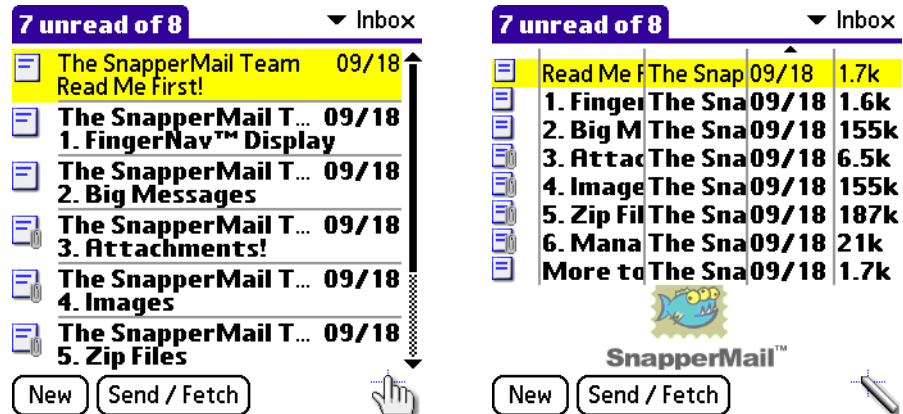
___

John Doe
Doe Enterprises, Inc.

(OK) (Cancel)

11

Managing Your Mail

The Message List View

You can manage your mail within the Message List View. This is SnapperMail's main form.

This view has both FingerNav and StylusNav modes.

Messages in bold indicate unread messages.

Message Icons

Each message in your message list will have up to 2 icons that show you the status of the message.

The Message Status Icon

This icon displays how much of the message you have downloaded or for outgoing messages whether the message is a draft or has been sent.

Partial Message

Full Message Text
The text portion of the message has been fully downloaded. Note that this message may still have attachments that have yet to be downloaded.

Full Message Text and Attachment

Draft Message

Sent Message

12

Tapping on the Message Status Icon will pop up a list of actions that you can perform on this message. A tap and hold operation on the message description will produce the same popup.

```
Open
Move to trash
Move to folder
↓ Fetch Message Text
↓ Fetch Entire Message
✗ Delete Off Server
```

The Server Status Icon

This icon displays what's happening on the remote server. It will tell you whether the message exists on the server and what SnapperMail will do with the message on the next send and fetch operation. You can tap this icon to toggle through the possible options. This includes delete the message from the server, download the message body, and download the entire message including attachments.

Message is not on server (blank icon).

Message is on the server

Message text will be downloaded on the next sync.

Entire message including attachments will be downloaded on the next sync.

Message will be deleted from the server on the next sync

Outgoing message is queued to send

Group Operations

You may select multiple messages by a drag-select operation over multiple messages. You can tap and hold on the multiple selection to popup a list of actions to perform on the selected messages.

Tip: If you have multiple messages selected, you can easily extend the selection with another drag operation starting from the last message that was highlighted in the previous drag-select operation.

You can select all messages in a folder with the menu command Select All.

SnapperMail™

Sorting Your Messages

Your messages can be sorted by tapping the top of each respective column in StylusNav mode. A little arrow on one of the columns will indicate which column is sorted. You may tap this arrow to toggle direction of the sort. The messages displayed in FingerNav mode will follow the same sort order.
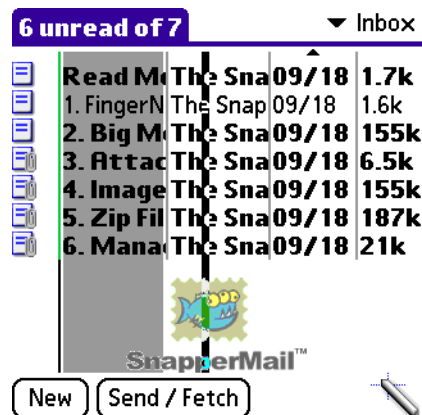
You may sort by Date, Subject, Sender, Size, Message Status and Server Status.

Organizing Your Columns

The columns displayed in StylusNav Mode are highly configurable.

Column Width

Each column can be resized by dragging on the column divider.

Column Order

The order of the columns can be adjusted by dragging on the top area of a column you wish to move. The selected column will highlight and an arrow will indicate the target position as you drag the column.

14

SnapperMail™

Columns Displayed

To display fewer columns, simply move the columns you don't want to see to the right of the screen and then resize the columns to the left such that the unwanted columns disappear from view off to the right.

Folders

The top right area of the Message List View displays the folder you are viewing. Tapping this indicator will pop up the full list of folders.

Any folder containing unread messages will be listed in bold. The number associated with each folder indicates how many messages the folder contains. You may switch to another folder by tapping this list.

Messages can be moved between folders by either tapping on the message icon or a tap-hold operation on a message and then selecting the Move To Folder command. Note you can move multiple messages at a time by selecting multiple messages.

Message Actions

Deleting Messages Locally

Removing messages from your handheld is a two-step process. Messages are moved to a folder called Trash, which can then be emptied manually. Note that these operations do not affect the message on the remote server. The Server Status Icon will show you whether the message is going to be deleted from the server. If you'd like to delete the message from the server automatically when the messages are moved to the Trash, you can set this up in the account settings.

To trash a message you can either select the Trash menu command or by a tap-hold operation on a message and selecting the Move to Trash action. Trashing can be invoked on multiple messages.

Deleting Messages From the Server

You can remove a message from the server by tapping on the server status icon (StylusNav Mode only) until the red X icon shows. A tap-hold operation on the message and selecting the Delete Off Server Action will achieve the same results.

You can configure messages to be tagged for deletion from the server automatically based on rules in your account settings.

The Junk Command

You can delete messages both locally and on the server in one action using the Junk menu command. Junked messages by default are moved to the Trash folder, however you may configure SnapperMail to bypass the Trash folder in the General Preferences.

Marked As Read/Unread

Though SnapperMail automatically tracks what message you have read, leaving unread messages in bold, you can manually mark messages as read or unread using the Mark Read and Mark Unread menu command.

Sending and Fetching Mail

Manual Mail Delivery

SnapperMail can send and fetch mail in two modes, either manually or automatically. In this section we'll describe manually delivery.

Sending and Fetching

You can send and fetch mail by tapping the Send/Fetch button at the bottom of the Message List View or by tapping the Send And Fetch menu command. SnapperMail will attempt to send all your outbound messages in your Outbox and will then download mail from each of your nominated accounts.

As well as the combined send and fetch operation SnapperMail has separate send only or fetch only commands that can be accessed through the menu.

Fetching from One Account

Sometimes you may only want to check one of your accounts. To fetch from only one of your accounts, tap the Fetch One Account menu item.

Messages	Options	
New Message...	/N	
Send...	/Z	
Fetch...	/F	
Fetch One Account...	/O	
Send And Fetch...	/M	
Select All	/S	
Trash	/T	
Empty Trash	/E	
Mark Read	/R	
Mark Unread	/U	
Junk	/J	

This will take you to a list of all of your accounts. Tap on the account you want to start the fetch.

SnapperMail™

Fetching Mail Progress Display

When a mail fetch has been initiated, SnapperMail displays a comprehensive form showing the progress. From this point onwards Treo users may close the lid of their device and the handheld will not go to sleep until SnapperMail completes the mail fetch operation.

Initially SnapperMail will check to see what messages are on the server and will look for new messages that have not been downloaded before.
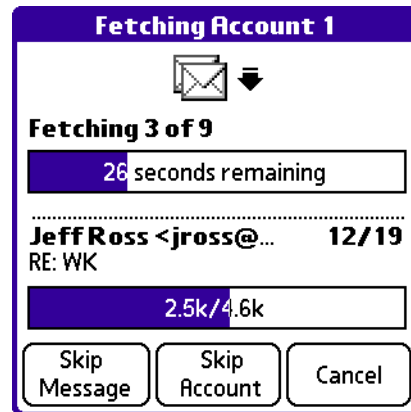

You may cancel the fetch operation at any time by tapping the Cancel button. If you are fetching from more than one account you may skip the current account and move onto the next account by tapping the Skip Account button.

Once SnapperMail has determined the new messages on the server it will begin downloading the messages.

18

SnapperMail™

Fetching Account 1

Fetching 3 of 9

| 26 | seconds remaining |

Jeff Ross <jross@...   12/19
RE: WK

2.5k/4.6k

| Skip Message | Skip Account | Cancel |

As each message is downloaded a preview of the message is displayed onscreen. SnapperMail also makes an estimate of the time required to complete the fetching operation for the current account.

You can skip the current message by tapping the Skip Message button. Any portion of that message will be stored and will be available for viewing afterwards.

After downloading new messages SnapperMail will delete the messages marked to be deleted.

If during any part of this process an error occurs, SnapperMail will display an error form.

Communications problem

⚠ **The send or receive did not complete successfully.**
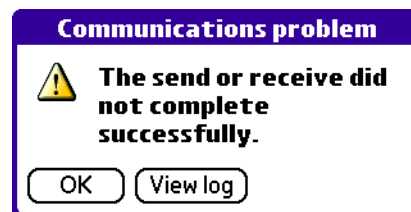
[OK] [View log]

You may tap the View Log button and check out the errors in the connection log.

One Button Mail Fetch

A useful option for some users is to configure SnapperMail to fetch mail by pressing a hardware button. To do this you must map SnapperMail to one of your hardware buttons. Your button preferences is accessible by exiting SnapperMail and running the built-in Prefs application, from there you can configure your hardware buttons in the Buttons section.

SnapperMail™

Once SnapperMail is mapped to a hardware button, you will need to "allow one button send and fetch" in your <u>Manual Delivery Prefs</u>.

With One Button Mail Fetch, two pushes on the assigned button will launch SnapperMail into a send and fetch operation. If you are already inside SnapperMail only a single push is required.

Configuring Your Manual Delivery Options

To configure your manual send and fetch options, tap the Manual Delivery Prefs menu command.

20

Allow one button send and fetch will enable you to send and fetch mail with a push on a hardware button.

Disconnect after send and fetch will cause your handheld to disconnect from your ISP after a send and fetch operation.

Alert me of new messages will alert you after downloading new messages. You can customize the sound of the new mail alert. The volume will follow the system preference settings for alarms.

Periodic Mail Delivery

A convenient option for wireless devices is to set up SnapperMail to fetch mail periodically when you aren't using the handheld. In this mode, SnapperMail wakes up the handheld and fetches your mail. If any new messages are found, then SnapperMail can alert you.

Note that SnapperMail will not fetch mail while your handheld is turned on. If SnapperMail is scheduled to perform a periodic send and fetch operation while your handheld is turned on, it will wait up to four minutes after you turn off your handheld before waking up again to fetch mail.

Configuring Your Periodic Delivery Options

To configure your periodic fetching settings tap the Periodic Delivery Prefs menu command.

Initially the Periodic Send and Fetch feature will be disabled with the hours of operation set to No Time.

Tap the No Time selector box to enter the Set Time form. In this form you can configure what hours of the day you wish for periodic fetching to be enabled.

The All Day button will set periodic fetching to work at all hours of the day. No Time will disable periodic fetching.

Once the start and end time for operation has been set, SnapperMail considers periodic fetch to be enabled and a full list of options are displayed in the main configuration form.

Every

You can select the frequency at which SnapperMail will fetch mail. Be aware that frequent mail fetching will reduce battery life significantly.
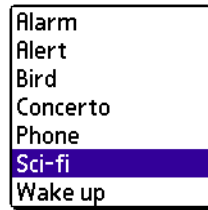
On

SnapperMail allows you to select the days of the week to check your mail.

Disconnect

This setting if activated will cause SnapperMail to disconnect from your ISP after sending and fetching.

Alert

You can tell SnapperMail to alert you if new mail is found. The alert sound can also be customized in the alert tone popup.

```
Alarm
Alert
Bird
Concerto
Phone
Sci-fi
Wake up
```

Reading Mail

The Message Reader

You can read a message by tapping a message in the Message List View. This will take you into the Message Reader.

Message Count —————————— Header View

Add Sender to
Address book

Previous / Next
Message
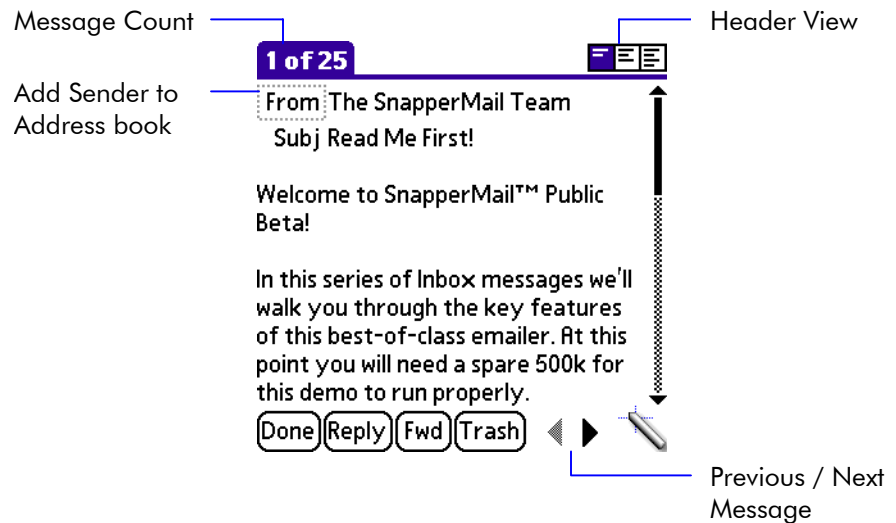
Message Count
The top left of the reader displays the order of the current message in its folder and the number of messages in the folder.

Header View
The message reader can display the message header in short, long, and full header format. Short header displays just the subject and sender while long header adds date and size information as well as cc information if it exists. Full header will display all of the header information as it was received which is sometimes useful for advanced users to check such things as server names, message hops, sender's email client, organization, and any extended header fields that may have been appended to the message.

Adding Sender to the Address Book
If you receive a message from someone who you would like to add to your address book, tap the From label.

SnapperMail will present you with a form to finalize the address entry before inserting it into your address book.

Navigating Between Messages

You can move between messages by tapping the left and right triangular arrows at the bottom of the screen.

Customizing the Reader View

The reader has both StylusNav and FingerNav modes. The only real difference between the two modes is that the expanding scrollbar is available in FingerNav mode. FingerNav defaults to a larger font, however you can customize the font in either mode independently by selecting the Font menu command.
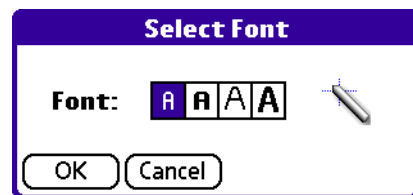
Deleting Messages

Messages can be moved to the Trash folder by tapping the Trash button. This will shift the local copy of the message into the Trash folder for emptying from the handheld later; it doesn't delete the message from the server unless your account settings have been configured to delete messages from server when moved to trash.

For messages that you'd like to remove from the server and locally on your device, you can tap the Junk menu command. The message will be marked to delete from the server on the next fetch operation. Depending on your preferences the local copy of the message will be moved to the trash or deleted immediately.

Partial Messages

If a message has been truncated, SnapperMail will indicate this with a <message truncated> text label at the bottom of the message. A selector trigger to instruct SnapperMail to fetch more of the message will follow this. Your options are to fetch the message text omitting any attachments or to fetch the entire message including attachments.

This will tag the message to fetch more on your next fetch operation. If you would like to fetch more of the message immediately without exiting the message reader, select the Fetch More menu command.
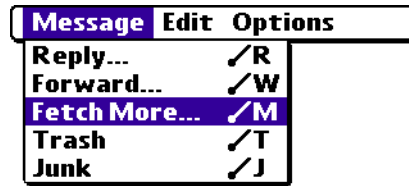
You will then be presented with an option to fetch the just the text or the entire message including attachments if they exist.
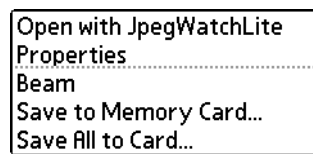
Attachments

Any attachments will show at the bottom of the message.

Tapping on an attachment will pop up a list of actions.

Attachment Information

You can inspect the properties of the attachment by tapping the Properties option in the popup menu.

Properties

Filename:
regina.jpg

MIME Type:
image/jpeg

Size: 18k

[OK] [Cancel]

This Properties form will display the filename, the filetype, and also the size of the attachment. You can rename the file by editing the text field inside this form.

Opening an Attachment

To open an attachment, tap the Open option in the popup menu. Just like your desktop, you'll need a compatible viewing application installed. See the Compatible Viewers section for a complete list of supported filetypes and corresponding applications.

Note that if you have more than one application installed that can view the attachment type you will be presented with a list of applications to choose from in the popup.

Once you have tapped the Open option, SnapperMail will transfer the attachment to the viewing application.

Transfer

Transferring:
**regina.jpg**...

[Cancel]

If you do not have a compatible viewing application installed, SnapperMail will alert you.

Saving an Attachment to the Memory Card

If your handheld supports memory cards, SnapperMail will include additional option in the popup menu to save the attachment. Tapping Save to Memory Card will save the current attachment; you can save all of the attachments in the message by selecting Save All To Card.

You will then be taken to the file browser where you can choose a directory to save the attachment into.
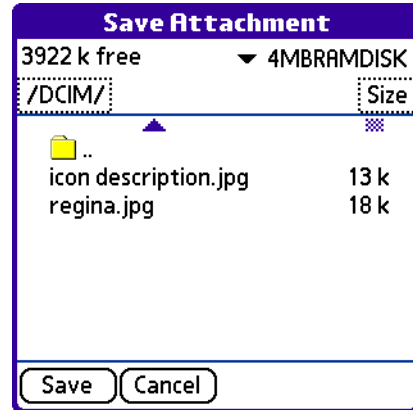
Tip: You can manage directories inside the browser. Tapping the directory name at the top of the screen will take you to the directory selector, where you can create, rename, and delete directories.

Beaming Attachments

You can IR beam an attachment by tapping the Beam option on the popup menu. This will beam the file to another device. Note that SnapperMail downloads attachments in native desktop format so you can beam the file to many types of generic devices like laptops (Windows XP/2000 and Mac OS) and PocketPCs. If you are beaming to another Palm handheld, make sure they have a compatible viewing application installed or they will get an Unknown Format error.
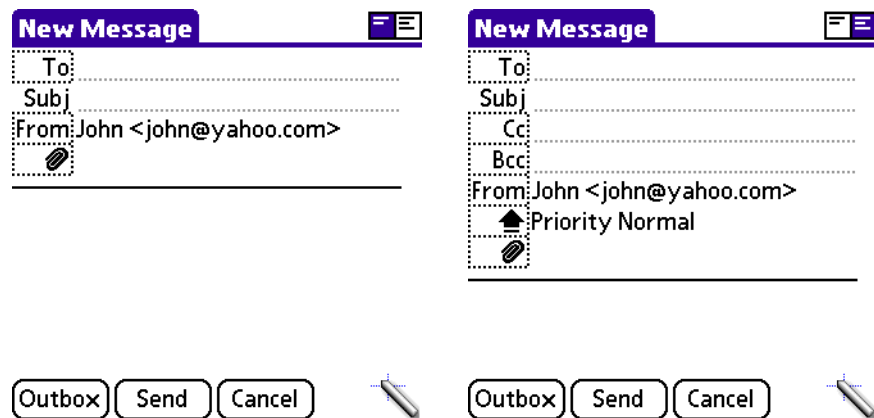
Responding to Messages

You can respond to messages by tapping on the Reply or Forward buttons at the bottom of the Message Reader. If the message was sent to multiple recipients then tapping Reply will prompt you to select between Reply and Reply All.
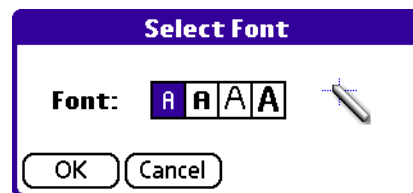
Composing Mail

The Message Composer

You can enter the message composer by creating a new message in the Message List View or by replying or forwarding a message in the Message Reader.

The message composer has short and long header views. In long header view, you have additional Cc, Bcc, and priority fields that can be filled in.

Tapping the Font menu command will customize the font in the composer. FingerNav and StylusNav modes have independent font settings.

Composing Mail

To compose an email, simply fill in each field of the composer, write your message, and tap the Send or Outbox button.

Addressing Your Recipients

In the To, Cc, and Bcc fields fill in your recipients (Cc and Bcc fields only appear in the long header view). You can type in the full e-mail

address or lookup an e-mail address in your address book by tapping the field label. This will take you to a list of email addresses in your address book.

To Lookup:

Benc, Bozidar	benc@benc.hr
Benc, Bozidar	bozidar.benc@launcher...
Benson, Mark	markbenson@bigfoot....
Berman, Ian	ian@thebeachheadgrou...
Beyer, Rob	robert@isolutions.co.nz
Blake, David	david@iliumsoft.com
Bougainville Travel	bougainville@sup...
Brosnan, Linda	brosnan.l@akl-airpor...
Burnett, Lisa	lburnett@chapura.com
Chan, Kenneth	kchan@everyone.net
Chang, Michael	chang@everyone.net

Look Up:| (Add) (Cancel) ↕

Select the person you wish to address and then tap the Add button.

Note that you can jump directly into a closer region in the lookup by entering the person's last name prior to tapping the To label. Entering a space or a comma can start the same look up action. Treo users may also push the Jog Rocker. If the last name is a unique match in your address book, the name will automatically expand into that person's e-mail address. You can use this auto expand feature to quickly enter e-mail addresses as described in the [SnapperMail Tips section](#).

As you continue to enter addresses, the To field will expand to make room for the entries.

New Message

To: bob@yahoo.com,
   jim@hotmail.com,
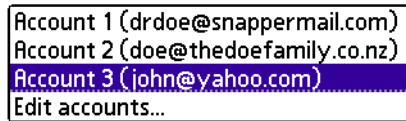▲ jo@hotmail.com
Subj
From: John <john@yahoo.com>
📎

(Outbox) (Send) (Cancel)

Once the field grows beyond two lines you may compact the field by tapping the triangular up arrow that appears to the left of the field.

SnapperMail™

Entering the Subject

In the subject field, enter the subject of the message. This field will expand to accommodate the length of the subject line as you enter it.
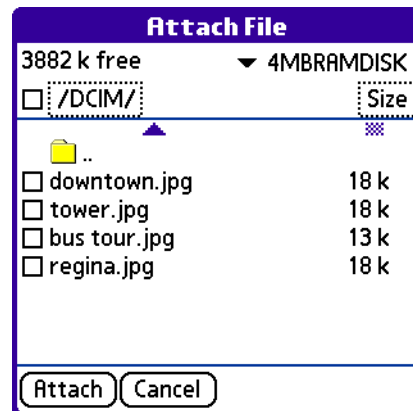
Selecting Your Account

If you are composing a new message SnapperMail will use the default account set in your [Account Settings](#). If you are replying to a message or forwarding a message SnapperMail will use the account from which the original message was sent to. You can change the account by tapping the From label and selecting another account.
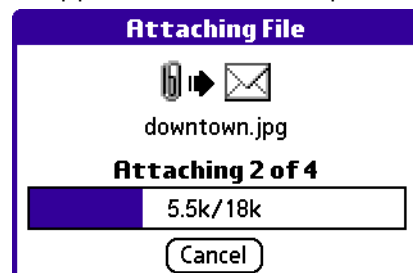
```
Account 1 (drdoe@snappermail.com)
Account 2 (doe@thedoefamily.co.nz)
Account 3 (john@yahoo.com)
Edit accounts...
```

Adding Attachments

You can add attachments to your message by tapping the paperclip; this will take you to the file browser.

```
         Attach File
3882 k free        ▼ 4MBRAMDISK
□ /DCIM/                    Size
        ▲           ▒
   📁 ..
□ downtown.jpg         18 k
□ tower.jpg            18 k
□ bus tour.jpg         13 k
□ regina.jpg           18 k


( Attach )( Cancel )
```

From within the browser you can attach files from your memory card or databases in RAM. You can switch between browsing RAM and the memory card with the selector at the top right of the screen.

Check the files you wish to attach and tap the attach button. SnapperMail will then import the attachments into the message.

```
       Attaching File
        📱➡ ✉
       downtown.jpg
      Attaching 2 of 4
    [████    5.5k/18k    ]
         ( Cancel )
```

31

Any attachments imported from the memory card will be cached in RAM. You are free to eject the memory card once you have imported the files. This allows users to connect online with a separate Bluetooth or WiFi card.

Note that Palm handhelds can only store Palm format databases in RAM, so do not expect any documents you attach from RAM in this manner will be readable on a desktop.
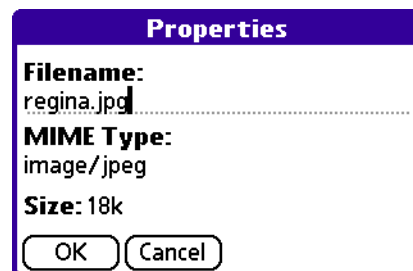
Once your attachments have been imported, they will show in your message composer.

If you change your mind, you can detach a file or all of the files by tapping on an attachment and selecting Detach or Detach All.

You can rename a file before sending by tapping the Properties option.

Sending Attachments from Other Applications

SnapperMail registers itself as an e-mail transport scheme on your handheld, so any application that supports this feature will be able to push an attachment object in desktop format directly into SnapperMail.

The built-in Address, Todo, Datebook, and Memo applications in OS 4 devices or above support this feature. Palm Tungsten devices additionally supports this feature in their NotePad and Voice Memo applications.
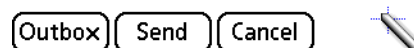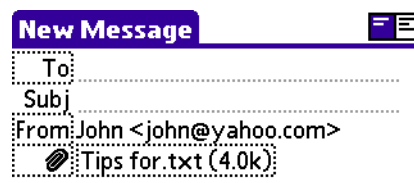
As an example in Memo Pad you can send a memo as a text file by tapping the Send Memo menu command.
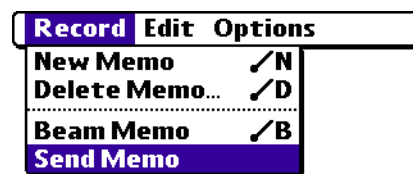
If you have more than one transport scheme installed then an additional dialog will let you choose which scheme to use.
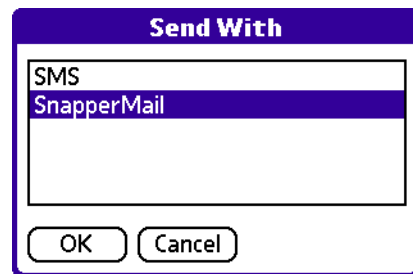
Once SnapperMail has been selected the memo will be transferred to SnapperMail as a text attachment.

Note that registering as a transport scheme was introduced in OS 4.0 so unfortunately the built-in applications in OS 3.5 will not have this

capability. Third party applications have the capability to send attachments to SnapperMail if they support the SnapperMail OS 3.5 extensions. Some examples are:

- Launcher X (www.launcherx.com)
- JpegWatch Lite (bundled with SnapperMail)
- HandZipper Lite (bundled with SnapperMail)

Writing your Message

You can write your message in the message text area at the bottom of the composer.

As you continue to write the header information will scroll off the screen so you can utilize the full screen to compose the message.

If you have a signature configured for the account you are writing from this will be appended into the message text area.

Sending Mail

Once your message is ready to be sent, you can send it immediately by tapping the Send button or you can place it into your Outbox by tapping the Outbox button. Any messages placed in the Outbox will be sent when you next hit the Send/Fetch button in the Message List View.

If you would like to save this message as a draft message to continue composing later, hit the Cancel button and select Drafts. The other option is Discard, which will remove all trace of the message from your handheld.
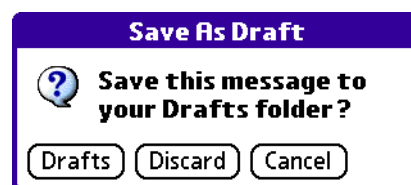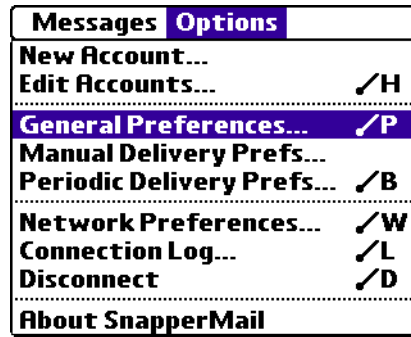
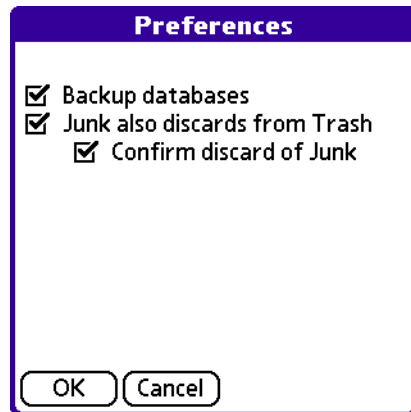Send, Outbox, Draft, and Discard are all accessible as menu commands.

Message	Edit	Options
Send...		✓Z
Save In Outbox		✓O
Save In Drafts		✓D
Discard Message		✓I
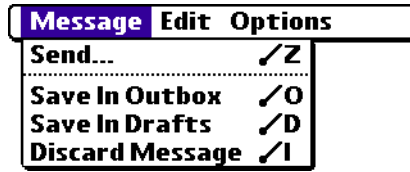
Advanced Users

General Preferences

You can configure other preferences in SnapperMail by tapping the General Preferences menu command.

This will give you access to some additional preferences for SnapperMail.

Backup databases
This will trigger your desktop to backup all of the SnapperMail databases during each HotSync.

Junk also discards from trash
This will configure the exact behavior of the Junk feature. With this enabled, SnapperMail will bypass the Trash folder when you "Junk" a message. You can additionally configure SnapperMail not to prompt for a confirmation when this happens.

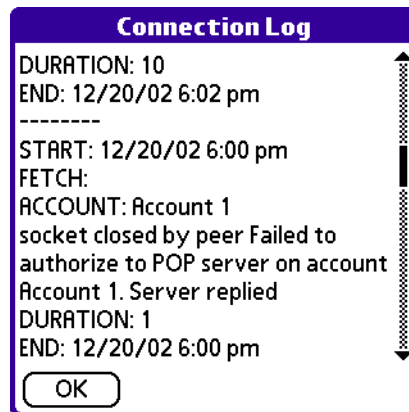## Connection Log

You can access SnapperMail's connection history by tapping the Connection Log menu command.

The connection log can be used for checking on past errors, connection times, previously checked accounts and is particularly handy to review past connections when periodic mail fetching is enabled.

The connection log is limited to 2k, so it is not necessary to empty this log.

Troubleshooting

I get a relaying denied error whenever I try to send email.

Relaying denied errors normally occur when you attempt to send mail through the SMTP (outbound) mail server of one Internet Service Provider (ISP) while connected to another ISP. This is a protective measure by ISPs to prevent their SMTP server from being used by unauthorized spammers to send junk email. To fix the relay denied problem, you will need to either adjust your SnapperMail SMTP settings for each of your email accounts to point to the SMTP server of the ISP you are connecting through. Alternatively if the SMTP server you are trying to use supports authentication, you can enter in your username and password in the "optional" part of the SMTP settings.

SnapperMail Tips

Sending Handwritten Notes

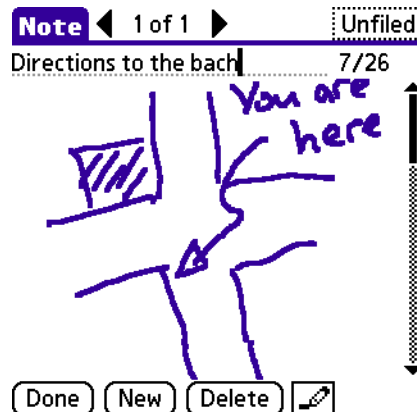The latest version of Note Pad 2.0 shipped with the Tungsten-T and W devices supports sending and receiving handwritten notes (and voice memos) with SnapperMail. Simply tap the Send menu command within the Note Pad application.
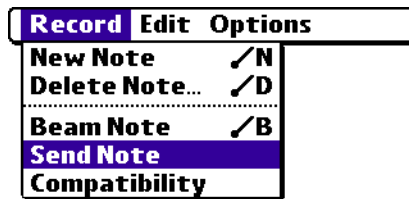
The file will be sent in a PNG graphics file that can be opened by another Palm Device or by any desktop.

Beaming a file to SnapperMail

SnapperMail can accept a file beamed from your laptop.

Simply modify the filename so that it has a .mail extension and replace all "." symbols with "^_".

For example `MyPicture.jpg` becomes `MyPicture^_jpg.mail`

When this file is beamed to your handheld, it will be inserted as an attachment in an outgoing message.

This works with any IrObex compliant device, such as laptops using Windows XP/2000.

Sending and Receiving MS Word Documents

Currently there are no applications that can open native MS Word format files (*.doc) directly on the Palm Handheld, so in the interim we have provided support for this by way of a conversion server which will convert MS Word files to Quickword format and vice versa.

Reading a Microsoft Word Document

In order to read a MS Word *.doc file you must forward the attachment to qsconvert@equin.com which will return a converted attachment in Quickword format (*.pdb) which you can install and view inside Quickword.

Sending a Microsoft Word Document

Having edited or created a document inside Quickword, you can attach the document (*.pdb) and forward it to qoattach@equin.com, which will return a converted document in MS Word format. You can then forward this message to the intended recipient.

Further information on Quickword is available at
www.quickoffice.com/quickword/

Setting up Group Mail Lists

SnapperMail doesn't support group mailing lists, but you can easily work with groups in your address book. The best way to do this is to create an address entry with the last name being the name of your group and in the email field enter all of your email addresses separated by commas. When you look up that group from within SnapperMail, it will automatically expand to all the members of your group. This tip DOES NOT work with the PhoneBook application on Treo devices.

A Quick Way of Entering Addresses

If you start typing a name in the "To:" field that uniquely matches a last name in the address book, SnapperMail will automatically expand that name into that person's full email address when you tap the "To:" label, or enter a comma/space.

To use this cool trick all the time, you can set up unique "nicknames" in your address book.

E.g. I have a friend I email all the time called John, so I'd set up an address book entry with last name say, "zJohn". So now in SnapperMail I can go to the "To:" field and type "zjo" - since "zjo" is most likely unique in my address book, when I tap the "To:" trigger John's email address gets fully expanded.

SnapperMail Specifications

Memory Footprint

275k

Message Limits

Incoming message body - unlimited
Incoming message attachments - unlimited
Outgoing message body – 32k
Outgoing message attachments - unlimited

Supported Protocols

POP3

Alternate Port

SMTP

Alternate Port
SMTP AUTH PLAIN
SMTP AUTH LOGIN
POP before Send

Palm OS Supported Features

Memory Card Support

Full file browser, including file and directory management

Exchange Manager Support

Exchange Library implemented in OS4.0 or above supports email as a transport scheme, allowing any supporting application to transfer attachments to SnapperMail for sending

Bluetooth

Fully compatible with Palm OS Bluetooth implementations for connecting to the Internet

Compatible Devices

Any Palm OS device running at least OS 3.5 with a TCP/IP connection.

Handspring Treo 90, 180, 270, 300
Handspring Visor series (must run OS 3.5 or above)
Palm III, IIIx, IIIxe (upgraded to OS 3.5 or above)
Palm V, Vx (upgraded to OS 3.5 or above)
Palm m100 series
Palm m500 series
Palm Tungsten series
Palm Zire series
Sony Clie series
Kyocera 6035, 7135
Samsung i300, i330, i500
Garmin iQue 3600
Acer s series
* Any device more modern than the above list

Note: Palm VII, i705 running on the Mobitex wireless network will not work. A real TCP/IP connection must be established with a snap-on modem to make these devices work.

Compatible Attachment Viewers

Overview

SnapperMail sets new standards in the arena of Palm OS email clients for its ability to work with message attachments in native desktop format.

In order to open attachments, just like on your desktop you must have a compatible application capable of opening the filetype. E.g. If you get an MS Word attachment on your desktop, then you need Microsoft Word installed to open the file. The same is true on your Palm handheld.

This section lists the application and filetypes that can currently be opened. This list is always expanding as developers continue to support SnapperMail, check www.snappermail.com for the latest list.

Supported Filetypes

Jpeg (*.jpg, *.jpeg)
- JpegWatch, www.handwatch.com
- JpegWatch Lite (bundled free)
- SplashPhoto 3.6, www.splashdata.com
- JPGview, www.claus-fenske.de
- AcidImage 3.0 (pending release)

BMP
- AcidImage 3.0 (pending release)

GIF
- AcidImage 3.0 (pending release)

PRC/PDB/PQA
- Built-in Launcher

vCard (*.vcf)
- Address (built-in)

vCalendar (*.vcs)
- Datebook (built-in)

Text (*.txt)
- Memo (built-in)
- Quickword, www.quickoffice.com

HTML (*.html, *.htm)
- Quickword, www.quickoffice.com

CSV
- Quicksheet, www.quickoffice.com

MS Word (*.doc)
Via remote conversion only, see the Tips section.

Wave Audio (*.wav)
- Voice Memo (built-in on Tungsten T)

Midi (*.mid)
- Botzam Midi Player Pro

Zip (*.zip)
- HandZipper, www.handwatch.com
- HandZipper Lite (bundled free)