Actual Software

Intelligent Software for Intelligent Devices

MultiMail Professional

User's Manual

Table of Contents

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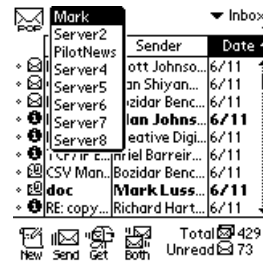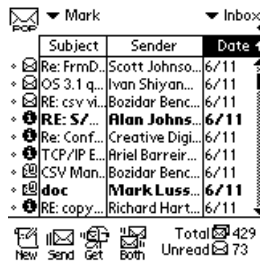
- Main Screen – The screen that is displayed upon initial entry to the MultiMail application.
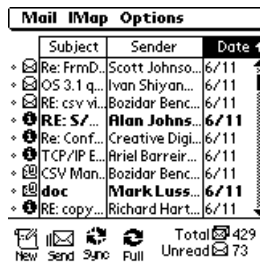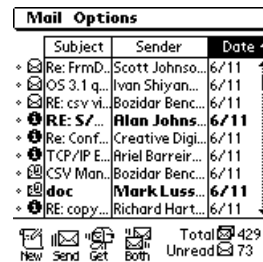
IMAP Main Screen   **POP3 Main Screen**

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

- ISP – Internet Service Provider

- Palm Computing® Device., PDA (Personal Digital Assistant) – Various names for the handheld devices on which MultiMail operates. MultiMail will operate on any Palm Computing® Device.

MultiMail Basics

What MultiMail will do for you

MultiMail Professional is a unique, innovative product developed for the Palm Computing® Device. This software allows you to send and retrieve email directly from your Palm

Computing® Device 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 Palm Computing® Device 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 Palm Computing® Device's integrated TCP/IP stack

- Sends and retrieves mail directly from mail servers without a need for synchronization

- Fully supports SMTP, NNTP, 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 Palm Computing® Device built-in address book

- Configurable maximum message size (up to 2 megabytes)

- Supports up to eight different accounts (POP3, IMAP4 or NNTP)

- 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 and receiving numerous attachment types with it's plugin architecture (Numerous email attachments may be supported with MultiMail's unique plugin architecture)

- Resizeable and completely customizeable main Email view. Drag, drop, and resize columns simply and easily

- Support for multiple font sizes for better viewing

- 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, NNTP, 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.

NNTP, Network News Transfer Protocol, is the standard news protocol for sending and receiving newsgroup messages.

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 is 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 Palm Computing® Device, 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 Palm Computing® Device. 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:

- **MultiMailPROIII.prc** - The MultiMail Professional application. See the next chapter for instructions on installing it onto your Palm Computing® Device.

- **MMWizard.prc** – The MultiMail Configuration wizard provides a simple to use interface for configurating MultiMail PRO

- **MMPluginMGR.prc** – The plugin manager for MultiMail PRO. This component is required if you wish to use any attachment plugin viewers

- **MMSmartAdd.prc -** The smart address plugin for MultiMail PRO. This component is required if you wish you enable smart address completion as well as the seamless saving of email addresses to the address book.

- **MMPrintMGR.prc -** The Print manager for MultiMail PRO. This component is required if you wish to print from MultiMail PRO.

- **IrMgr.prc -** The infrared module for the Bachmann Print server

- **PrintMgr.prc -** The print manager for the Bachmann Print Server

- **PageMgr.prc -** The page manager for the Bachmann Print Server

- **TXTPlugin.prc –** This is the text viewer plugin.

- **PRCPlugin.prc –** This is the PRC/PDB plugin.

- **Readme.txt** - Text file with release notes for the MultiMail Professional product.

- **MultiMailPRO.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 Palm Computing® Device using Palm OS 3.0 or higher with at least 300Kb of free memory

- A Palm Computing® Device clip on modem, or other compatible modem

- A desktop computer (Mac or PC) with the Palm Computing® Device 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 Palm Computing® Device. 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 Palm Computing® Device desktop software installation utility. The instructions apply to both Windows and Macintosh desktop computers.

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

1. Copy the file MultiMailPROIII.prc to your hard drive.

2. On your desktop machine, bring up the Palm Install Tool. If you are using a Macintosh, click on the HotSync Manager, select the HotSync menu item and click on Install.

3. Click on the add button and select the MultiMailPROIII.prc file that you copied to your hard drive in step 2. (This is called 'Add to List' on the Macintosh)

4. Click on the Install button. Confirm your selection. (This is labeled 'Open' on the Macintosh)

5. Place your Palm Computing® Device into its cradle and press the HotSync button.

MultiMail Configuration

The first time MultiMail is run, you will be taken through the steps on configuration with the MultiMail Configuration Wizard. Configuring Network Preferences is the first step that must be completed.

The next step is to fill in your outgoing mail server name, your name as well as your email address.

```
MultiMail Setup Wizard
   ❷  Enter the name of your
      outgoing mail server.
   (ex: mail.myserver.net)
   mailhost.worldnet.att.net
   Enter your name: (ex: Fred Smith)
   .................................................
   Enter your email address:
   (ex: fred@myserver.net)
   username@worldnet.att.net
   (Next) (Previous) (Cancel)
```

The final step is to enter your incoming mail server name as well as your mail user username and password.


```
MultiMail Setup Wizard
   ❸  Enter the name of your
      incoming mail server:
   (ex: pop3.server.net)
   postoffice.worldnet.att.net
   Mail Type:  ▼ POP3
   Mail Server Username: (ex: fsmith)
   fred
   Mail Server Password: (ex: secret)
   secret
   (Finish) (Previous) (Cancel)
```
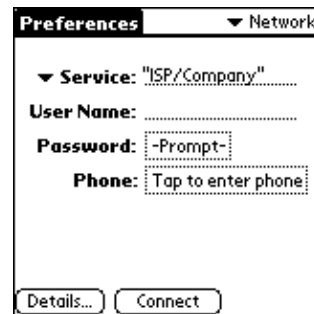
Advancing Network Settings

Tap on the Apps icon on your Palm Computing® Device. 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.
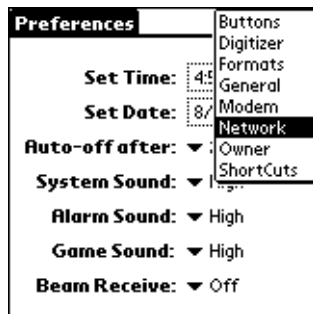
Selecting the Network Preference

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	Phone Setup ⓘ	Details ⓘ
▼ Service: "ISP/Company"	Phone #:	Connection type: ▼ PPP
Password	....	Idle timeout: ▼ Power Off
Enter a password:	☐ Dial prefix: 9,........	Query DNS: ☐
....	☐ Disable call waiting: 1170,	Primary DNS:....._....._.._......
If you do not assign a password, you will be asked for one when you connect.	☐ Use calling card:	Secondary DNS:....._....._.._......
	"..."...........................	IP Address: ☑ Automatic
(OK) (Cancel)	(OK) (Cancel)	(OK) (Cancel) (Script...)
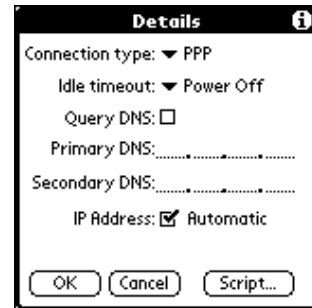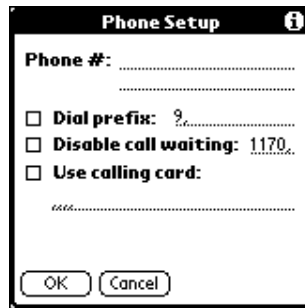
6. Select the appropriate type of protocol from the dropdown list to the right of the words "Connection Type".

Details ⓘ
Connection type **PPP**
SLIP
Idle timeout **CSLIP** ɜr Off
Query DNS: ☐
Primary DNS:........._......_....._......
Secondary DNS:........._......_....._......
IP Address: ☑ Automatic
(OK) (Cancel) (Script...)
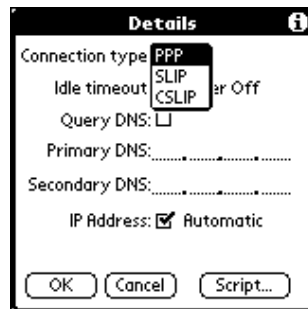
Setting the Connection Type

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 Palm Computing® Device 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:
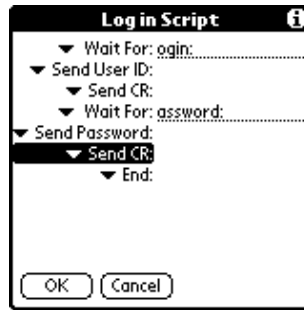
A Login Script Example

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 your Palm Computing® Device. Under the Options menu, select Mail Server.
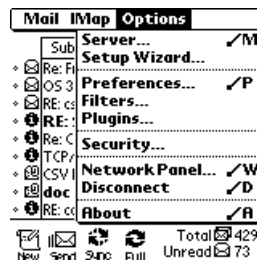
**Selecting the Mail Server Option**

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

your *incoming* mail server.
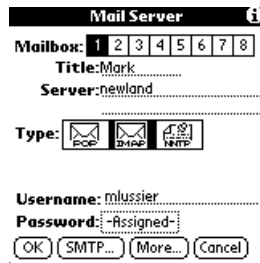
The Mail Server Dialog

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. If you would like to configure the account to retrieve messages from a newsgroup, select NNTP. If you select NNTP, you will need to manually enter the name of the newsgroup you wish to view. If your newserver requires it, you may need to enter a username and a password in order to access the newgroup.
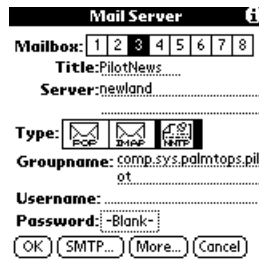
3. Tap on the line next to the word "Username". Enter your email user name. Just enter your username, NOT your entire email address.

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.
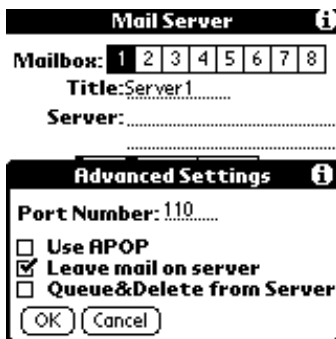
POP3 Advanced Dialog
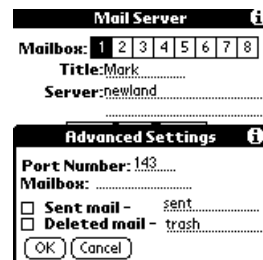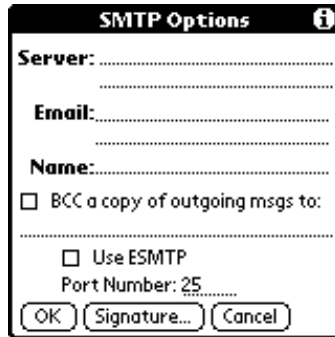

IMAP4 Advanced Dialog

6. The standard port number for an IMAP server is 143. The standard port number for a POP3 server is 110. The standard port number for NNTP is 119. 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 Palm Computing® Device 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. Tapping the box to the left of the words "Queue&Delete from Server" enables the deletion of messages within both MultiMail PRO and the POP3 server as well. If this option is enabled, when you delete messages you will be asked if you would also like to delete them from the mail server.

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.

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

2. 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.

3. Tap on the OK button of the Mail Server dialog.
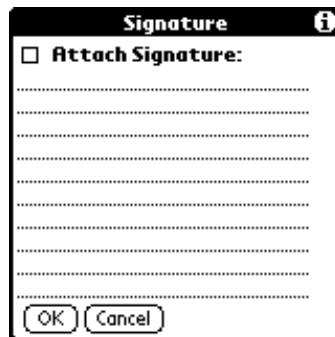
SMTP

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.

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.
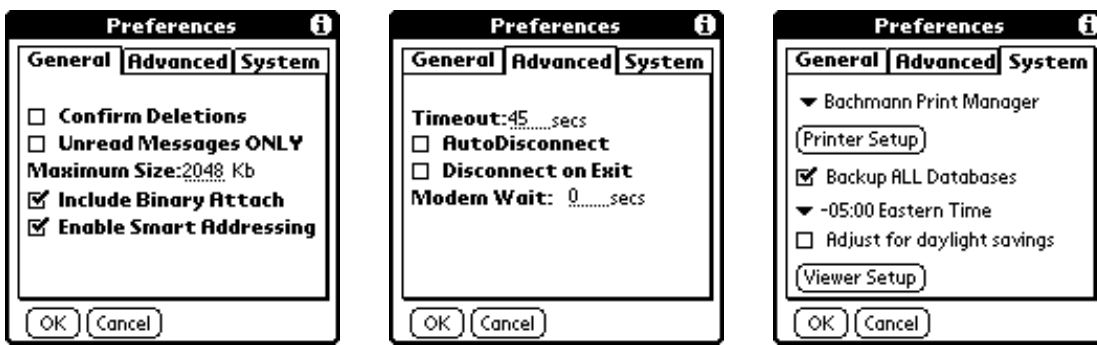

Signature Dialog

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.

Preferences Screen

- Confirm Deletions - Selecting this checkbox causes a confirmation screen to appear before executing any deletions.

- Unread Messages ONLY - 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 greater than 2048Kb.

- 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.

- Printer Setup - configure printer options

- Backup ALL Databases – Setting for backing up the MultiMail Databases. If you are using the MultiMail Conduit, and would like to save time when Hotsyncing, you may choose to deselect this option.

- Viewer Setup - This option allows the configuration of a default viewer. If an attachment has the view option enabled, the default viewer is used to display the attachment. For example, if you receive a SmartDoc PDB file in your email as an attachment, configuring SmartDoc as your default viewer will cause a seamless switching to the SmartDoc application when the view button is tapped for the attachment.
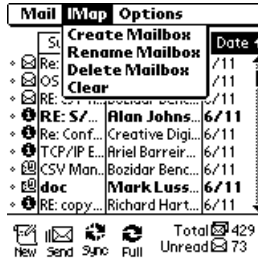
IMAP

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.

Selecting the correct server

Tap on the Menu icon on your Palm Computing® Device. Click on the IMAP menu.

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 Palm Computing® Device 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.

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.

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.

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.

Note: This will clear all mailbox management commands including the deletion and moving of messages from one mailbox to another.
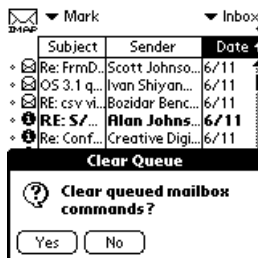
Mail Folder Names

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.

Note: If you are using IMAP4, and wish to create folders on your IMAP4 server, please refer to the previous section.

Creating Folders

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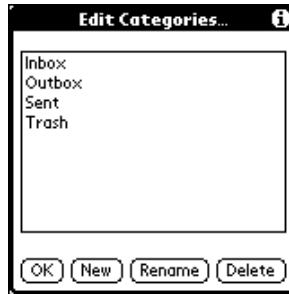

Selecting a mail account

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

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.

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.

Additional Note: If you are using the IMAP protocol, folder operations that you want synchronized back to the IMAP server should be done by using the IMAP menu, not by using the Category menu. If you would like to synchronize with a specific mailbox on your IMAP server that already exists, entering it's name exactly using the category menu (case is sensitive) will allow this. Once you have done this, select that category and tap on Sync to synchronize with the IMAP mailbox.

MultiMail Operations

Congratulations! Now that you have configured your Palm Computing® Device 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.

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 Palm Computing® Device.

POP3

Tap on the Retrieve button on the bottom of the main screen. A dialog box will appear showing the progress of the connection and retrieval of messages.

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 "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.

NNTP

If the account you are receiving from is configured for NNTP, you may specify the number of news articles you would like to receive.

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.
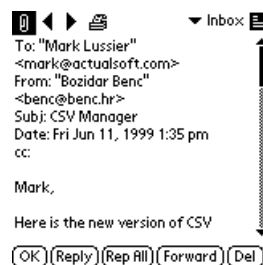

Filter Editor Screen

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.

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 by tapping the Menu icon of your Palm Computing®
Device and select the option from the Options menu.

*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.*

Display Options

Multimail uses an icon system to better display information about your messages. There are 2
icon representations on the left side of the main screen of MultiMail. The icon furthest to the left
shows if a message has been selected or not. The next icons shows if the message has been
downloaded as well as indicating any attachments that are present. Unread messages are shown
in bold. In addition, unread messages show an unopened envelope icon.

Note: Tapping on the second icon also provides a preview mode. This allows you to see a
preview of the message information.
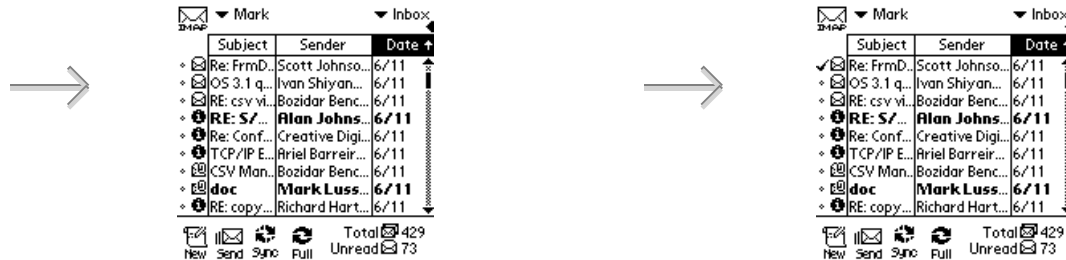
Unselected

Selected
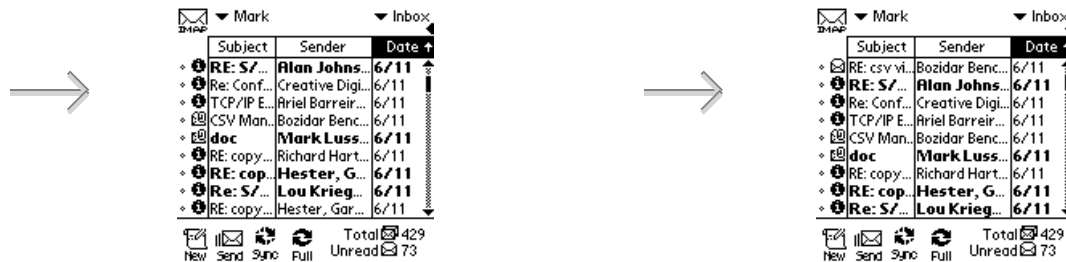
Body has NOT been download

Body has been downloaded

Message Preview

You can use the Mail dorpdown 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.

- Delete selected – Delete the selected messages for this account and move them to the trash.

- Empty Trash – Delete the messages that are currently in the trash folder.

Mail option menu

Customizable display

The main display of MultiMail was programmed to make it easier for you to customize it for your needs. The vertical lines 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 Palm Computing® Device. Numerous other plugins are available from our web site.

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

MultiMail PRO comes preconfigured to work with all known attachment plugins at this time. A plugin is a separate program (PRC file) that you install onto your Palm Computing® Device. A plugin may provide support for sending as well as receiving a specific type (or types) of email attachments. It is only necessary to install those plugins that are required for the types of email attachments you receive. If you receive an email with an attachment you do not have loaded, you may load the appropriate plugin in order to view the attachment.

Each plugin has an identifier associated with it. You as a user must be told the creator id for a particular plugin if it is not a plugin already preconfigured in MultiMail. When downloading and installing a new type of plugin viewer, you will be told the appropriate creatorID to enter into MultiMail so that the plugin will work properly.
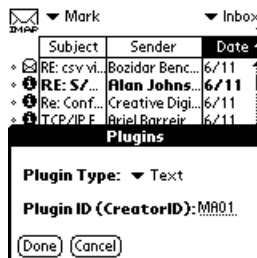
Plug-in Viewer

Sending Email

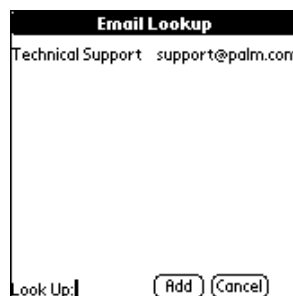To send a new message, tap on the New button on the bottom of the Index View. The New Message screen will appear.

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.

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 Palm Computing® Device. *You will see many common editing features to make your email entry easier!*
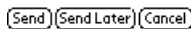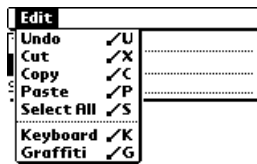
New Message Editing Menu

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.

Attachments Screen

A list of possible attachments appears under the "Select:" category. These files are all derived from the memo pad function of the Palm Computing® Device.   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.
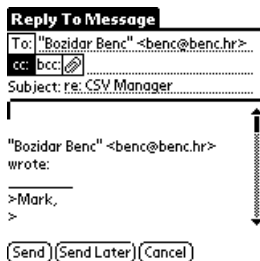
Reply To Message Screen

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.
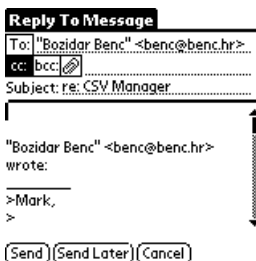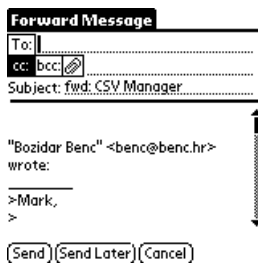
Reply To Message
To: "Bozidar Benc" <benc@benc.hr>
cc: bcc:
Subject: re: CSV Manager

"Bozidar Benc" <benc@benc.hr>
wrote:
_____
>Mark,
>

(Send) (Send Later) (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.

Forward Message
To:
cc: bcc:
Subject: fwd: CSV Manager

"Bozidar Benc" <benc@benc.hr>
wrote:
_____
>Mark,
>

(Send) (Send Later) (Cancel)

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.

Delete Selected Option

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

Hint: Deleting a message will NOT free memory from your Palm Computing® Device. *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.

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.

Sync

The Sync option allows you to choose which updates will occur. The four choices for 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 Palm Changes – This option allows you to update the mail server with any changes that you have done on your Palm Computing® Device. Any messages that you deleted on your Palm Computing® Device 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 Palm Computing® Device 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 Palm Computing® Device 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 Sync, tap on the Quick Sync button on MultiMail's main screen. Select the options you want to perform in the Quick Synchronization dialog.
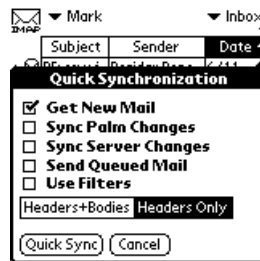
Quick Synchronization Dialog

Tap on the QuickSync button.

Full Sync

Full Sync synchronizes both Palm changes and server changes, sends any queued Mail, and provides the ability to select the folders that are synchronized. To perform a full sync, tap on the

Full icon on MultiMail's main screen.

Full Synchronization Dialog

Note: Only the first 7 mailboxes may be synchronized when performing a full synchronization. The mailboxes that are shown may start at any point in the mailbox hierarchy by entering a root mailbox in the configuration under 'more' in the mail server configuration.

Security

The Enterprise Edition of MultiMail PRO includes support for Secure Sockets Layer (SSL). MultiMail PRO incorporates Certicom's (http://www.certicom.com) SSL client to provide security between the mail server and the Palm Computing® Device. Please contact sales@actualsoft.com for site license information for our Enterprise Edition.

Printing

MultiMail PRO supports printing with your infrared printer "right out of the box" with the Bachmann Print Server (http://www.BachmannSoftware.com)! You may also print to your printer even if it doesn't support infrared with the purchase of the proper serial cables.

Note: MultiMail PRO also supports PalmPrint (http://www.StevensCreek.com) sold separately.

SmartAddressing

MultiMail PRO supports auto-completion of email address as you enter them into the compose screen. As characters are entered, the built-in addressbook is scanned for available matches. This option may be disable in the preferences panel under the SmartAddressing option.

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* Palm Computing® Device *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 256K). 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 'servername'

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.

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 Palm Computing® Device during MultiMail communications, MultiMail will receive an error. To avoid this problem, do not install programs such as "Alarm Hacks" with MultiMail.