

Mailer User Guide

Introduction

Electric Pocket's Mailer is a wireless email application, designed to let you deal with your email quickly while you're on the move.

Requirements

Mailer will run on any Palm powered device with PalmOS 3.5 or 4.0.

In order for it to be useful, you will need a wireless network connection of some sort. This is usually via an infra-red connection to a cellphone, but can also be via Bluetooth or a one-piece device like the Handspring Treo.

Mailer will collect mail from any POP3 server and deliver mail via any SMTP server, provided only that they are accessible via your wireless connection. Mailer will not work with IMAP servers.

Or, more simply, Mailer will work with the vast majority of mail servers.

Mailer Trial

Mailer is delivered as a fully function trial copy. The trial lasts for 30 days. You can 'unlock' Mailer and use it indefinitely by purchasing an unlock code and entering it into Mailer.

The unlock code can be bought on the internet from www.electricpocket.com Payment from all major credit cards is accepted, and delivery of the code is instant.

Getting Started

When you first start Mailer, you'll be asked for details of the email account you want to use:

Account

email: steve.snood@someisp.com

Name: Steve Snood

Password: abracadabra

OK Delete Advanced

Fill in your email address, name, and the password for your email account. In most cases, this is all Mailer needs to be told.

If you know the names of your POP3 & SMTP servers, tap the 'Advanced' button. The username and the server names will be prefilled with some guesses based on your email address. You need to check & correct them. You can use the 'Verify' button to test these settings.

Account

email: steve.snood@someisp.com

Name: Steve Snood

Username: steve.snood

Password: abracadabra

POP3: someisp.com

SMTP: someisp.com

Use this account to send email

OK Delete Verify

For further information on Mailer and other Electric Pocket products, please see electricpocket.com

Checking Email

Once you've set up an account, you can check your mail.

Tap the Send/Receive button : 

Mailer will start a network connection via your cellphone and log in to your mailserver. You'll see a progress dialog which tells you what Mailer is doing.

Once the collection is complete, you'll see a list of your most recent mail messages with the newest messages at the bottom.



Unread messages are shown in bold in the list. The icons in the leftmost column represent the status of the message (unread, read, replied to, and so on). You can tap on that icon to bring up a menu of actions on that message, or tap elsewhere on the line to read the message.

The toolbar buttons are:



Start a new message



Send/Receive

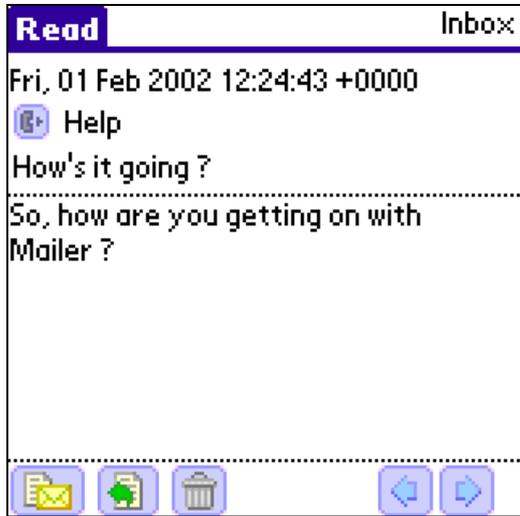
Tip: Use the Palm OS “Preferences” application to set Mailer to launch when you press one of the ‘hard buttons’ on the bottom of your handheld. When you press the button once it will launch Mailer, when you press it again (or press it any time you are looking at Mailer’s list screen) it will automatically start a Send/Receive cycle.

Tip: To find messages from a particular sender in the list view enter the first letter of there name into the Graffiti area. Mailer will redraw the list of messages to show only those which contain that letter in either the name or the email address, and a ‘search’ field will be draw at the bottom of the screen. To further reduce the number of messages displayed and improve your search continue to enter letters from the name of the person you are searching for in the search field. For example, to find messages from Steve, I would first write ‘s’ then ‘t’ then ‘e’ – by this time Mailer will show me messages where the senders name or email address contains the phrase “ste”

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Reading Email

To read a mail from the list, just tap on it (or tap on the icon at the left of the line for other options). You'll see the read form :



The toolbar buttons are:

-  Return to the list
-  Reply to this mail
-  Delete this mail
-  Go to previous mail
-  Go to next mail

Messages that you request more body text for will be shown in blue or underlined (on colour & grey devices respectively) in the list view once Mailer has collected the body.

And there's a button next to the sender's name:

 Find this person in your address book.

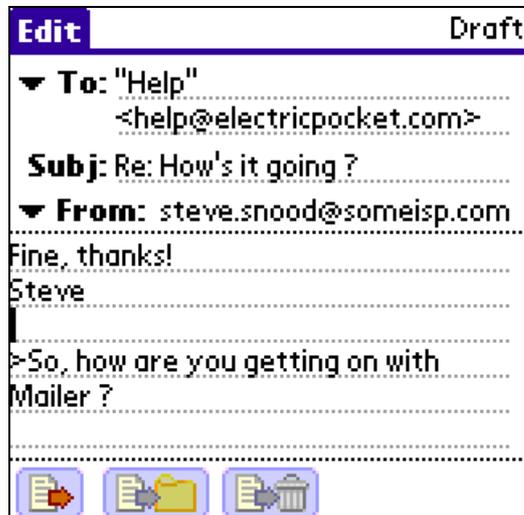
If they are present, Mailer shows a list of their phone numbers. Tap on one to dial that number. If the person is not found in your Address Book you will be prompted to add them.

Mailer can only dial calls for you if your device has telephony support installed. It'll work with the Handspring Treo, the Palm Bluetooth SD card, and devices with the Mobile Internet Kit installed.

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Writing Email

To send a mail, hit the 'reply' button on the read form (as above) or the 'new' button on the main form. You'll see the edit form :



The toolbar buttons are:



Put this message in the Outbox, to be sent at the next Send/Receive



Put this mail in the Draft category, so you can come back to it & complete it later.



Delete this mail

For messages in other states, you will also see toolbar buttons for:



Return to the list



Go to previous mail



Go to next mail

You can pick addresses to send your mail to using the popup to the left of the To: field.

If you have more than one account set up, you'll see a From: popup. That lets you choose the account that this mail will appear to come from.

Preferences

To change your Mailer preferences, go to the main form, and tap Menu/Options/Preferences:



Mailer Preferences

Deleting Messages:

Confirm before delete

Also delete from server

Getting Messages:

Get up to ▼ 10 messages

Get up to ▼ 10 lines

OK Cancel

Turn on 'Confirm before delete' if you want Mailer to ask for confirmation when you delete any mail.

Turn on 'Also delete from server' if you want mails you delete from Mailer to also be deleted from your mail server. That means that your desktop mail program will not collect them from the server, and hence you won't have to see them again.

In order to get you your mail more quickly, Mailer limits both the number of messages it will collect and the number of lines of each message it collects. It always collects the most recent messages. That means that you may not always see all of the mail that's waiting on your server.

You can change these two limits with the 'Getting Messages' controls.

If you want to always see all the mail that's waiting for you, select 'Get up to all messages'.

If you tend get a lot of mail that's not very interesting, you can speed up your mail collection by setting the number of lines to a low value. Don't forget that you can easily retrieve the rest of any interesting messages with the 'Get Rest' button on the read form.

The preferences form is also the place to set your signature, which will be added to every outgoing message.

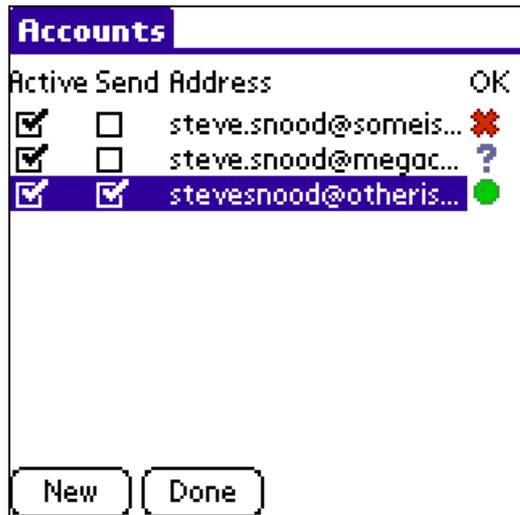
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Accounts

The Account List

Many users will fill in their account details once, when they first start Mailer, and will never need to use the account management forms thereafter. However, if you have more than one email account, or unusual account settings, you can get to the account list from the main form with Menu/Accounts/Manage Accounts.

This shows you the account list form :



The 'Active' checkbox lets you enable & disable individual accounts.

The 'Send' checkbox lets you select which of your accounts is used to send your outgoing mail.

It may seem strange that only one account can be selected here. The reason lies in the behaviour of the SMTP servers that are used to send mail. In order to ensure they are only used by authorised users, many ISPs restrict their SMTP servers to only send mail for users whose network connection is dialled up via that ISP.

In other words, you can generally only send mail via the SMTP server that corresponds to the ISP you are dialled up to.

The icon at the right of each account (question mark / green circle / red cross) tells you if the settings for this account are untried, or have worked or failed to work.

To edit an account, tap on its name. This will show you the simple or advanced account edit form.

The Account Edit Form

The screenshot shows a form titled "Account" with a purple header bar. It contains three text input fields: "email: steve.snood@someisp.com", "Name: Steve Snood", and "Password: abracadabra". At the bottom, there are three buttons: "OK", "Delete", and "Advanced".

Fill in an email address, your name, and the password for this email account, and tap OK. When you next try a Send/Receive, Mailer will try to identify your mail servers and username.

If you know your account is unusual, or if you happen to know your server names, tap 'Advanced' to see the advanced account edit form.

The Advanced Account Edit Form

The screenshot shows an "Account" form with a purple header bar. It includes the same fields as the basic form, plus "Username: steve.snood", "POP3: someisp.com", and "SMTP: someisp.com". There is a checked checkbox labeled "Use this account to send email". At the bottom, the buttons are "OK", "Delete", and "Verify".

Check or fill in each field. When you're done, you can tap OK to return to the account list or 'Verify' to have Mailer attempt to access your servers immediately.

Living With Two Email Programs & One Email Server

If you haven't used wireless email before, you may not be aware of the role the POP server plays when you use two mail applications with a single account.

Before wireless email, it works like this:

Mail arrives at your POP server all the time. Periodically, your desktop mail application collects it & shows it to you. The desktop application may delete mail from the server as it collects it, or it may leave it on the server for a period of time. Typically, you can configure this behaviour in your mail application.

Now you're using wireless email as well as desktop email, it's a bit more complex.

Now, there are two programs (Mailer and your desktop mail application) collecting mail from that server. Mailer collects mail from the server, not from your desktop, and so it can never collect any messages that your desktop has already deleted from the server.

This can be a good thing. Like this, Mailer will only show you new mail that has arrived since you left your desk, and that may be exactly what you want.

However, it may also be a bad thing. If you want Mailer to show you a bit more of your mail history, or if your desktop collects your mail even when you're not there, you will need to configure your desktop so that it does not delete mail from the server as soon as it collects it. Usually this will be a setting called something like 'Leave mail on server'. It's enough to set it to a few days.

If Send/Receive doesn't work

There are two main reasons why a Send/Receive might not complete successfully - network connection problems and account setting problems. Each of these will display a dialog telling you more about the problem.

If you see a network connection problem which doesn't go away when you try again, you probably need to fix something in your device's network settings, see your device documentation for help or use a web site like woggledog.com for help here.

Account setting problems will nearly always mean either that the account details you've entered are incorrect or that you need to fill in the advanced account details form. See 'Accounts' below for information on what to do next.