



# ChatterEmail™ For Treo 6xx / 700p / 755p / Centro

## User Manual v3.x



## ***Disclaimer***

ChatterEmail+ may be referred to as “Chatter” or “ChatterEmail” throughout this document.

ChatterEmail+ is NOT guaranteed to run on devices other than the Treo 6xx/700p/755p/Centro, including their successors.

This manual is reasonably accurate as of the version indicated.

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## **Revision History**

| <b>Version</b> | <b>Date</b>        | <b>Reasons For Changes</b>   |
|----------------|--------------------|--|
| v.2.0          | June 19, 2006      | Additional instructions added                                      |
| v2.0.2         | July 16, 2006      | For release with stable v2.0.2                                     |
| v3.0           | December 8, 2006   | For release with stable v3.0                                       |
| v3.0.6         | February 13, 2007  | For release with stable v3.0.6                                     |
| v3.0.x         | September 21, 2007 | For release with stable v3.0.x – corrected table of content issues |
| v3.x           | October 10, 2007   | For release with stable v3.x – updated with support for Centro     |



## Welcome to ChatterEmail!

ChatterEmail+ is the most powerful and popular Email client available for the Palm Treo 600, 650, 680, 700p, 755p and Centro Smartphones (CDMA or GSM).

The latest features include:

- **True standards-based syncing** of messages between Treo and compatible IMAP servers support IMAP IDLE keeping you continually up to date. (based on RFC 2177)
- **NO** third-party "intermediate" server or redirector required.
- **SMS-triggered sync** and/or timed "sync" on servers without IMAP Idle support.
- **Support for POP3, IMAP SSL, SMTP SSL and STARTTLS**
- **Up to 128 active folders supported**; folders can be on different servers or even different accounts on the same server. Up to 7 of these can be online at any time (i.e. getting continuous updated mail).
- **Innovative, color-coded "Summary" Mailbox**
- **HTML rendering**, including large and small font option
- **Direct SD card message storage** (required SD card); no archiving required
- **SD card message encryption**
- **Syncing of sent messages back to the IMAP server**
- **Full background and "while asleep" operation** (i.e. while not in the ChatterEmail+ application or when the Treo is "sleeping")
- **Full asynchronous operation** (i.e. works sending and receiving while you are performing other activities on your Treo)
- Wide range of notification options, including **custom ring tones** (per folder), **vibration options**, and **LED signaling**
- **Attachment reading and sending** (reading certain attachments may require a third-party reader application, depending on the Treo model)
- **Multiple message selection** (delete, move, mark read/unread, and "fetch more" of arbitrary message sets)
- **Multiple sending "profiles"**
- **Password protection**
- Best of all, **NO RECURRING FEES!**



## What You Need To Begin

### To use ChatterEmail, you need all of the following:

- ✉ Treo 600/650/680/700p/755p/Centro Smartphone with CDMA or GPRS high-speed data; and
- ✉ An **unlimited** wireless data plan with your wireless carrier (**Please note:** Data usage can vary dramatically depending on your usage patterns, connection quality and other factors so there is no reliable way of gauging data use. ChatterEmail is **NOT** responsible for fees associated with data usage); and
- ✉ Email provider that supports IMAP, POP3, or OWA (Outlook Web Access). Many POP3 providers also support IMAP, so it makes sense to ask the provider if you're not sure; and
- ✉ For continuously updated email with IMAP, your Email provider's IMAP implementation must support the IMAP "IDLE" command. Otherwise, ChatterEmail+ can only connect to your Email host manually (i.e. by a menu command within ChatterEmail+) or on a scheduled basis.

### If your Email host doesn't support IMAP and you want to try it:

- ✉ Ask your host whether they can add IMAP support (or "IDLE" support if they are already an IMAP host). This has actually been known to work!
- ✉ Forward your mail to an IMAP provider. Many customers' email hosts allow incoming mail to be forwarded (almost instantaneously) to another account. You can, therefore, create a new account at an IMAP provider, have your email forwarded there, and then have continuously updated mail on your Treo via the IMAP provider.
- ✉ Find a new email host. If you have your own domain, transferring your email to an IMAP host need not be difficult.
- ✉ Check out what other people are doing by browsing Treo-related forums on the web.

## Support

Registered users should request support by sending email to [support@chatteremail.com](mailto:support@chatteremail.com). Support is also available at the forums at [www.chatteremail.com](http://www.chatteremail.com)

## Terminology – IMPORTANT!

New users are often confused by Chatter's use of the words "Account", "Mailbox", and "Folder" as they refer to IMAP servers (skip this part if you are only using POP3 mail).

If you understand these four terms, you will have no trouble mastering ChatterEmail!

|         |     |       |         |  |
|---------|-----|-------|---------|--|
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- ✉ **“Server Account”** – An account on an IMAP server; an account is reached via an internet address (e.g. server.host.com), a login name, and a password. You may have any number of Server Accounts.
- ✉ **“Server Folder” (or just “Folder”)** – A folder in the Server Account that contains email messages; the “main” Folder in a Server Account is almost always called “Inbox”.
- ✉ **“Mailbox”** – Chatter’s representation (a “mirror”, if you will) of a Folder, usually a subset that contains recent messages (see below); in order to read messages in a given Folder on your server, you must create a Mailbox in Chatter for that Folder.
- ✉ **“Account”** – A Mailbox that represents the “Server Account” and its main Folder (i.e. the “inbox”). An Account may have any number of Mailboxes “under” it, in the sense that the other Mailboxes are accessed the same way (i.e. using the connection information in the Account).

Let’s assume your Server Account has the following Folders:

Inbox  
    Invoices  
    Family  
    Friends  
    Archive  
Saved Mail  
Deleted Items  
Trash

You *might* want all of these on your Treo, but probably not as the messages would take up room, add to battery drain from data usage, etc. One of Chatter’s powerful features is that it allows you to move messages to *any* Folder in the Server Account, even if those Folders aren’t represented by Mailboxes in Chatter. In the example above, you might only want to have the following on your Treo:

Inbox (the Account, as defined above)  
    Invoices

So you would create the Account (representing the Server Account and your Inbox), and then create a Mailbox for “Invoices”. When messages arrive in your Inbox, you can file them into *any* of your eight folders, but you will actually have the “Invoices” at your fingertips. The other Folders are, of course, accessible from your PC or laptop; if you need to view them, you can always create additional Mailboxes at any time.



## Installing ChatterEmail

✚ Install ChatterEmail by “HotSyncing”<sup>1</sup> the Chatter files onto your Treo:

- Chatter.prc
- ChatterUtils.prc
- ChatterExg.prc
- ChatterPOP3.prc
- ChatterMatrix.prc

✚ Turn on the radio (if you haven’t already) then, launch Chatter.

Alternative method: On your Treo phone – type get.chatteremail.com into your browser for an over-the-air install (OTA install).

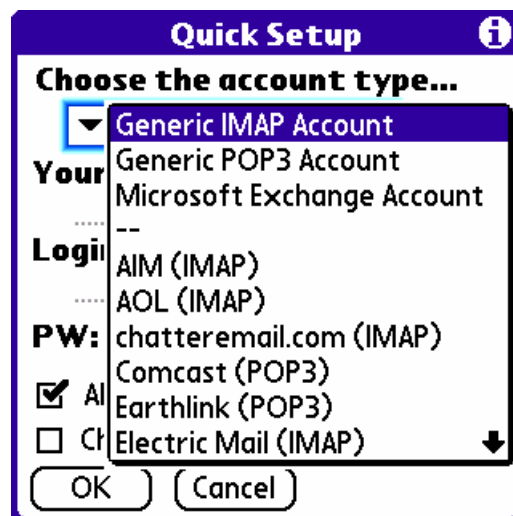
✚ Please note that you must install all files onto Treo’s RAM; Chatter **WILL NOT** run from an SD card!

<sup>1</sup> Please refer to Palm’s manual on using this feature

## Quick Setup

✚ After agreeing to the License, you’ll be taken to the “Quick Setup” screen.

✚ Tap on the popup arrow, and you should see the screen below.



✚ Tap on the type of account you want to create. If it’s one of the pre-configured types (everything below the “---” in the menu), all you need to do is enter your name (use your full name as you’d like it to appear to those receiving your emails), your login name (or screen name or user id, depending on the service), and your password.



- ✚ Then, decide on whether you want the account to remain online (this option is only available for compatible IMAP accounts) or, if not, how often you want to check the mail on this account. Check "Card Save" if you'd like your messages stored to your SD Card (do NOT check this unless you have an SD card installed!)
- ✚ Then, tap OK, and you're on your way.
- ✚ If you are creating a "Generic IMAP Account" or "Generic POP3 Account", keep reading...



## Creating Generic Accounts - IMAP

You create “generic” accounts from the “New Account” menu command in Chatter’s “Box” menu. The first step is to define the account’s name and how it is accessed wirelessly:

### IMAP Account – “Define” Screen

**Account Definition**

Define Deliver Other SMTP

**Name:** -Mailbox- **Tone:** ▼ Default

**IMAP Server**  
-None-

**Login Name** **Password**  
-None- -None-

**Complete Server Folder Name**  
Inbox

**Root (Opt)**

OK Cancel Reload Folder List

✚ **Name** - Chatter’s name for the Mailbox that will reference the IMAP Folder residing on the server. This name should be relatively short, so that it can fit on the top line of the screen, to the right of the clock; as a rule, try to keep names to ten or fewer characters.

✚ **Tone** - A distinctive ring tone that you can use for new message alerts. The tone can be any of the ring tones loaded on your Treo. In addition, there are two “special” tones, “None” and “Default”. None, as you might expect, turns off tones for the Mailbox. Default, however, uses the tone specified in the **Notifications** screen in **Preferences**.

✚ **IMAP Server** - Specifies the IMAP server’s network address (e.g. imap.everyone.net, which is everyone.net’s host address). If your server uses a non-standard port, the port number can be included in the address, following a colon (e.g. mail.myserver.net:8145).

✚ **Login Name and Password** – Information you use at the host to access your IMAP account.

✚ **Complete Server Folder Name** - Must be set to the complete name of the Folder as it might be accessed on the IMAP server. In almost all cases, the Account’s Complete Server Folder Name should be “Inbox”. *Note: With the exception of “Inbox”, Folder names are case-sensitive. In addition, the space character is also considered part of the name!*

✚ **Root** – When specified, it indicates a “root” folder to be used when building the server’s Folder list. The path should be terminated with a forward slash (e.g. /usr/local/fred/). *Note: This option is intended for use by users maintaining their own Unix/Linux based servers and is normally not used.*

✚ **Reload Folder List** - Causes Chatter to update its cached “Folder List” by requesting it again from the server. Typically, you would use this only if you’ve added or removed Folders from your server (via a PC client). **Note 1:** *There’s no need to use this when first setting up an account; loading of the Folder list is done automatically. The Folder list is not actually loaded until exiting the screen using “OK”.* **Note 2:** *Loading the Folder list makes the Folder names available for moving messages and creating new Mailboxes. It does NOT make any Folder available inside Chatter!*



## IMAP Account – “Deliver” Screen

The “Delivery Preferences” screen provides customization options for the delivery of email for this Mailbox. There are two sets of options for this screen, depending on whether **Sync Messages** is checked.

| Sync Messages Checked   | Sync Message Unchecked  |
|---|---|
|   |   |
| <p><b>Sync Messages</b> - Causes the Mailbox on your Treo to mirror the IMAP Folder on your server. Thus, if a message is deleted on the IMAP server, the message will get deleted on your Treo. If a message is deleted on your Treo, the deletion will be propagated to your server. <i>Note: Deleted messages are not synced and they will not appear on the Treo.</i></p>   |   |
| <p>____ <b>Days</b> – Will sync messages going back the specified number of days. Depending on the “Keep Older Messages...” checkbox (described below), messages outside of this time “window” will either be kept in the Mailbox on the Treo or deleted from that Mailbox (but NOT deleted from the folder on the server).</p>   |   |
| <p><b>Keep Flags Synced</b> - Causes Chatter to keep the “seen” and “answered” flags updated at all times. This option increases Chatter’s email data load, but keeps your Treo and your server more closely aligned. <i>Note: Regardless of this setting, ChatterEmail always updates the server when you delete, read, and/or answer/forward a message if “Sync Messages” is active. Flag changes on the server, however, won’t be “seen” by ChatterEmail until the Folder is next fully synced.</i></p>  | <p><b>Only Load “Unread” Messages</b> - Only loads messages that have NOT been read in another mail client.</p>                                 |
| <p><b>Keep Older Messages On Treo</b> - Causes Chatter to retain messages that are older than the specified number of days. If not checked, older messages will be removed from the Treo, <i>but kept on the server!</i> Basically, this option, if used, allows you to reduce the number of messages kept on the Treo.</p> <p><i>Note: Messages that are “locked” can not be deleted using Chatter’s deletion commands (it is intended to prevent accidental deletion). If you are not using the “Keep Older Messages...” option, you can always lock particular messages to prevent their deletion from the Treo.</i></p> | <p><b>Deletions Migrate to Server</b>, when checked, causes the deletion of messages on the Treo to be, in addition, deleted on the Server.</p> |



| Sync Messages Checked   | Sync Message Unchecked   |
|---|--|
|   | <b>Mark Loaded Messages "Read"</b> - Loads messages and marks them read immediately. |
| <b>Offline &amp; QSync every ( ) mins</b> - Causes the offline Mailbox to be updated on a fixed schedule. This is handy for Mailboxes which are infrequently used or if you're trying to reduce the amount of time your Treo is using the data connection.  |  |
| <b>Use SSL</b> - Causes the Mailbox' connection to your server to be made with SSL encryption active.<br><br><i>Note: If you cannot successfully connect to your server via SSL, try using the "Trust Certificates" option in "System Preferences". Also note that SSL operation "in the background" is not available unless you are using the MatrixSSL package. In another words, without MatrixSSL, all Mailboxes using SSL will stop being updated when you exit Chatter.</i>   |  |
| <b>( ) eMail Load (250-48,000)</b> - Specifies how many bytes of any given message you would like to have loaded onto your Treo by default. <i>Note: The default is 2,500. You can always load more of a message at a later time. Making this setting small speeds up syncing at the expense of a short delay in retrieving the remainder of any given message. HTML messages have a 4,000 minimum load, regardless of this setting.</i>  |  |
| <b>Don't Notify - Ever</b> - Causes all new message notifications for this Mailbox to be disabled (i.e. tone, vibrate, and LED).  |  |
| <b>Don't Notify - Background</b> - Causes all new message notifications for this Mailbox to be disabled if the Treo is in any application other than Chatter.   |  |
| <b>AOL</b> - Tells Chatter that this is an AOL account. This option works around a serious bug in AOL's IMAP implementation (at this writing); it is automatically set if the Account was created with the Quick Setup screen.  |  |
| <b>Offline</b> - Specifies that the Mailbox is to remain "Offline" until manually placed "Online" (with the "Online" command in the "Box" menu) or until a QSync is scheduled (see below).  |  |
| <b>Subscribed Only</b> - Should be checked if your IMAP server's Folder hierarchy is very large or complex (for example, you host your own server and the hierarchy is effectively your entire hard drive). If, upon connection to the server, the words "Folder List" appear on the lower-right of your screen for more than a few minutes, you might consider setting this option and then reloading the Folder list (see below) or specifying a "Root" folder.   |  |
| <div><div><b>SMS</b> - Indicates that Chatter should automatically QSync this Mailbox if an SMS is received containing the entered text. The text is NOT case-sensitive (e.g. "trigger" is same as "TRIGGER" or "Trigger").</div><div><div>Don't Notify <input type="checkbox"/> Ever <input type="checkbox"/> Background <input type="checkbox"/></div><div><input type="checkbox"/> Offline</div><div><input type="button" value="OK"/> <input type="checkbox"/> SMS .....</div><div><input type="checkbox"/> AOL .....</div></div></div> |  |
| <b>Store New Messages on Card</b> , when checked, tells Chatter to store all new messages for this Mailbox on SD card. <i>Note: If no SD card is installed, new messages will be stored in RAM.</i>   |  |
| <b>Encrypted</b> , when checked, causes messages stored on SD card to be encrypted and only be available on the current Treo device.  |  |



## IMAP Account – “Other” Screen (also used for POP3)

**Sleep Hours** - Indicates that you would like this Mailbox to stop receiving messages during certain hours of the day. Set the hours during which you want the mailbox to “sleep”.

**Custom Vibrate** - Allows you to indicate how many pulses of vibration will be generated at new message arrival. By setting this to zero, you can effectively turn off vibration alerts “per Mailbox”.

**Move deleted messages to...** - Allows you to specify a Folder on the server to which deleted messages from this Mailbox (and associated Folder) should be moved. Select the Folder from the “Folder Browser” that is brought up by tapping the selector arrow.

*Note 1: Microsoft Exchange users have messages moved to the “Deleted Items” Folder on the server by default, and need not alter this setting.*

*Note 2: In order for the “Folder Browser” to function, the server must be contacted in order to receive your list of folders. If a message appears informing you that the Folder List has not been loaded, please finish defining the Account and try again a short while later.*

**Move Junk to...** - When the “Junk” command is used on a message in your Mailbox, the message will be moved to the Folder specified here

**Upload sent items to...** - Indicate that messages sent using this Mailbox “SMTP Profile” should be uploaded to the specified Folder on the server. Please see the description above for “Move deleted messages to...” for information about using the “Folder Browser” to select the appropriate folder.

**Cycle** - Specifies that the current Account/Mailbox should be “cycled” through when using a hard button that has been assigned the “Next Mailbox” command. *Note: If this doesn’t make sense to you, ignore it for now! It’s a convenience feature for users with lots of Mailboxes.*

**Summary (and color)** - Specifies that this Mailbox should appear in the Summary view (a color-coded view that integrates any number of Mailboxes). To activate the Summary view, check the “Use Summary Mailbox” box in “Mailbox View” preferences.

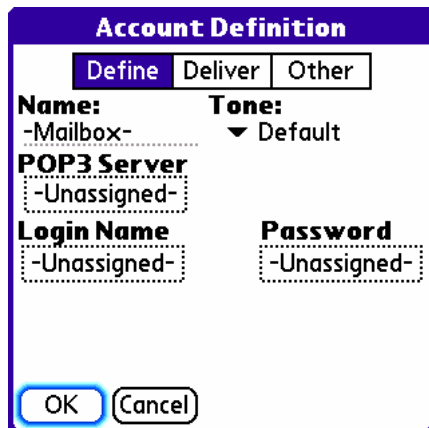
**Expunge After Delete** - Sends an “Expunge” command to the server after any pending deletions have been confirmed.

*Note: “Expunge” on an IMAP server is analogous to “Empty Trash” in Windows. Deletion, in the IMAP sense, does nothing more than mark a message as “deleted”.*

## Creating Generic Accounts – POP3

You create “generic” accounts from the “New Account” menu command in Chatter’s “Box” menu. The first step is to define the account’s name and how it is accessed wirelessly:

### POP3 Account – “Define” Screen



**Name** - Chatter’s name for the Mailbox that will reference the POP3 account. This name should be relatively short, so that it can fit on the top line of the screen, to the right of the clock; as a rule, try to keep names to ten or fewer characters.

**Tone** - Distinctive ring tone that you can use for new message alerts. The tone can be any of the ring tones loaded on your Treo. In addition, there are two “special” tones, “None” and “Default”. None, as you might expect, turns off tones for the Mailbox. Default, however, uses the tone specified in the **Notifications** screen in **Preferences**.

**POP3 Server** - Specifies the POP3 server’s address (e.g. pop.everyone.net, which is everyone.net’s POP3 address). If your server uses a non-standard port, the port number can be included in the address (e.g. mail.myserver.net:8145).

**Login Name and Password** - Login name and password you use at the host to access your POP3 account.



## POP3 Account – “Deliver” Screen

The “Delivery Preferences” screen provides customization options for the delivery of email for this Mailbox.

**( ) msgs** - Indicates how many messages to sync with the POP3 server. If this box is *not* checked, all messages will be loaded. *Note: There is a limit of 2048 messages that Chatter can handle in a POP3 Mailbox, regardless of this setting. Larger Mailboxes cannot be synced.*

**Keep Older Messages on Treo** - Causes Chatter to retain messages that are older than the specified number of days. If not checked, older messages will be removed from the Treo, *but kept on the server!* Basically, this option, if used, allows you to reduce the number of messages kept on the Treo.

*Note: Messages that are “locked” can not be deleted using Chatter’s deletion commands (it is intended to prevent accidental deletion). If you are not using the “Keep Older Messages...” option, you can always lock particular messages to prevent their deletion from the Treo.*

**POP before SMTP** - Indicates that the SMTP Profile associated with this Mailbox requires a POP session before SMTP can be used; this is a very unusual option that a few SMTP servers require.

**Use SSL** - Causes the Mailbox’ connection to your server to be made with SSL encryption active.

*Note: If you cannot successfully connect to your server via SSL, try using the “Trust Certificates” option in “System Preferences”. Also note that SSL operation “in the background” is not available unless you are using the MatrixSSL package. In another words, without MatrixSSL, all Mailboxes using SSL will stop being updated when you exit Chatter.*

**Load (10 – 400 lines)** - Specifies how many lines of text in any given message you would like to have loaded onto your Treo by default.

*Note: The default is 40. You can always load more of a message at a later time. Making this setting small speeds up syncing at the expense of a short delay in retrieving the remainder of any given message.*

**Store on SD Card** – Causes all new messages to be stored on the SD card; **Encrypted** indicates that messages stored on SD card are to be encrypted so that they can only be read on the machine that created them.

**Don’t Notify - Ever** - Causes all new message notifications for this Mailbox to be disabled (i.e. tone, vibrate, and LED).





Don't Notify ☐ Ever ☐ Background  
☐ Offline  
 ☐ SMS .....  
☐ AOL .....

**Don't Notify - Background** - Causes all new message notifications for this Mailbox to be disabled if the Treo is in any application other than Chatter.

**QSync every \_\_\_ mins**, when checked, causes the offline Mailbox to be updated on a fixed schedule. If this is not checked, updates (called "QuickSync"s) must be done manually.

**SMS** - Indicates that Chatter should automatically QSync this Mailbox if an SMS is received containing the entered text. The text is NOT case-sensitive (e.g. "trigger" is same as "TRIGGER" or "Trigger").

**Store New Messages on Card**, when checked, tells Chatter to store all new messages for this Mailbox on SD card. *Note: If no SD card is installed, new messages will be stored in RAM.*

## POP3 Account – “Other” Screen

Please refer to the [IMAP Account – “Other” Screen \(also for POP3\)](#).



## SMTP Profiles

Chatter supports to use of multiple sending “profiles” (i.e. sets of information for outgoing mail, including server, return address, signature, etc.). Sending mail with Chatter requires first that you enter information about at least one Profile. To create or edit a Profile, use the “Edit Mailbox” command (from the Box menu). Then tap the “SMTP” button.

*Note: Accounts created with one of the built-in Quick Setup Wizards (e.g. Yahoo, AOL, emailtreeo) will already have an associated SMTP Profile!*

**Server** – This is the “address” of your SMTP server. Most are of the form SMTP.something.com. Everyone.net users should use SMTP.everyone.net in this field.

**Login Name** and **Password** - Login name and password you use at the host to access your SMTP server.

**Ret'n Address** - The address that will appear as the sender of your outgoing messages.

**Full Name** - Your name as you'd like it to appear in the outgoing mail. Note: The preceding five fields are required; mail cannot be sent from an SMTP Profile unless all have been entered.

**BCC** - An email address to which a “Blind Carbon Copy” of your messages is sent.

**Reply-to** - The email address that recipients using a “Reply” button in their mail reader will use to send a reply. It need not be the same as **Ret'n Address**.

**Signature** - Text that appears at the end of every message you send. If you don't specify a signature, Chatter will use its own. To specify no signature, enter a single space character as the signature. If you don't intend to use a signature at any time (i.e. in any SMTP Profile), you can check the “No Signature” box in the “Composing Preferences”. To disable a signature for this particular mailbox, uncheck the box to the left of “Signature”.

**No Auth** - Indicates that your server does not require any kind of password authorization. This should NOT normally be checked unless you are certain that it applies to your server.

**SSL** - Requests that Chatter use SSL encryption while sending mail. By default, this is done on port 465.

**TLS** - Requests that Chatter use the STARTTLS procedure while sending mail. (This is basically a protocol whereby an SSL session is started from within a non-encrypted session.)

**Default** - Used to determine which SMTP Profile is used when using the “New” button in the Summary view. The setting is ignored at all other times.

**HELO/PLAIN**- These settings are used rarely for very old SMTP servers; these should remain unchecked in normal circumstances.

## Using SMTP Profiles

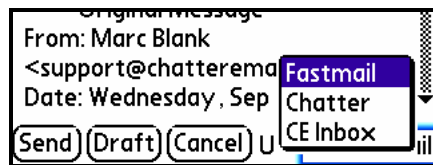
As noted above, Chatter is able to maintain a variety of different “Profiles” that can be used when sending email.

An SMTP Profile is basically a set of Email sending specifications (e.g. server address, login names, and passwords, return address, signature, etc...) that is associated with a particular Mailbox (or Account).

You can view, modify, and/or create a Profile for a given Mailbox by using the “Edit Mailbox” command, and then tapping the SMTP Profile” button.

There are two ways to send an email from a given Profile:

- ✉ Go to the Mailbox whose Profile you want to use (you’re probably already there), and create/send the message as described earlier.
- ✉ Select a Profile from the popup on the lower-right of the message composition screen. In the example below, there are three SMTP Profiles to choose from – Fastmail, Chatter, and CE Inbox



To make a “dummy” Profile (i.e. a Profile for which there is no corresponding server folder), use the “New SMTP Profile Only” command from the Box menu.

## Things to Keep In Mind:

### Notes on IMAP Syncing

- ✚ Changes made in a Mailbox on your Treo are transmitted to your IMAP server *only* when that Mailbox is “Online”. If you are “Offline” for some reason, changes **will not propagate** to the server until the Mailbox is next brought “Online”, either manually or with Chatter’s QuickSync.
- ✚ If your Treo “resets” with changes pending, those changes will be lost and the next sync will cause Mailboxes to revert to their status on the server. Note that this **does not cause** loss of any data, since the “authoritative” version of your messages is always at the server.
- ✚ **Chatter does not send updated information to the server at the moment you request it** (for example, when you delete a message from a synced Mailbox, or use the Expunge command). Rather, it waits a while (the exact time varies) in order to consolidate information and thereby save battery life. Users of CDMA Treo’s (Sprint or Verizon) should consider using the “Updates to server ... Delayed” option in the “Performance” preferences panel; this option further delays sending information back to the server until a time that is more advantageous to battery life.



## To “Sync Messages” or Not

In considering whether you want to use “Sync Messages” for your IMAP Mailboxes, there are a few things to keep in mind:

- ✉ A synced Mailbox on the Treo reflects what’s in the associated Folder on the server, with a few exceptions:
  - 1) If you’ve specified a number of days to sync, then messages older than that number of days will *not* necessarily reflect those on the server.
  - 2) Unless you specify “Keep Flags Synced”, the read and answered flags will *not* propagate from the server to your Treo for some time (up to ten minutes in some cases).
  - 3) Changes made on the Treo take time to migrate back to the server, typically less than thirty seconds, but possibly up to ten minutes or so if you are using the “Efficient Sync” preference (in “Connections” preferences; see below).
  - 4) Deleted messages on the Treo are removed from the Treo as soon as deletion on the server is confirmed. These messages will typically continue to appear on the server until you “Expunge” them. (This is *not* true for MS Exchange Server hosts in which deleted items are moved to the “Deleted Items” folder, or if you have chosen to have your deleted items moved to a folder on the IMAP server).
- ✉ Syncing is *not* slower than the alternative. Indeed, there are times during which a synced folder will work faster and more efficiently than a non-synced folder. It also does *not* use significantly more data or deplete the battery any more quickly.



## Online vs. Offline Operation (Continuous updates or Timed updates)

Keep your email continuously up to date is an incredible thing. So if your server supports it (via the IMAP IDLE), Chatter strongly recommends that you leave Mailboxes that receive incoming mail in the "Online" state. We suspect you'll be amazed at how quickly these new messages appear on your Treo.

Mailboxes that do *not* receive mail (i.e. you use them for storing messages, archiving, etc.) do *not* need to be kept "Online"; indeed, there is a hard limit of eight "Online" Mailboxes at any time in Chatter.

The alternative to "Online" operation is "Offline" operation, and it can be used either by choice or by necessity (if your server doesn't support IMAP Idle).

There are four ways to get update Mailboxes that are "Offline":

- ✉ Use the "Online" command to put the Mailbox online. The Mailbox will automatically update according to the settings you specified on the "Delivery" screen in "Edit Mailbox" and remain online until you use the "Offline" command. Remaining online is helpful if you intend to make changes to the Mailbox (delete or answer messages, for example) or if you may need to load "more" of various messages.
- ✉ Use the "QuickSync" command, which puts the Mailbox online, retrieves updates, and then puts the Mailbox offline again.
- ✉ Use "QuickSync" on a timer, using the option on the "Delivery" screen that appears if "Offline" is selected. This causes Chatter to do a "QuickSync" at regular intervals.
- ✉ Use SMS-triggered "QuickSync", whereby an incoming SMS message triggers a QuickSync for one or more Mailboxes.



## Storing Messages on SD Card\*

New messages can be stored on your SD card by checking the appropriate box in the “Deliver” screen in Account creation.

A few words about this feature:

- ✉ Messages are stored in real-time on the SD card so there is ***no archiving*** involved.
- ✉ Messages stored on SD card retain a small portion in RAM; this is roughly 55 bytes per message; therefore, 10,000 messages on the card would be expected to use about 550KB in RAM.
- ✉ Actions, including deletion, on SD card messages are necessarily slower than those performed on messages in RAM (SD memory is slow to access and to write). Significant delays are possible if you are acting on many of these messages at the same time (e.g. deleting a Mailbox containing lots of messages)
- ✉ If the card is removed, all messages stored on the card will become “ghosted” in Mailbox View; new messages will be stored in RAM. It is not recommend using Chatter with SD Mailboxes when the card is removed or changed; the best strategy is to “Shutdown ChatterEmail” before removing or swapping the card holding Chatter messages.
- ✉ Chatter’s SD card storage facility is capable of completely reconstituting the in-RAM part of the Mailbox; however, the utility package required to accomplish this is not yet available.
- ✉ Encryption of SD card messages can be performed automatically by checking the appropriate box in the Deliver page of Mailbox creation/editing. Encrypted messages can only be read on the device that created them.
- ✉ It is ***strongly*** recommended that you use SD mailboxes if you have an SD card installed on your Treo.

***\* Remember, the ChatterEmail application itself must be installed on Treo’s RAM and NOT on SD card!!***



## Creating Additional Mailboxes and Accounts in Chatter

*This section **does not apply to POP3** accounts.*

*To create new POP3 accounts, use the "New Account" menu command (in the Box menu).*

Chatter works with two kinds of Mailbox entities as described at the beginning of this document: Accounts and Mailboxes. Accounts and Mailboxes are almost identical; indeed, all Accounts are Mailboxes. What distinguishes an Account from a Mailbox is that an Account contains the server, login, and password information required for Chatter to make a connection to the server. Mailboxes that are "in" or "under" an Account represent additional Mailboxes that can be accessed within the Account. Is that clear?

To create a new Mailbox, use the "New Mailbox" command in the "Box" menu (the new Mailbox will be "in" the Account of the Mailbox you were viewing when the command was given.)

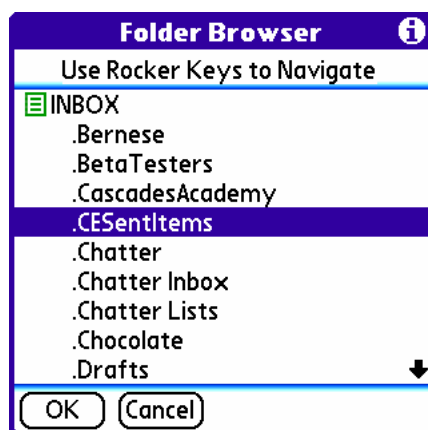
Here's what you should see:

The dialog box is titled "Mailbox Definition" and has four tabs: "Define", "Deliver", "Other", and "SMTP". The "Define" tab is selected. It contains the following fields:

- Name:** A text field with the placeholder "-Mailbox-".
- Tone:** A dropdown menu with "Default" selected.
- Complete Server Folder Name:** A text field with a dropdown arrow on the left.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

As with creating an Account, the **Name** will be the name Chatter uses to refer to the Mailbox. The **Complete Folder Name** must be set to the complete name of the Folder as it might be accessed on the IMAP server. *[Note: With the exception of "Inbox", Folder names are case-sensitive. In addition, the space character is also considered part of the name!].*

If the Folder List for the Account has already been loaded, there should be a popup available that provides a list of Folders in that server account specified in the Account (see screenshot below). Tap the arrow to bring up the list. *Notes: This feature only works if you are connected to the IMAP server! You can always enter the Folder name manually, but it is **not** recommended; the name as used by the IMAP server may **not** be what it appears to be in an email or Webmail client in which case you will get error messages when Chatter tries to connect.*



To navigate in the Folder Browser, use the up and down rocker keys to move up and down through the list of Folder names. **Use the right rocker key to “expand” a Folder that has subfolders and use the left rocker key to “collapse” a Folder’s subfolder list.** Select the “OK” button to select the highlighted Folder name. In the figure above, the right rocker key was used to expand the “INBOX” Folder and the down rocker key was used to move to “.CESentItems”.

The “Define”, “Deliver”, and “Other” screens are used in exactly the same manner as with the Inbox. When you are finished creating the new Mailbox, Chatter will automatically connect to the associated Folder on the server (unless “Offline” was checked on the “Deliver” screen).

You can also create additional Accounts in Chatter with the “New Account” menu command (in the “Box” menu). In this case, the procedure is exactly the same as that for creating your first Account (i.e. you’ll need to specify the server, login name, and password in addition to the other settings described here).



## Chatter's Mailbox View

### Mailbox selector

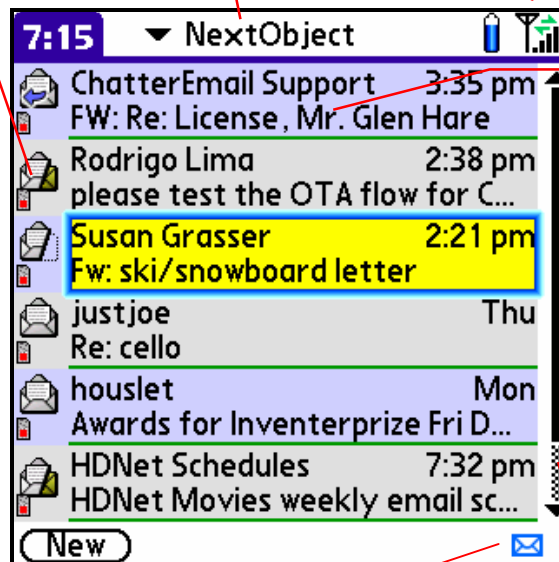
Tap here to choose the Mailbox you want to view.

### Time

**Icons** indicate whether a message is unread, read, or answered, partially loaded. Lower icons indicate attachments and messages that are stored on SD card.

*Tip: Tap on the icon to perform actions on the message.*

### Battery and Signal Indicator

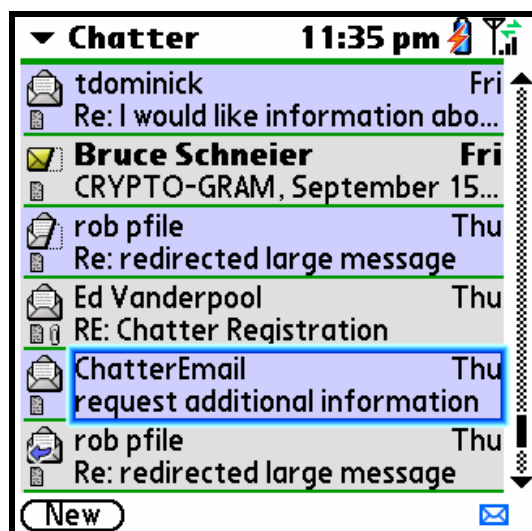

















**Messages** show sender, date sent, and subject. Bold faced messages are unread (the unread icon is also used). Tap on the message to view it.

The icon or text here indicates the **status** of the Mailbox.

Use the 5-way to **navigate** around the screen. Scroll the message list with the up and down arrows. Navigate controls with the left and right arrows. Use the center button to select.  
*Tip: option+up or down scrolls one page at a time.*

## Mailbox View - Icons and Indications



|  |                             |
|--|-----------------------------|
|       | Unread                      |
|       | Unread, partly loaded       |
|       | Read                        |
|       | Read, partly loaded         |
|       | Answered, loaded            |
|       | Loading more                |
|       | Loaded more                 |
|       | Locked                      |
|       | Has attachment(s)           |
|      | Stored on SD card           |
|     | Stored encrypted on SD card |
|     | Online                      |
|     | Online SSL                  |
|     | Online Matrix SSL           |
|  20 | 20 more messages to load    |
| <a href="#">Connect...</a>   |                             |
| <a href="#">Login...</a>   |                             |



## Mailbox View - Icons and Indications (cont'd)

Here's what some of the less obvious icons mean:

|                                      |   |
|--------------------------------------|---|
| <b>OFFLINE</b>                       | The Mailbox, normally online, has been manually placed offline via the "Go Offline" menu command (and vice versa) or because of a network error.  |
| *                                    | <p>This Mailbox, defined as "Offline" in the "Delivery" screen, has been placed online via the "Go Online" menu command; the asterisk follows other indications (e.g. the online icon, number of messages to load, etc.)</p> <p>Note: The preceding two indications are in red to remind you that the Mailbox is NOT in its "normal" state.</p> |
| <b>Can't Connect</b>                 | This Mailbox tried to connect, but failed for an undetermined reason. The connection will be retried at some interval, up to four minutes.  |
| <b>Use Menu-R</b>                    | Attempts to connect to servers continue to fail; Chatter has stopped trying for a while to conserve the battery; to manually try again, use menu-R ("Reset Connections")  |
| <b>Network Wait</b>                  | Chatter has tried and failed to open a data connection; another attempt will be made within five minutes; Chatter is trying to conserve battery life. Use menu-R ("Reset Connections") to force Chatter to try again.   |
| <b>SMTP Cnct/Hello/Auth/SSL/Send</b> | Indications that outgoing mail is currently being sent; the various words indicate stages of sending.   |
| <b>#1: 45%</b>                       | The #1: 45% is an example of the indication for attachment sending in progress. In this case, 45% of the first attachment has been transmitted.   |

## Acting on Messages

To act on a message from “Mailbox View”, tap or select with the rocker key the icon in the left column, which will cause a context-sensitive “popup” to appear.

**Reply/Reply All/Forward:** Takes you to the message composition view.

**Delete/Undelete:** Marks/clears the message for deletion. Deleted messages will appear “grayed out” on the screen until the deletion is confirmed by the server (within seconds for an “online” Mailbox; at the next sync for a Mailbox that requires manual or timed sync). POP3 messages deleted with this command are deleted from the server at the next sync (see just below).

**Flag/Unflag:** Marks the message “flagged” using the IMAP flagging feature.

**Junk:** Moves the message to the “Junk” folder that you specified on the “Other” page of “Edit Mailbox”.

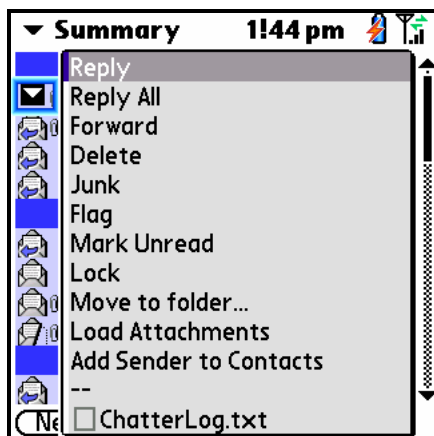
**Load More:** Loads the remainder of the text portion of the message.

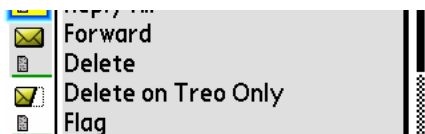
**Mark Read/Mark Unread:** Sets/clears the “read” (or “seen”) flag of the message so that it appears opened/unopened.

**Lock/Unlock:** Lock is a Chatter option that prevents deletion (typically in a “bulk” setting). The only way to delete a locked message by command on the Treo is to unlock it first.

**Move to folder...:** Move the message to another Folder on the same server and account as the currently viewed Mailbox. The “Folder Browser” will appear; make your selection to move the message. Note: Remember the distinction between Mailboxes and Folders. This command allows you to move a message to ANY Folder on the server, regardless of whether you’ve created a Mailbox for it in Chatter.

**Load Attachments:** Loads all of the message’s attachments





**Delete on Treo Only (POP3):** This deletes the message on the Treo only, leaving it on the server. This is a POP3-only option.

**Add Sender to Contacts:** Checks to see if any existing Contact has the email address of the sender, and, if not, offers to create one.

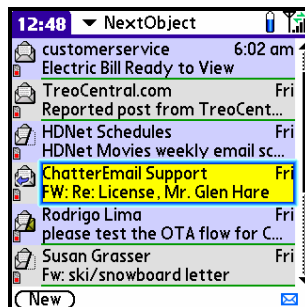
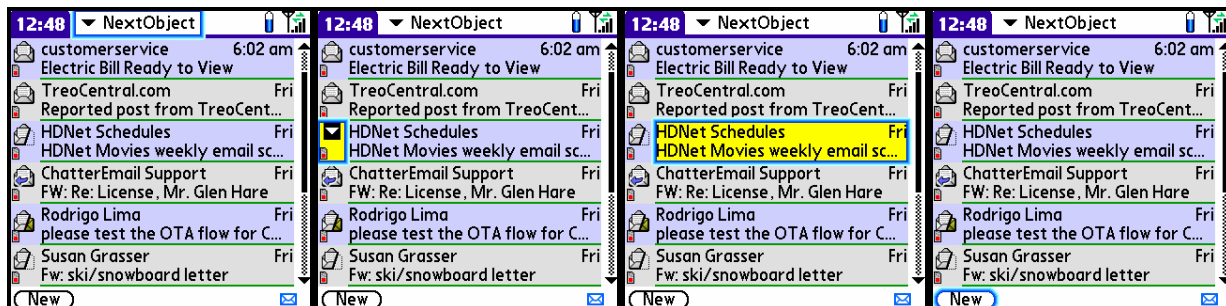
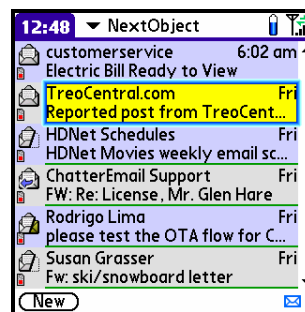


**<Attachment Name>:** The first five attachments (if any) to the message are included on the popup list. See the section "Loading and Reading Attachments" below for more information.

## Navigating in Mailbox View

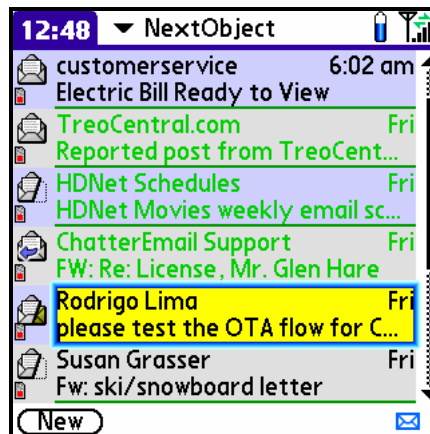
Use the rocker keys to navigate through the list of messages. The four side-by-side screens below demonstrate the effect of “right arrow” on screen navigation. In the first frame, the Mailbox selector is highlighted (tap to view another Mailbox); then the left column in the scrolling message frame (tap to act on the message); then the message itself (tap to enter “Message View” mode); then the “New” button. The top and bottom screen reflect an “up arrow” and “down arrow” from the frame between them.

The message frame can be scrolled either with the scroll arrow on the right hand side of the screen, or by repeatedly using the “up arrow” and “down arrow”. Note: Use the “option” key with the up or down arrow to scroll a screen at a time.



## Working with Multiple Messages

Messages are “selected” and “de-selected” in Chatter by pressing the **SPACEBAR** key while the message is highlighted (has the blue “focus ring” around it). Selected messages appear in green, as seen below; there is no limit to the number of messages that can be selected at any time in a given Mailbox.



Commands that act on “selected” messages are found in the **Msg** menu. They are:

**Delete Selected:** Marks messages for deletion.

**Delete Selected / Treo Only:** As above, but deleted on Treo<sup>1</sup>

**Junk Selected:** Moves messages to the designated “Junk” folder

**Move Selected...:** Moves messages to a single Folder that is selected via the Folder Browser.

**Load More of Selected:** Loads more of the messages

**Mark Selected Read/Unread:** Marks messages read or unread.

In addition, the following commands appear in the **Msg** menu:

**Mark All Messages Read:** Marks all messages in the Mailbox as “read”

**Delete All Unlocked:** Deletes all messages in the Mailbox that haven’t been locked.

**Expunge:** Expunges the server folder represented by the Mailbox (permanently removes deleted items from the server; this is sometimes called “Compact Folder” or “Purge”)

**Select All Messages:** As expected

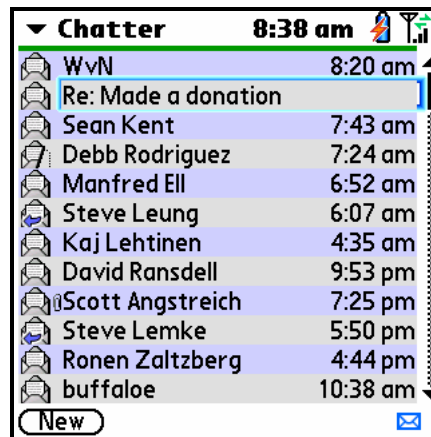
**Unselect All Messages:** As expected

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<sup>1</sup> This option is only allowed for POP3 messages and IMAP messages 1) in Mailboxes that don’t use “Sync Messages” or 2) that are older than the sync period (i.e. number of days to be sync’ed)

## Compressed Views

Chatter offers a “compressed” Mailbox View that allows a dozen messages to be seen at a time. In this view, the currently selected message alternates the display of sender and subject. Use the menu command “Toggle Compressed View” in the “View” menu.



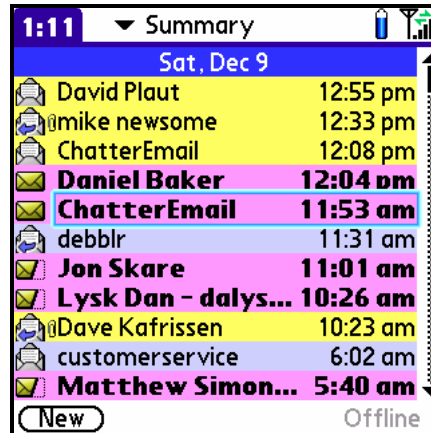
For any youngsters with Treo 650/680/700p, there is another, insanely compressed view available when in the compressed mode. Toggle it with “Toggle Small Font”, also in the View menu.





## The Summary Mailbox

Chatter offers an innovative “Summary” Mailbox which can contain messages from any number of other Mailboxes in Chatter; an example is shown below. Note that each Mailbox in the Summary can be given a color code; in the example, there are two Mailboxes in the Summary, one blue and one green. Messages can be manipulated (e.g. deleted, moved, viewed) exactly as if they were in their “own” Mailboxes.

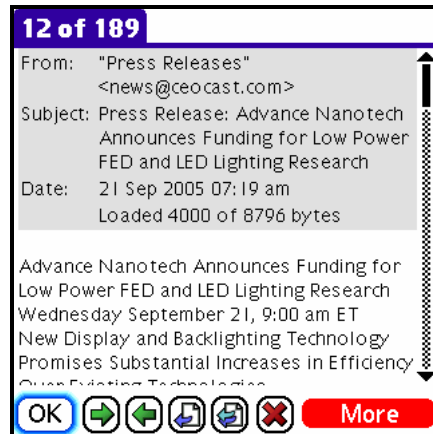


To activate the “Summary”, use the “Use Summary Mailbox” checkbox in “Mailbox View” preferences. Then, for each Mailbox you wish to appear in the Summary, go to “Edit Mailbox” -> “Other”, check the “Summary” checkbox and, if you like, select a color in which messages from that Mailbox will appear in the Summary.

The Summary Mailbox has been optimized for the “compressed” view.

## Viewing Messages

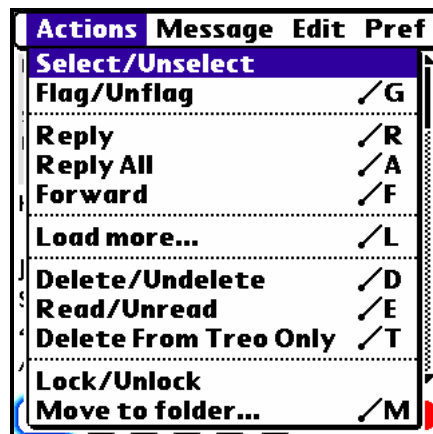
To view a message, simply tap on the message in the Mailbox View (or use the rocker center button while the message is highlighted). Here's an example.



Note that the top of the message includes the sender, subject, and date. If the message is incompletely loaded, that information is presented as well (in this case, 4000 bytes of 8796 bytes were loaded). Following the header is the message text itself.

The buttons at the bottom are pretty much self-explanatory (return to Mailbox View, next message, previous message, reply, reply to all, and delete). The red "More" at the bottom right is also a button; tap it to load more of the message.

The "Actions" menu also has commands that act on the current message, as can be seen below.



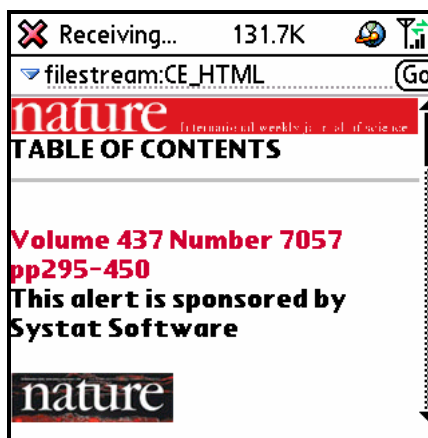
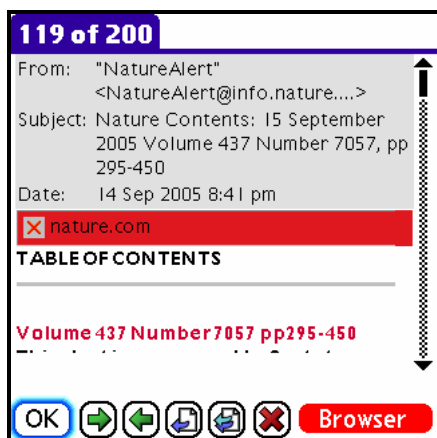
The other menu of note in “Message View” is the “Message” menu, as seen below. This contains a few additional commands, including those to show additional headers (“to” and “cc” fields) and fewer headers (the default), to move quickly to the top or bottom of the Mailbox, and to act on attachments.

Note: The “Wide/Narrow Display”, “Bigger/Smaller Font”, and “Find Text on Page” commands work only on the Treo 650/680/700p; they will not appear on the Treo 600.



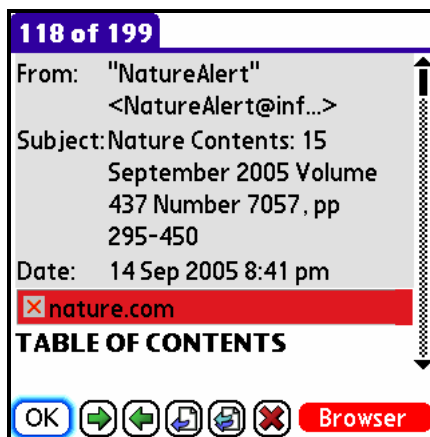
## Images and Long HTML Messages (Treo 650/680/700p)

Chatter is unable to display extremely long HTML emails or emails with images. In these cases, Chatter will show a “Browser” button, as below. Tapping on this button takes you to Blazer (Web), where the full message will be displayed.



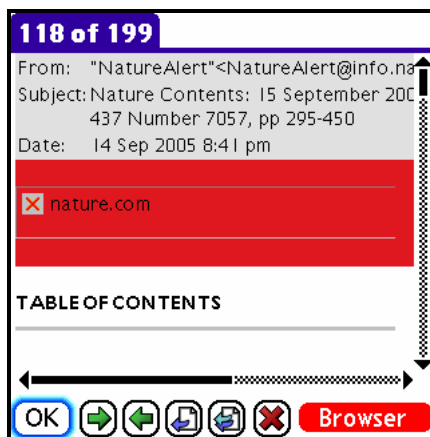
## Larger Font / Smaller Font (Treo 650/680/700p)

On the Treo 650, you have the option of a larger or smaller font for viewing messages (“Bigger Font” and “Smaller Font” in the Message menu). To use the smaller font, use the corresponding option in “Message View” preferences. This is the message from the previous page shown in the larger font.



## Wide Display / Narrow Display (Treo 650/680/700p)

On the Treo 650, you have the option of a “true” or “optimized” HTML display; these are called “Wide Display” and “Narrow Display” in Chatter. The default is Narrow Display; here’s what the above example looks like in Wide Display; note that there is now a horizontal scroll bar at the bottom of the screen.





## Command Shortcuts: One-Key Commands

Chatter provides convenient, one-key commands for activating most of the commands that work on messages; these commands are enabled with the "Use One-Key Commands" checkbox in the "Mailbox View" preferences.

Here are the one-key commands used in Mailbox View and Message View:

### Message View & Mailbox View:

|   |   |
|---|---|
| A | reply all   |
| D | delete / undelete   |
| E | read / unread   |
| F | forward   |
| J | junk  |
| L | load more   |
| M | move  |
| R | reply   |
| T | delete on Treo only (only for POP and other boxes with "Sync Messages" unchecked) |

### Message View Only:

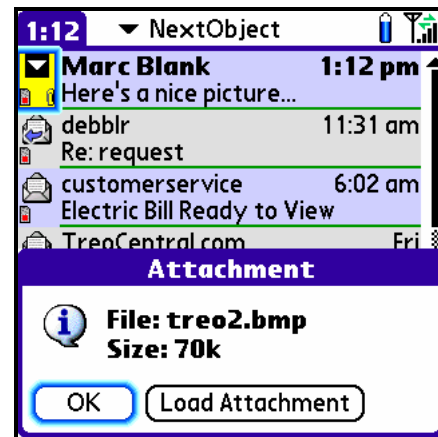
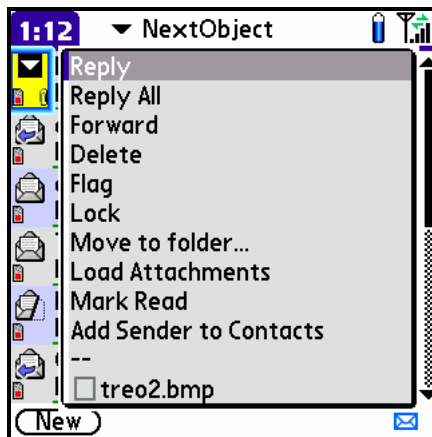
|   |                                |
|---|--------------------------------|
| B | browser                        |
| H | more/fewer headers             |
| N | next message (numerically)     |
| P | previous message (numerically) |

### Mailbox View Only:

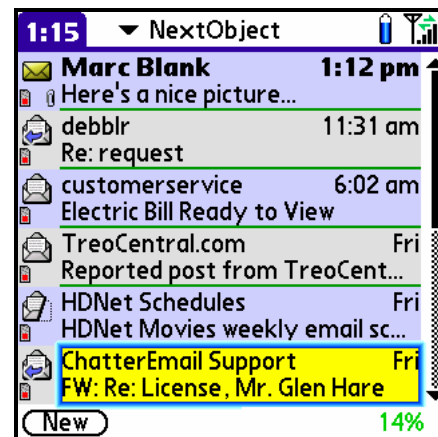
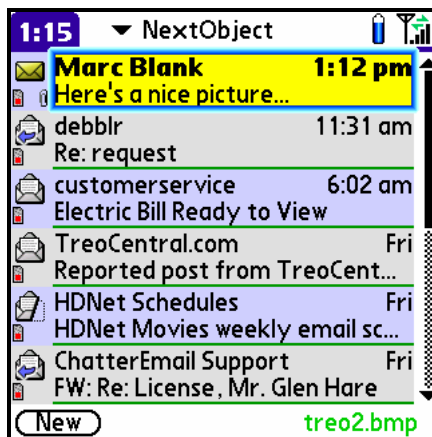
|   |                         |
|---|-------------------------|
| C | toggle compressed view  |
| K | mark all read           |
| N | new message             |
| V | toggle sender/addressee |

## Loading and Reading Attachments

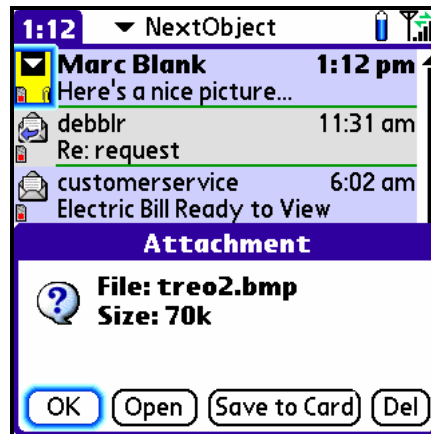
To load an attachment, simply select the attachment as it appears at the bottom of the message actions list (you can also select the attachment from "Message View"). Some information about the file will appear, and you will be given the option of loading the attachment.



In keeping with Chatter's philosophy, the attachment will load "quietly" (i.e. you can do other things while it is loading.) The status area at the bottom right of the screen will alternately show the file name and the percentage completion of the load, as seen below. When loading is finished, Chatter will popup a completion message.



To open a loaded attachment, again select the attachment from the message action popup, and a screen similar to this will appear:



Selecting “Del” will delete the attachment from the Treo, releasing the memory it was using. Selecting “Open” will bring up a selection screen that allows you to pick which application should be used in opening the document (example below).



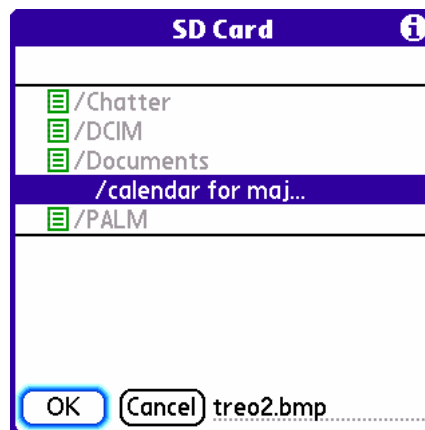
Please note that opening an attachment requires a separate “viewer” application. Some viewer applications (e.g. “Memos” for txt files and “Media” for jpg files) come loaded on the Treo; others must be obtained separately.



If your Mailbox is set to “Store New Msgs to SD Card” (an option on the “Deliver” screen of “Edit Mailbox”), loaded attachments will be stored in the /Chatter/Attachments directory of your SD card. Otherwise, these files will be stored in RAM.

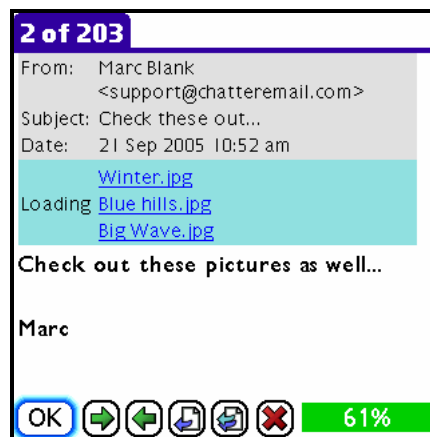
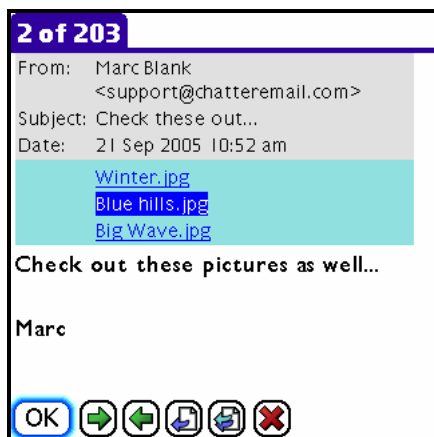
Attachments can, if desired, be saved to an arbitrary location on your SD Card (assuming you have one). Select “Save to Card” and you’ll be presented with the “Folder Browser” from which to select the folder into which you wish to file the attachment. You may also specify a file name.

**Note that navigating the Folder Browser works in the same manner as navigating the folder list. Use rocker-right to expand and rocker-left to collapse folders.**



## Attachments in Message View

Attachments can also be loaded and viewed from Message View; just select the attachment name to load, open, delete, or save attachments to card.







## New Mail Notification

When mail arrives in any Mailbox, you are alerted to its presence in a variety of different ways, depending on the settings in the “Notifications” screen of “Preferences” (enter “Preferences” using the menu command of the same name).

Check the boxes for each Treo “state”, indicating which notifications should apply.

The states are:

- ☐ Using Chatter: The Treo is awake and Chatter is in the application running on the screen.
- ☐ Using Other App: The Treo is awake and running an application other than Chatter.
- ☐ Asleep: The Treo is asleep (the screen is off), regardless of which application is running

The notifications are:

- ☐ “Pop”: The screen turns on (if it was off), and the new message “pops” up, at which point you may reply to the message, delete the message, or simply “dismiss” the popup and deal with the message later. Pop up messages automatically dismiss themselves after 30 seconds, although this time can be changed in “Notifications” (“Popup Timeout”). *Note: A reply to a “popup” message will NOT currently include a signature, or the replied-to message’s quoted contents. It will be sent using the Profile of the receiving Mailbox, if any. If it is important to control these things, then you shouldn’t use the “pop” screen for replies, but merely as a quick way to read new messages.*
- ☐ “Tone”: The tone specified in the Mailbox definition is played. Having a different tone for each Mailbox is a nice way to distinguish incoming messages.
- ☐ “Vib”: The Treo vibrates three times, unless that number is overridden in the Mailbox definition.
- ☐ “LED”: The LED rapidly flashes green on Treo 600/Treo 650.

Note that ALL notifications for a Mailbox are blocked by the “Disable All Notifications” checkbox in the Mailbox definition (“Other” tab).

## Special notes on LED notification

The LED notification stays lit until either 1) you re-enter Chatter, if you were in a different application, or 2) if you are already in Chatter, until the Treo “wakes up” and you tap a key.

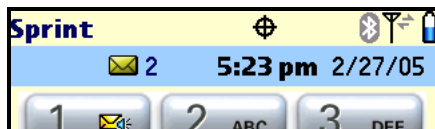
In addition, if you use “Keep Flags Synced” in the “Delivery” preferences for your Mailboxes, and all of the messages causing the LED notification have been read on another client (say, your PC), the LED notification will turn itself off.

*Note: The LED flashes to indicate that there are messages that are both 1) new since you left Chatter or the Treo went to sleep, and 2) unread.*

*Note: LED flashing is NOT possible on the Treo 680 and Verizon Treo 700p; instead, LED notification is given by a solid green light.*

## Treo 650/680p/700p Phone Application Email Notification

Chatter reports the number of “new” messages in your Treo 650/700p’s Phone application, as shown below (two new messages).



A “new” message, in this sense, is a message that has been both 1) received since you last left Chatter (i.e. to go into a different application), and 2) unread; the count is updated immediately as you receive new mail.

In addition, if you use “Keep Flags Synced” in the “Delivery” preferences for your Mailboxes, the number of “new” messages will be decremented as you “read” these messages on another IMAP client (typically, your PC); however, this “real-time” update can take anywhere from a few seconds to a minute or so.

*Note: The count is not a count of unread messages! It is, as mentioned above, a count of message that are both new and unread.*

## Popup Notifications

If “Pop(up)” notifications are being used, a screen similar to that below will appear when a new message arrives and you are in another application on your Treo.



You can choose to read the message from the Popup, write a brief reply (a “Send” button will appear in this case), mark the message as “read”, delete the message, or “Go” to the message in ChatterEmail for further action. Popup notifications “time out” (go away) after 30 seconds if no buttons are pressed.

## Sending Mail

### Composition

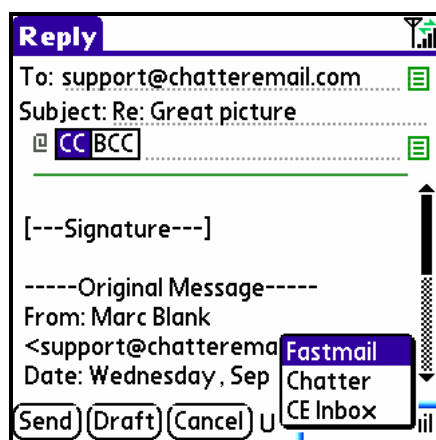
**You can indicate the desire to compose a message in a number of ways:**

From "Mailbox View", using the "New" button.

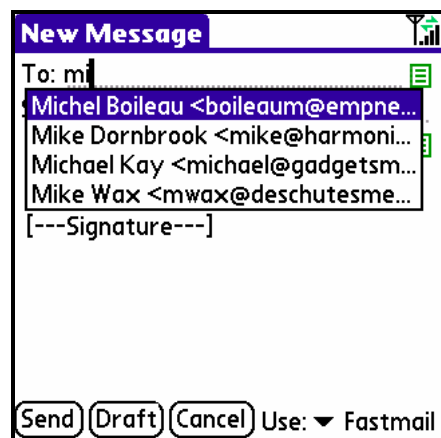
From "Mailbox View", selecting "Reply", "Reply All", or "Forward" from a message popup (tapping or selecting the arrow icon next to a message). Or using the equivalent one-key command (if enabled)

From "Message View", using the "Reply", "Reply All", or "Forward" menu commands, or using the equivalent one-key command (if enabled)

Regardless of which method is used, you will be placed in the composition screen below.



The "To" and "CC" fields can handle multiple addressees; these must be separated by a comma. Email addresses found in your Contacts database, as well as the 64 most recently used email addresses, will also be used to "auto-complete" your entries; an example of this is shown below.



Tap on the green boxes to the right of the "To" and "CC/BCC" fields to expand the entry area.

Note that [---Signature---] is included in the message text. This "placeholder" signature will be replaced with the default signature or one of your choosing (you create/edit your signature with "Edit SMTP Profile", in the "Other" screen of the "Edit Mailbox" screen.)

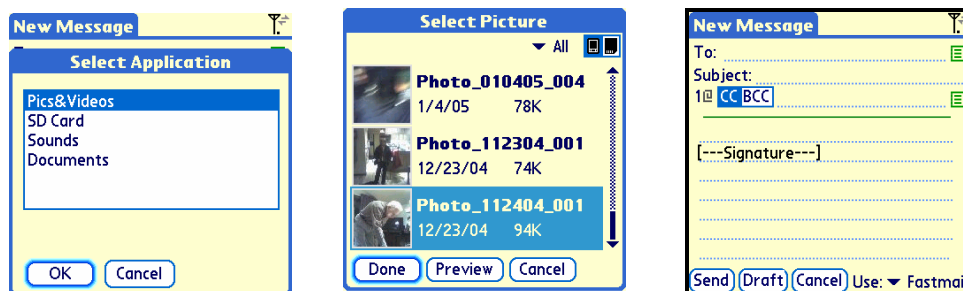
When you are done composing the message, simply tap the “Send” button and sending will begin.

*Tip: Sending can be initiated by pressing the return key with the option key (the key to the left of “Z”) held down*

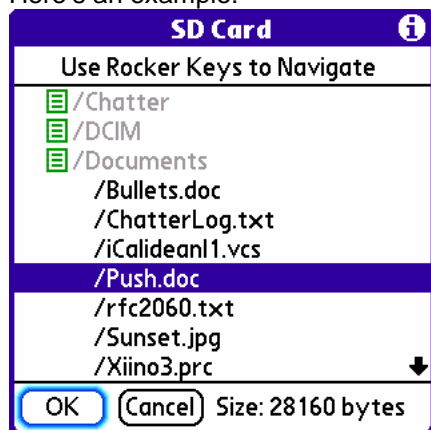
## Sending Attachments

There are two different methods of attaching files to outgoing mail:

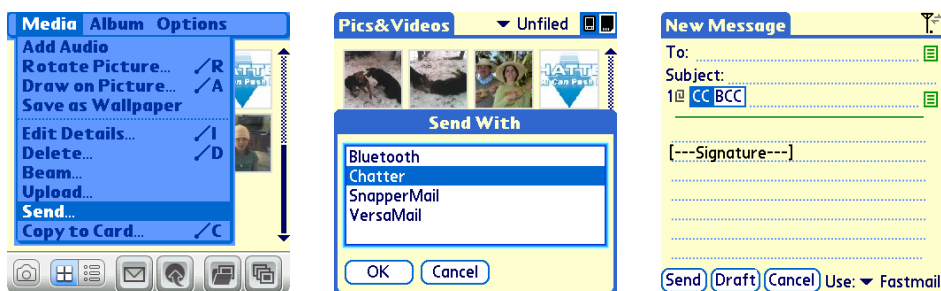
**From inside Chatter...** Start composing an email in the usual manner (e.g. with the New button, Reply, Reply All, or Forward). Tap on the paper clip icon to the left of the CC/BCC selector. This brings up a screen like the one on the left, allowing you to choose which “application” should be used to select the attachment. Select the file you want to attach (in the example below, from the Sprint Treo 650’s “Pics & Videos” application), and you’re brought back to the composition screen with an indication of the number of attachments now included in your message (“1”, in the example below).



Note the application called “SD Card” on the “Select Application” screen above. This selection allows you to attach any file from your SD card; when you do, you are placed in a browser that operates identically to that used to select server Folders (for moving messages or creating new Mailboxes). Here’s an example:

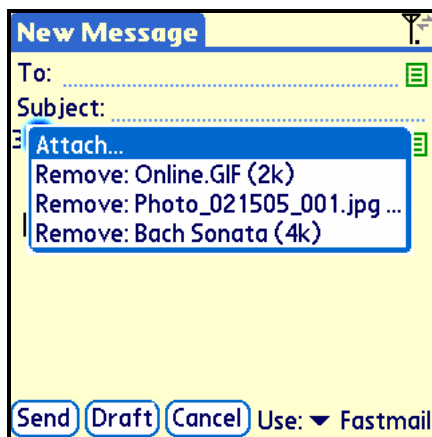


**From outside Chatter...** Many applications on the Treo know how to “send” files to email applications. Those that do provide a “Send” button or “Send” menu command (this varies between applications). For example, the Pics & Videos application on the Treo 650 has a “Send” menu command, as demonstrated in the sequence below. Note the “1” next to the paper clip in the last frame, indicating that the message has one attachment.



## Adding & Removing Attachments

Chatter makes adding additional attachments or deleting existing ones a snap. Just tap on the “paper clip” icon, and you’ll see something like this:



To add another attachment, just select “Attach...”. To remove an attachment, select the attachment you want to remove. It’s that simple.

## Return Receipts

You can request a return receipt for any message by using the “Request Receipt” menu command in the “Options” menu while composing your message. You can also make this the default with the option in the “Composition” preferences. *Note: There is no guarantee that the receiver of the message can respond to requests for a receipt; this is an optional feature of email programs.*

## Importance

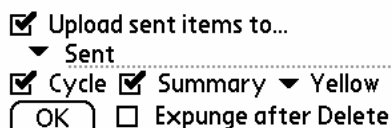
You can mark a message as “Important” using the “High Importance” menu command in the “Options” menu while composing your message. *Note: How, or whether, this indication is shown to the receiver of the message depends on the receiver’s email program.*



## Uploading Sent Mail to the Server (IMAP)

One of the powerful features of Chatter is the ability to “upload” messages sent from the Treo onto your IMAP server (for future reference or use from a PC based client).

Each SMTP Profile can specify a folder to which messages sent using that Profile are uploaded. To do so, go to the “Other” screen of the “Edit Mailbox” screen and check the “Upload sent items to...” box. Then, use the Folder Browser to indicate which Folder (on the server, remember!) the sent message should be uploaded to.



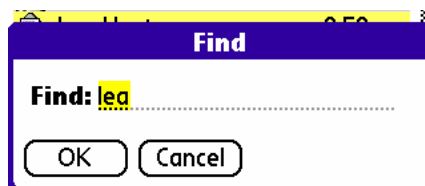
A Folder containing sent messages is no different than any other Folder on the server. So if you'd like to keep track of that Folder on your Treo, simply use “New Mailbox” to create a Mailbox that references the Folder.

### The “TreoSent” Mailbox

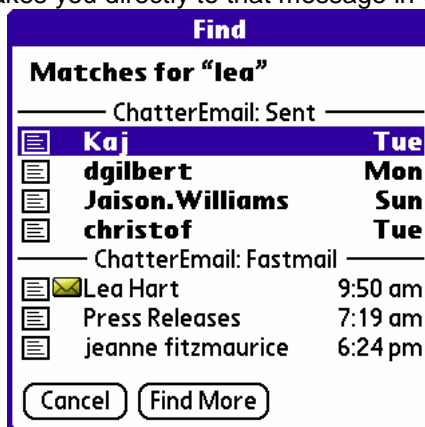
A local Mailbox (i.e. on the Treo only) called “TreoSent” is automatically maintained by Chatter. In it are placed copies of all sent messages. And although this seems potentially redundant if you are uploading sent messages to the server, remember that your Treo may “reset” for a number of reasons (changing battery, software failure, etc.). Having a TreoSent Mailbox ensures that all messages that are successfully sent are retained for possible future use.

## Searching for Messages Stored on the Treo (IMAP/POP3)

Chatter supports the Palm “Global Find” interface. To search for text in a message, use option-shift (the key with the magnifying glass icon), which brings up the following:



If there are search results within Chatter, results will be presented as shown below. Note that in this case, there are messages containing the word “review” in the ChatterEmail, Fastmail, Personal, and POP Mailboxes (so far... there are more possibly that would be seen if “Find More” were tapped). Note that for each message found there are possibly two icons; the one on the left (looking like a list) indicates that the search text was found within the body of the message; the envelope icon indicates that the text was found within the “envelope” of the message (i.e. to, from, subject, date, etc.) Tapping on any of these items takes you directly to that message in Chatter.

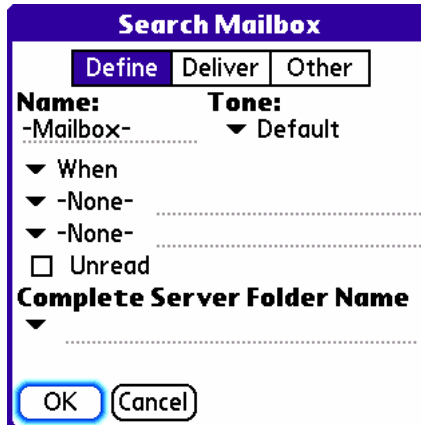


## Searching for Messages on the IMAP Server (Filtered Mailboxes)

A unique and extremely powerful feature in Chatter is the ability to quickly search all of the messages in a particular server folder (regardless of whether that message is currently loaded on the Treo). What's more, these searches can be made "persistent", in that they can be updated either continuously or via timed QuickSync or manually.

In effect, then, you have the ability to create Mailboxes that are "filtered" (i.e. subsets) from the original server Folder. Examples might be Mailboxes containing only "unread" mail, or Mailboxes containing mail from particular individuals.

To create a Filtered Mailbox, use the "Create New Filtered Mailbox" command in the Box menu.

A dialog box titled "Search Mailbox" with three tabs: "Define", "Deliver", and "Other". The "Define" tab is selected. It contains fields for "Name:" (set to "-Mailbox-"), "Tone:" (set to "Default"), and a "When" section with a dropdown menu (set to "-None-") and a checkbox for "Unread". Below these is a field for "Complete Server Folder Name" with a dropdown menu. At the bottom are "OK" and "Cancel" buttons.

**Search Mailbox**

Define Deliver Other

Name: -Mailbox- Tone: ▼ Default

▼ When

▼ -None- .....

▼ -None- .....

☐ Unread

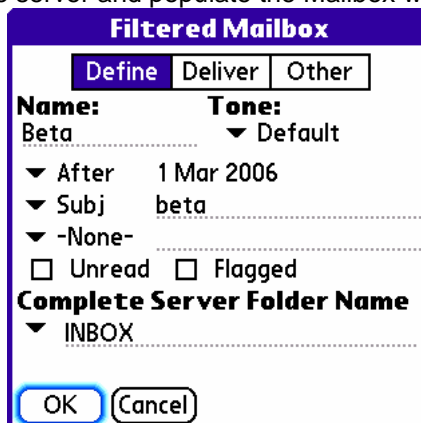
Complete Server Folder Name

▼ .....

OK Cancel

First, note that the mechanism is very similar to that of defining a new Mailbox (described much earlier). What's different is that there are some controls that determine how the Mailbox is to be filtered. Right now, these options include the date, searches of the "to", "from", "subject", "body", or "all" fields, and the "unread" flag.

In the example below, the user has chosen to filter the server "INBOX" folder for messages after September 1, 2005 and which contain "beta" in the subject. Delivery and "Other" options are exactly the same as for any other IMAP Mailbox. When you finish defining the Mailbox, Chatter will (if the Mailbox isn't "Offline") search the server and populate the Mailbox with matching items.

A dialog box titled "Filtered Mailbox" with three tabs: "Define", "Deliver", and "Other". The "Define" tab is selected. It contains fields for "Name:" (set to "Beta"), "Tone:" (set to "Default"), and a "When" section with a dropdown menu (set to "After") and a date field (set to "1 Mar 2006"). Below these is a field for "Subj" (set to "beta") and a dropdown menu (set to "-None-"). There are checkboxes for "Unread" and "Flagged". Below these is a field for "Complete Server Folder Name" with a dropdown menu (set to "INBOX"). At the bottom are "OK" and "Cancel" buttons.

**Filtered Mailbox**

Define Deliver Other

Name: Beta Tone: ▼ Default

▼ After 1 Mar 2006

▼ Subj beta .....

▼ -None- .....

☐ Unread ☐ Flagged

Complete Server Folder Name

▼ INBOX .....

OK Cancel

In the example below, the user has created a Mailbox named "Unread" which contains all of the unread mail from my server's "INBOX" folder.





**Filtered Mailbox**

Define

Deliver

Other

**Name:**  
Unread

**Tone:**  
▼ Default

▼ When

▼ -None-

▼ -None-

☒ Unread ☐ Flagged

**Complete Server Folder Name**  
▼ INBOX

OK

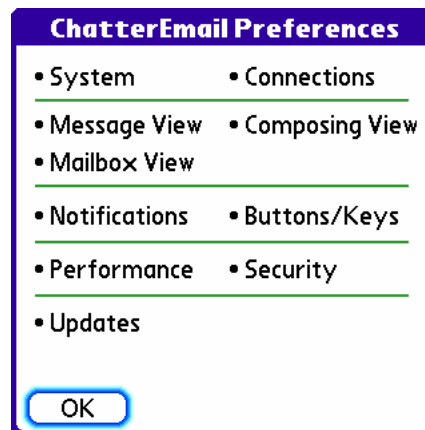
Cancel

At the moment, there is no distinction at all between a server search and a new “permanent” Mailbox. If the intention was simply to do a one-time search, one could simply use the “Delete Mailbox” menu command to remove the “search” Mailbox from Chatter.

## Customizing ChatterEmail

### Overview

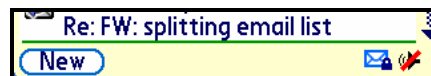
There are ten screens of options that can be used to personalize ChatterEmail. Each is accessed via the “Preferences” menu command in the “Pref” menu:



Other Commands in the “Pref” Menu include:

“**Silent Alerts**”, when selected, turns off all Tone and Vibrate alerts, leaving only LED alerts. It's useful as a kind of “Meeting Mode” for times when you do not want to be disturbed. This option becomes “Normal Alerts” when Silent Alerts are active. An ugly speaker icon with a red line through it indicates that Silent Alerts is the current mode.

“Silent Alert” mode is indicated with an icon on the bottom right of the screen:

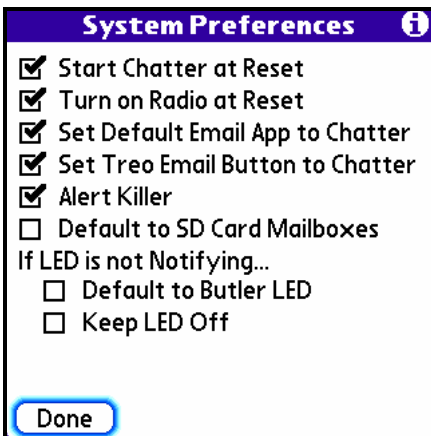


“**Console**”, takes you to Chatter’s console. Console commands are described later in this document.

“**Work Offline/Online**” Use this command to entirely stop ChatterEmail’s use of network activity (and restart it). This can be useful, for example, while using ChatterEmail on an airplane.



## System Preferences



**Start Chatter at Reset:** Causes ChatterEmail to start itself up whenever a system reset is detected.

**Turn on Radio at Reset:** ChatterEmail will turn on the Treo's radio when a reset is detected (approximately 5 seconds after the reset).

**Set Default Email App to Chatter:** In a perfect world, this would be unnecessary, as the Palm "Prefs" application should always work to specify the default email app. Alas, this isn't a perfect world.

**Set Treo Email Button to Chatter:** Sets the mail hard button on the Treo to launch Chatter.

**Alert Killer:** When checked, causes Calendar popup events to be dismissed after the screen turns off, thereby allowing ChatterEmail to continue to receive email.

**Default to SD card mailboxes:** Use this to make "Store New Msgs on SD Card" the default for newly created Mailboxes

### If LED is not Notifying...

**Default to Butler LED:** Default to the LED signaling of the third-party program "Butler".

**Keep LED Off:** Keeps the Treo's LED off unless there is a ChatterEmail notification to display.



## Connections

**Disconnect if All Mailboxes Offline:** Allows ChatterEmail to disconnect the "data connection" if no Mailboxes require it. This would be the case if all of your Mailboxes were "offline".

**Disable Chatter While Roaming:** Roaming in the US will typically not work with data connections; It is strongly recommend setting this checkbox.

**Max Network Failures (1-99):** After this many failed attempts at making a "data connection", ChatterEmail will stop trying. Use the "Reset Connections" menu command to make any further attempts.

**QuickSync Only When Asleep:** For use with "Timed QSync" operation, this option prevents a QuickSync from being initiated when the Treo is in use (i.e. the display is turned on).

**Ignore Radio State:** Check this box if you want to have Chatter use a WiFi or Bluetooth connection (instead of the Treo's cellular radio) for connections.

**Loosely Cache IP Addresses:**

**Always Cache IP Addresses:**

**Never Cache IP Addresses:**

Most servers use the same IP address pretty much forever; Chatter stores them in a cache to make connections quicker. Some servers, however, change their IP address frequently; use "Never Cache IP Addresses" in this case. Use "Always Cache IP Addresses" if you know for certain that the IP address of your server(s) never changes. "Loosely Cache IP Addresses" is the best option for the vast majority of users.

**Enhance MMS Compatibility:** ChatterEmail can interfere with the receipt of MMS messages (GSM users), causing them to be delayed at times. This option will make Chatter play nicer with MMS, at the expense of delaying data connections (you'll see "Network Wait" and "Network In Use" at times; these go away after a short while).

**Trust SSL Certificates:** For use with SSL, this allows ChatterEmail to connect to the server without being able to verify the certificate of the server. Very valuable if SSL connections are failing.

**Connection Preferences** ⓘ

- ☐ Disconnect if All Mailboxes Offline
- ☐ Disable Chatter While Roaming
- 3 Max Network Failures (1-99)
- ☐ QuickSync Only When Asleep
- ☐ Ignore Radio State
- ▼ Loosely Cache IP Addresses
- ☐ Enhance MMS Compatibility
- ☒ Trust SSL Certificates

Done



## Composing

**Quote Message:** By default, ChatterEmail will quote the original message when composing a reply; uncheck this if you don't want messages quoted in replies.

**Adding >:** Checking this will cause ChatterEmail to prepend each line in the quoted message with a ">".

**Underline Composition Area:** A matter of personal preference; whether the body of composed messages should appear underlined.

**No Signature:** If checked, Chatter won't append a personalized signature to outgoing messages.

**Don't Save in TreoSent:** Chatter normally saves a copy of all sent messages (less attachments) in the TreoSent Mailbox; this option disables that feature.

**Always Send Immediately:** If Chatter isn't connected to the data network, it will normally wait until the next sync before sending mail; this option tells Chatter to send all mail without waiting.

**Smart Profile Selection:** When checked, Chatter will use, as the default SMTP Profile, the profile whose return address matches your address. This can be handy if you receive mail to more than one address in a single Mailbox, but want to reply differently depending on which address was used.

**Use Contacts for Auto-Complete:** If checked, Chatter will use (in addition to recently used addresses) your Contacts database for auto-completion of addressees.

**Palm Style Lookups:** When using the Contacts database for auto-complete, Chatter references Contacts with a first and last name (as opposed to a business) as "Firstname Lastname" and as "Lastname.Firstname". With this setting selected, the second option becomes "F.Lastname", where F is the first letter of the first name. So, for example, the default for Fred Flintstone would be lookups by "Fred Flintstone" and "Flintstone, Fred"; with this option set, you could lookup as "Fred Flintstone" and "FFlintstone".

**Rebuild When Contacts Change:** If set, Chatter will rebuild its internal Contacts database whenever Contacts are added, deleted, or changed.

**Always Request Receipt:** Makes "Request Receipt" the default for sent mail. Remember that the recipient's email program is *not* required to send a receipt!

**Rebuild Auto-Complete List:** Causes Chatter to rebuild its internal Contacts database as soon as you leave Prefs.

**Composing Preferences** ⓘ

- ☒ Quote Message ... ☐ Adding >
- ☐ Underline Composition Area
- ☐ No Signature
- ☐ Don't Save in TreoSent
- ☐ Always Send Immediately
- ☐ Smart Profile Selection
- ☒ Use Contacts for Auto-Complete
- ☒ Palm Style Lookups
- ☒ Rebuild When Contacts Change
- ☐ Always Request Receipt

**Done** **Rebuild Auto-Complete List**



## Message View

**Default to 'More Headers':** By default, only the sender, subject, and date of a message are shown in Message View. "More Headers" allows additional headers to be viewed ("CC", "To", and "Reply To"). This option causes "More Headers" to be the default for all Mailboxes.

**Go to Mailbox View After Delete:** By default, ChatterEmail will move to the next message after deleting the currently viewed message. Use this checkbox to change this behavior.

**Message View Prefs** ⓘ

☐ Default to 'More Headers'

☐ Go to Mailbox View After Delete

☒ Walk Links in Message View

☐ Use Xiino for Browser

☐ Delete Goes to Next Newer Msg

☐ Fix Split Lines

☒ Default to Smaller Font

☒ ... but just for the Header

Done

**Walk Links in Message View:** When this is checked, use the up and down rocker keys to scroll by "links", which include phone numbers, email addresses, and URLs.

**Use Xiino for Browser:** Check this if you prefer to use Xiino as your web browser.

**Delete Goes to Next Newer Msg:** When deleting a message, Chatter normally goes to the next sequential message; this option tells Chatter to go to the next *newer* message, which may be the next message or the previous message.

**Fix Split Lines:** In some cases, Chatter may appear to "split" lines in viewing messages, so that a particular line can't be read properly; this option fixes those cases (most people don't need this).

**Default to Smaller Font: (Treo 650/680/700p only)** If checked, Chatter will default to using a smaller font when viewing messages.

**... but just for the Header (Treo 650/680/700p only)** If checked, Chatter will use a small font for the header and a larger font for the message body.



## Mailbox View

**24 hour time:** Use 24 hour time in the various clock displays.

**Navigate Past Message List:** If you attempt to move "up" beyond the top of the message list (Mailbox View) or "down" beyond the bottom, ChatterEmail will normally do nothing. If this option is checked, moving up beyond the top will navigate to the Mailbox selector or to the New button.

**Default to "Reverse Sort":** Makes "Reverse Sort" the default sort view for newly created Mailboxes.

**'Old' Message Days:** Specify the age of messages to delete when using the "Delete Old Unlocked" command in the "Box" menu.

The image shows a 'Mailbox View Preferences' dialog box with a title bar and an information icon. It contains several checkboxes: 'Navigate Past Message List' (unchecked), 'Default to "Sort Reverse"' (checked), '7... 'Old' Message Days' (with a dropdown menu), 'Use Summary Mailbox' (checked), 'Show Sent Items' (unchecked), 'Start in Summary' (checked), 'Hide Red Alert' (unchecked), 'Hide Dates' (unchecked), 'Always Use Mailbox Color' (checked), 'Read AOL Msgs Stay in "New Mail"' (unchecked), and 'Use Receive Date/Time' (checked). A 'Done' button is at the bottom.

**Use Summary Mailbox:** Indicate that you want to use the Summary Mailbox to integrate a number of other Mailboxes.

**Show Sent Items:** Specify that the "TreoSent" Mailbox should appear in the Summary.

**Start in Summary:** If checked, Chatter will always start up in the Summary view

**Hide Red Alert:** Causes the red notification alerts (bottom-left of the screen) not to be shown while using Summary.

**Hide Dates:** Hides the date separators in Summary view

**Always Use Mailbox Color:** The color selection in the "Other" screen of "Edit Mailbox" is defaultly only used in Summary view. Check this to have more colorful Mailboxes all the time.

**Read AOL Msgs Stay in "New Mail":** On AOL, reading a message automatically moves it to "Old Mail". This flag prevents that by not sending the "read" status back to the server.

**Use Receive Time/Date:** For IMAP Mailboxes, Chatter can either use the received time or the sent time as the "time" of the message. Received time is the default, so this box is normally checked. *Note that this was NOT the default in earlier versions; those upgrading who wish to use "receive time/date" should check this box.*



## Notifications

| Notifications  |                                     |  |                                     |
|--|-------------------------------------|--|-------------------------------------|
|  | Pop                                 | Tone                                   | Vib LED                             |
| Using Chatter.....   | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input checked="" type="checkbox"/> |
| Using Other App...   | <input type="checkbox"/>            | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            |
| Asleep.....  | <input type="checkbox"/>            | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            |
| 15 Popup Timeout (0-30)                                    |                                     |  |                                     |
| Default Tone: ▼ Beep                                       |                                     |  |                                     |
| <input type="checkbox"/> Vibrate Only If Ringer Switch Off |                                     |  |                                     |
| <input type="checkbox"/> Use Attention Manager Alerts      |                                     |  |                                     |
| <input type="checkbox"/> Nudge every 30 secs (30-300)      |                                     |  |                                     |
| <input checked="" type="checkbox"/> ... with Vibrate       |                                     | <input type="checkbox"/> ... with Tone |                                     |
| <a href="#">Done</a>                                       |                                     |  |                                     |

**Pop/Tone/Vib/LED** checkboxes: These are described earlier the manual under “Email Notifications”

**Popup Timeout (0 – 30):** If any of the “Pop” options are set above, this tells ChatterEmail to close the popup if no input received in the specified number of seconds. The default is 15

**Default Tone:** This sets the tone that will be used for all Mailboxes if a different tone isn’t specified in the Mailbox definition.

**Vibrate Only If Ringer Switch Off:** Overrides the “Vib” checkboxes when the ringer switch is on (so vibrate will only occur if the Treo cannot sound the tone).

**Use Attention Manager Alerts:** When outside of Chatter, checking this box causes ChatterEmail to use Attention Manager alerts in addition to Pop, Tone, Vib, and LED.

**Nudge every \_\_\_\_ secs:** Allows ChatterEmail to be very annoying, repeatedly alerting of new messages at the specified interval via Tone or Vibrate, as specified in the checkboxes just below.





## Buttons/Keys

Each of the four “hard buttons” on the Treo can be modified to perform specialized actions within ChatterEmail. At the moment, the actions are:

**Default:** No special action (i.e. whatever would normally be done, as set in the Palm Prefs application).

**Next Mailbox:** Cycle through selected Mailboxes (use the “Cycle” checkbox in “Other” screen of “Edit Mailbox” to select Mailboxes for this action)

**QuickSync** – QuickSync the current Mailbox.

**QuickSync All** – QuickSync all currently offline Mailboxes.

**Silent/Normal** – Toggle Silent/Normal Alert

**Use One Key Commands** : When checked, a wide variety of one-key commands are activated in both Mailbox View and Message View. These commands are described elsewhere.

**Use Volume Keys to Scroll** : When checked, the volume keys on the left side of the Treo 650/700p can be used for rocker-up and rocker-down and the side button can be used for rocker-center.

| Buttons/Keys  |                |
|---|----------------|
| Hard Button 1   | ▼ Default      |
| Hard Button 2   | ▼ Default      |
| Hard Button 3   | ▼ Next Mailbox |
| Hard Button 4   | ▼ Default      |
| <input checked="" type="checkbox"/> Use One Key Commands      |                |
| <input checked="" type="checkbox"/> Use Volume Keys to Scroll |                |
| <a href="#">Done</a>  |                |



## Performance

ChatterEmail has a variety of options to help provide better battery life:

**Persistent Connection Attempts:** This option causes Chatter to be fanatical in its attempt to keep making network connections, sometimes inappropriately so.

**Quick Exit (Treo 700p):** This option can help reduce the time required for ChatterEmail to start up or switch to another application, but it is only useful on the Treo 700p, where this can be a significant problem, depending on your memory usage.

**Latency:** The "More" setting tells Chatter that you don't mind waiting a little bit longer before receiving new mail (on the order of 15 seconds or so). This has a very large impact on battery life.

**Updates to Server (formerly Efficient Sync):** For CDMA users (Sprint/Verizon), the "Slow" setting will gain some battery life and lose fewer missed calls when this option is used for "online" Mailboxes. The option causes Chatter to hold off on sending updates back to the server (deletion, read, and answered status of messages), so these updates will be reflected more slowly on other clients looking at those folders on the server.

**Signal Req'd for Data:** "Good Signal" prevents ChatterEmail from trying to make a "data connection" (on Sprint, this is called "Vision") if the signal quality is poor.

In all cases, the setting marked with an asterisk will provide better battery performance.

**Performance Preferences** ⓘ

☐ Persistent Connection Attempts

☐ Quick Exit (Treo 700p)

Latency ▼ More \*

Updates to Server ▼ Fast

Signal Req'd for Data ▼ Good Signal \*

\*indicates lower power consumption

Done



## Security

ChatterEmail has a variety of options to help provide better battery life:

**Require Password:** The settings under this heading indicate when a password is required...

**Security Prefs**

Require Password...

☐ Disable Security

☐ Entering ChatterEmail

☐ First Time Only

☐ Every 60 minutes

PW: .....

Hint: .....

☐ Always Encrypt SD Messages

Done

**Disable Security:** When checked, password security is disabled.

**Entering ChatterEmail:** If checked, a password will be required every time you enter ChatterEmail from another application. If **First Time Only** is checked, a password will only be required once until a subsequent reset of the Treo.

**Every \_\_\_\_ minutes:** If checked, a password will be required at the time interval you indicate.

**PW:** The password you want to use.

**Hint:** A hint to the password.

**Always Encrypt SD Messages:** This setting ensures that all messages stored to SD card are encrypted (individual Mailboxes can be encrypted with the option in the Deliver screen of "Edit Mailbox")



## Updates

A screenshot of the "Updates Preferences" dialog box. The title bar is purple with white text "Updates Preferences" and an information icon. The dialog contains the following text and controls:

- "Automatically check for updates..." followed by a checkbox and the text "Every 14 ..... day(s)".
- "Check for a new (one only)..." followed by two checkboxes: "Stable version" (checked) and "Beta Version" (unchecked).
- A "Check Now" button.
- A "Done" button.

ChatterEmail can check for newer versions of the software, depending on the settings on this page:

**Automatically check for updates...:** If checked and a number of days is entered, ChatterEmail will check on that schedule..

**Check for a new (only one):** Indicate whether you want to be alerted for new "Stable" versions (these get updated every few months, in general) or "Beta" versions (these can get updated as often as a few times per day).

**Check Now:** Performs a check for new versions when tapped.

## Console Mode

The “Console” command in the “Pref” menu is used for changing some internal behaviors of ChatterEmail. These command names are case-sensitive.



|                     |  |
|---------------------|--|
| bug                 | Send a bug report (optionally attaching the log file)  |
| clearaddr           | deletes the list of recent addresses used for address completion   |
| clearattc           | deletes all attachment files in RAM, freeing the memory being used   |
| clearlog            | clears any current log information   |
| hotsync             | provides your current HotSync user name  |
| idletime<space><n>  | tells Chatter to reset the IDLE state every <n> seconds. The default is 480; I don't support the use of other settings.  |
| indicator<space><x> | sets LED notification mode, where x is “blink”, “orange”, or “red” (e.g. “indicator red”)  |
| log                 | toggles logging  |
| mem                 | provides useful memory information (more than can normally be seen)  |
| memo<space><text>   | annotates a log (e.g. “memo it just crashed”)  |
| newlog              | clears any existing log and ensures that logging is on   |
| nocodes             | removes all registration codes internally  |
| note<space><text>   | same as memo (e.g. “note doesn't connect”)   |
| reload              | deletes and reloads all messages in the current Mailbox.   |
| reset               | makes the Treo crash, forcing a reset  |
| sslpool<space><n>   | changes an internal setting for memory usage during SSL handshakes (ChatterEmail+) If SSL connections can't be made, try using “sslpool 6000” to see if this resolves the issue (the default is 4000). No other values of n are supported. |
| turbo               | toggles “Turbo Load”, which is on by default; Turbo Load allows multiple messages to be read together, improving performance   |
| verbose             | when logging, causes logging to be done “verbosely” (i.e. with more message information). This is used in addition to “log”.   |



## Appendix A: Achieving Continuous Updates using ChatterEmail with Gmail

### Scenario

You have a Gmail account and it only offers POP access. However, you wish to leverage the power of ChatterEmail to get continually up to date email with your Gmail<sup>1</sup> account as you would with IMAP accounts whose servers support the IDLE command.

### Benefits

1. Your Gmail will be received at your ChatterEmail account within seconds of being sent.
2. When using Gmail POP access with ChatterEmail, you do not suffer self-deleting emails from your ChatterEmail inbox

### Overview

This capability requires the use of an IMAP account whose sever supports the IDLE command. You can do this with a host of providers including AOL's AIM Mail ([www.aim.com](http://www.aim.com)) or Fastmail's guest accounts [www.fastmail.fm](http://www.fastmail.fm).

#### Receiving Gmail with ChatterEmail

This setup will have your incoming Gmail forwarded automatically to your new emailtreeo.com account from where it will be accessed by ChatterEmail. By leveraging the capabilities of ChatterEmail and your new IMAP account, your Gmail arriving at your IMAP account will be "immediately updated"<sup>2</sup> to your ChatterEmail.

Also, by "keeping Gmail's copy in the Inbox", all incoming Gmail will be stored in your Gmail web account for your management and sorting later at your convenience.

#### Replying to or Sending New Gmail from ChatterEmail

By setting up your ChatterEmail account to reply (or to send new emails) using Gmail's SMTP, your recipient will see your emails as originating from your Gmail account. Your sent messages will also be included within your Gmail conversation view and thus will also reside within your Gmail web account for your management and sorting later at your convenience.

#### Deleting Gmails

When you delete Gmails using your ChatterEmail account you will actually be deleting the forwarded Gmails residing at your IMAP account and not the originals stored at your Gmail web Inbox. To delete your Gmails you must use the Gmail web access.<sup>2</sup>

### Setup

#### Forwarding your Gmail to your IMAP Account

At your Gmail web account click on *Settings* and then *Forwarding and POP*.

Select "Forward a copy of your mail to" and enter<sup>4</sup> the email address of your IMAP account.

Using the drop-down box select "keep Gmail's copy in the Inbox".

Check "disable POP" if not already disabled (Recommended).



### Creating your "Gmail IMAP" Account in ChatterEmail

If you are using another IMAP account follow these instructions.

Press the Treo Menu key and select *Box>New IMAP Account* and enter the following:

#### Define

Name<sup>3</sup>: Gmail IMAP

IMAP Server: *yourIMAPserveraddress*

Login Name: *yourIMAPloginname*

Password: *yourIMAPpassword*

Complete Server Folder Name: Inbox

#### Deliver

Check "Sync Messages".

Check "Store New Msgs on Card" (Recommended).

#### Other

Check "Auto-Expunge After Delete" (Recommended)

#### SMTP

Server: SMTP.gmail.com

Login Name<sup>4</sup>: *yourGmailusername*

Password: *yourGmailpassword*

Ret'n Addr: *yourGmailusername@gmail.com*

Check TLS.

## References

1. This is actually simulated as ChatterEmail syncs the mailboxes when it detects a difference between the two before the IDLE time-out. "Immediate" is used to reflect the significantly faster receipt of mail when compared to typical POP access setups.
2. Note that due to peculiarities inherent with Gmail, POP clients are unable to delete Gmails from their webmail inbox thereby necessitating the use of the Gmail web access for this function.
3. "Gmail IMAP" is just a recommended account name. Any title to your liking can be used.
4. For this field you do not need to include the domain gmail.com For this field you do need to include the domain gmail.com



## Appendix B: Overview of “IMAP” and “POP3” protocols

### *IMAP account*

All your mail stays on the server in multiple folders, some of which you have created. This enables you to connect to any computer and see all your mail and mail folders. In general, IMAP is great if you have a dedicated connection to the Internet or you like to check your mail from various locations.

### *POP3*

With this type of email account you only have one folder, the Inbox folder. When you open your mailbox, new mail is moved from the host server and saved on your computer. If you want to be able to see your old mail messages, you have to go back to the computer where you last opened your mail.

With this type of account you do not have to stay logged on to the Internet. You can log on when you want to receive and send new messages. Once your new messages have been downloaded to your computer you can log off to read them. This option is good when you connect with your modem to DAS and are charged for your connection or you have an older computer.

### *Leave mail on server vs. Remove mail from server*

If you use the POP3 protocol and you read your mail from multiple computers, you will want to "leave mail on the server." The reason for this is so that the mail in your Inbox will be available to you at all times. If you do not leave mail on the server, all the mail in your Inbox will be downloaded to the computer you are currently using. If you only read your mail from one location, then there is no need to "leave mail on the server." You will see instructions on how to set this option when you go through the steps to set up your email program.

Why choose IMAP rather than POP3 with "leave mail on server"? With POP3 "leave mail on server" only your email messages are on the server, but with IMAP your email folders are also on the server. Although ChatterEmail+ has POP3 support, we encourage all POP3 users to explore getting an IMAP account to take advantage of the many unique, time-saving features that IMAP has to offer.





## POP3 vs. IMAP Comparison\*

| Characteristics  | POP3 | IMAP |
|--|------|------|
| Support offline operation  |      |      |
| Mail is delivered to a shared, "always up" mail server.  |      |      |
| New mail accessible from a variety of client platform types.   |      |      |
| New mail accessible from anywhere in network.  |      |      |
| Protocols are open; defined by Internet RFCs.  |      |      |
| Freely available implementations (including source) available.   |      |      |
| Clients available for PCs, Macs, and Unix.   |      |      |
| Commercial implementations available.  |      |      |
| Internet oriented; no SMTP mail gateways required.   |      |      |
| Protocols deal with access only; both rely on SMTP to send.  |      |      |
| Both support persistent message IDs (for disconnected operation).  |      |      |
| Simpler protocol; easier to implement.   |      |      |
| Can manipulate persistent message status flags.  |      |      |
| Can store messages as well as fetch them.  |      |      |
| Can access and manage multiple mailboxes.  |      |      |
| Can support concurrent updates and access to shared mailboxes.   |      |      |
| Suitable for accessing non-email data.   |      |      |
| Can also use offline paradigm, for minimum connect time and disk use.  |      |      |
| Companion protocol defined for user configuration management (IMSP).   |      |      |
| Constructs to permit online performance optimization, especially over low speed links. Far, far faster for most mailboxes. Extreme performance advantage for most attachments. |      |      |

\* Courtesy of <http://www.imap.org>