

The PocketMail BackFlip

User Guide

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Declaration of Conformity

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING: FCC Regulations state that any unauthorized changes or modifications to this equipment not expressly approved by the manufacturer could void the user's authority to operate this equipment.

Note: *This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.*

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Canadian RFI Statement

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le present appareil numerique n'émet pas de bruits radioelectriques dépassant les limites applicables aux appareils numeriques de la class B prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere de Communications du Canada.

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Introduction

Congratulations and thank you for choosing the PocketMail BackFlip for your e-mail messaging. This chapter provides a brief overview of the PocketMail BackFlip and the PocketMail Network. It also provides information about

- The PocketMail BackFlip unit
- One-Touch Mail for PocketMail
- System requirements
- Getting help with the PocketMail BackFlip

About the PocketMail BackFlip

The PocketMail BackFlip combines a number of state-of-the-art technologies in one small package to allow you to keep in touch with your colleagues, friends, and family members from anywhere. The PocketMail BackFlip attaches to your Palm™ connected organizer (PalmPilot™ Professional and Palm III™ series of organizers: Palm III, Palm IIIe™, Palm IIIx™, or Palm VII™) so that you can use One-Touch Mail for PocketMail and the PocketMail Network to send and receive electronic mail messages and to send faxes from almost any telephone.

Introduction

The PocketMail BackFlip and the PocketMail Network offer the following features:

- Mailbox Consolidation, which lets you receive e-mail from your other e-mail accounts over the PocketMail Network
- Message Title Preview, which allows you to save time and memory resources by previewing messages before downloading them
- Fax capability that allows you to send faxes
- PocketRules, which enable you to receive only the messages you specify or block unwanted messages
- Spam filter for filtering out unsolicited messages
- Instant message creation that allows you to send messages quickly by inserting addresses from the Palm Address Book on your device and inserting customized replies
- Message organization capability using multiple folders for filing and for sorting your messages according to date, subject, author, or size
- E-mail options that allow you to have mail sent to your existing e-mail address or to a new personalized pocketmail.com address

About the PocketMail Network

The PocketMail Network is part of a large mail distribution system. You can think of the PocketMail BackFlip as the desk in your home or office. Queuing an outgoing message in your One-Touch Mail for PocketMail Outbox is like placing paper mail into the Outbox on your desk to take to the mailbox later.

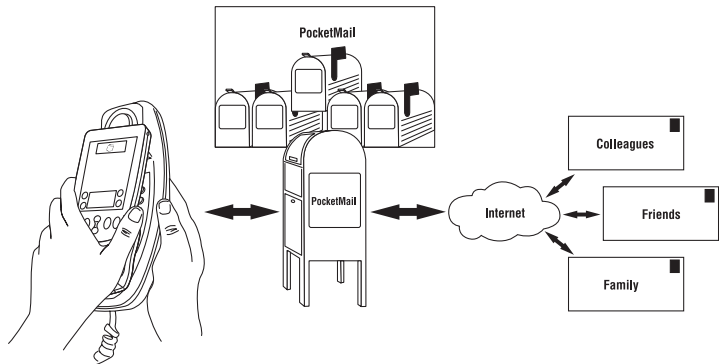


Figure 1-1 The PocketMail System

Similarly, when you retrieve mail from your mailbox, you can put it into your Inbox and read it at your convenience. Queuing a message into the Outbox is not the same as sending it. You must dial into the PocketMail Network to send messages, much as you stamp and mail letters to send them. For incoming mail, you must dial in to retrieve messages, much as you go to the mailbox for paper mail.

Your PocketMail account (username@pocketmail.com) has the same function as the mailbox at your home or office. The account is yours, and no one is allowed access to it without your permission. It resides in the PocketMail Network, not in your device.

Introduction

Just as paper mail is distributed throughout the world by air, train, and truck, your PocketMail messages become e-mail and are distributed instantly to your friends, family members, and colleagues throughout the world over the Internet.

The PocketMail BackFlip Unit

The PocketMail BackFlip design features include

- Connector, which attaches to the base of your Palm device
- Release latches to remove the Palm device from the BackFlip unit
- Battery cover

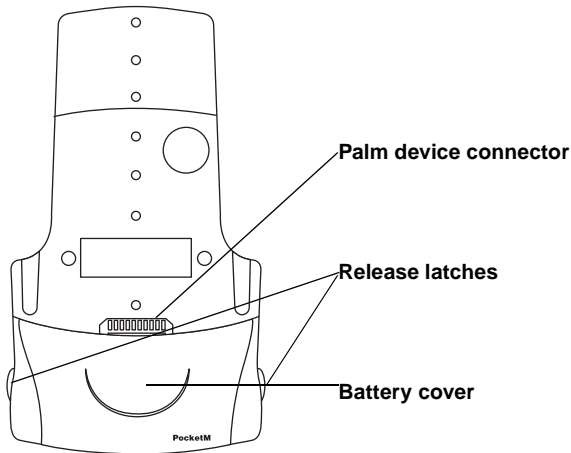


Figure 1-2 The PocketMail BackFlip Unit Front View

The back of the PocketMail BackFlip contains these key features:

- PocketMail button, which begins message transmission
- Adjustable microphone
- Speaker

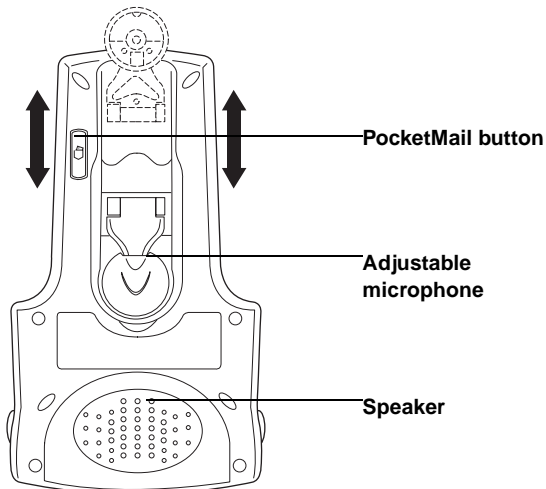


Figure 1-3 The PocketMail BackFlip Unit Back View

One-Touch Mail for PocketMail

One-Touch Mail for PocketMail is provided on the CD-ROM included in your PocketMail BackFlip package. After you install One-Touch Mail for PocketMail on your Palm device, it allows you to communicate with the PocketMail Network to send and receive messages. You also use One-Touch Mail for PocketMail on your Palm device to compose, read, and organize your messages and to set options for how you send and receive messages.

The PocketMail BackFlip Package Contents

In addition to this user guide, the PocketMail BackFlip package includes the following:

- One-Touch Mail for PocketMail CD-ROM
- Two AAA batteries
- *The PocketMail BackFlip Getting Started Guide*

System Requirements

To use the PocketMail BackFlip, you need the following:

- Contents of the PocketMail BackFlip package
- PalmPilot Professional, Palm III, Palm IIIe, Palm IIIx, or Palm VII with at least 200 Kb of free RAM
- Personal computer running Windows or a Macintosh (68040 or Power PC) with installed HotSync® and InstallApp software
- PocketMail Service (See “Signing Up for PocketMail” in *The PocketMail BackFlip Getting Started Guide* for instructions on activating PocketMail service.)

Compatible Telephones

The PocketMail BackFlip operates with most conventional telephones, including corded, cordless, digital PBX, analog mobile phones, digital mobile phones (GSM, CDMA, TDMA, and PCS), and pay telephones. Some types of telephones may be less reliable for communications with the PocketMail Network than others. If you suspect that you are not achieving successful communications, we recommend using another telephone for communicating with the PocketMail Network.

When aligning the unit with the telephone, make sure the microphone hole is authentic. Some mobile telephones have false microphone holes.

Getting Help

If you need help in setting up or using the PocketMail BackFlip or the PocketMail Network, choose from one of the customer support options in the following section.

The PocketMail Web Site

The PocketMail Web site (www.pocketmail.com) provides information about the PocketMail service and allows you to set up your account. You can also use the Web site to configure account options, including

- Set up **Mailbox Consolidation** so that you can receive e-mail from other e-mail accounts over the PocketMail Network.
- **Clear old messages** from the PocketMail server.
- **Clear all messages** from the PocketMail server.
- Set up a **Rolling Mailbox** that makes room for new messages by deleting older ones when your account reaches the memory limit on the PocketMail server. If you do not set up a Rolling Mailbox and your account reaches the memory limit on the server, new e-mail messages are returned to their senders.

- Read **Frequently Asked Questions** (FAQs).
- Get help with forwarding business e-mail, for example, from applications such as Lotus Notes™ or Microsoft Outlook™

Contacting Customer Support

Chapter 5, “FAQs,” provides answers to many questions you may have about the PocketMail BackFlip and the PocketMail Network. If you don’t find what you’re looking for there, PocketMail Customer Support can help:

- Send e-mail to: custserv@pocketmail.com
- Call Customer Service at 1-877-EMAIL-HERE

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Sending and Receiving PocketMail Messages

This chapter tells how to send and receive e-mail messages and send faxes. It provides instructions on

- Starting and using One-Touch Mail for PocketMail
- Using folders
- Viewing message status
- Using the Address Book
- Sending e-mail messages and faxes
- Reading and replying to PocketMail messages
- Forwarding PocketMail messages
- Deleting PocketMail messages
- Moving PocketMail messages between folders
- Sorting PocketMail messages

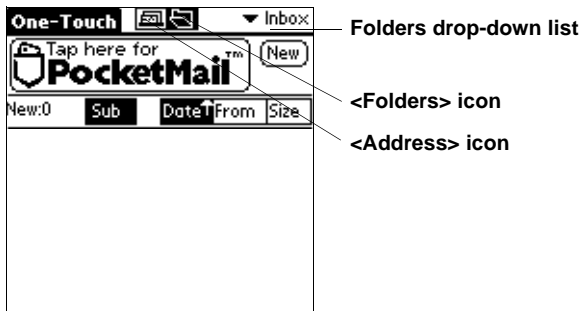
Starting and Using One-Touch Mail for PocketMail

You start One-Touch Mail for PocketMail from the Applications screen on your Palm device. You then use the One-Touch Mail for PocketMail screens, icons, buttons, and commands to work with your messages.

To start One-Touch Mail for PocketMail

- On the Applications screen of your Palm device, tap the <PocketMail> icon.

The screen for the last folder you used appears. The first time you start One-Touch Mail for PocketMail, the Inbox screen appears. The Inbox screen lists your received messages. Icons at the top of the screen allow you to navigate the One-Touch Mail for PocketMail screens.



Sending and Receiving PocketMail Messages

- The <Address> icon to the right of “One-Touch” on the top of the screen allows you to quickly display the Address screen that lists the e-mail addresses and fax numbers stored in your Address Book. The @ symbol in front of a name indicates an e-mail address, and an F indicates a fax number. You can use this screen to select one or more addresses for a PocketMail message.
- The <Folder> icon to the right of the <Address> icon allows you to display the contents of the folder selected on the Folders drop-down list at the far right corner of the screen. For example, when you first start One-Touch Mail for PocketMail, the Inbox folder is selected and you see the contents of your Inbox.
- The Folders drop-down list lets you select a folder to display. The name of the selected folder appears in the top right corner of the screen when the <Folder> icon is selected. The down arrow to the left of the folder name lets you display the drop-down list when you want to select a different folder. The next section provides more information on folders.
- The <Menu> icon, located in the bottom left corner of the graffiti area, allows you to display the menu bar at the top of the screen. Commands on menus provide access to additional features.

Using Folders

One-Touch Mail for PocketMail provides the following folders for storing your e-mail messages:

- Inbox folder that contains received e-mail messages
- Outbox folder that contains messages that will be sent the next time you communicate with the PocketMail Network
- Sent folder that contains copies of messages that were successfully sent
- Deleted folder that contains messages that were deleted from other folders
- Draft folder that contains any messages that you saved as drafts in order to work on them and send them later

The remaining folders are provided for your use in organizing your PocketMail messages. You can give these folders any names you like. One-Touch Mail for PocketMail also provides you with an additional nine customizable folders. For information on renaming and adding folders, see “Renaming and Adding Folders” in Chapter 3. For information on filing messages in different folders, see “Moving PocketMail Messages Between Folders” later in this chapter.

Viewing Message Status

An open folder lists each message in the folder. The far left column of the list shows the message status. The center column gives the message subject. The far right column provides either the message date, the name of the sender, or the message size. For instructions on determining the contents of the last column, see “Sorting PocketMail Messages” later in this chapter.

Message status is shown as follows:

- Unread messages appear in bold type.
- Messages you have read appear in plain type.
- An F appears to the far left of a message that has been forwarded.
- An R appears to the far left of a message to which you have replied.
- An H appears to the far left of a message that includes only the message header because you are using Message Title Preview to preview messages before downloading them. (For information about Message Title Preview, see “Setting Message Title Preview” in Chapter 4.)
- A G appears to the far left of a message that you have marked for full message download when you are using Message Title Preview.
- A check mark appears to the far left of messages that you mark for deletion, mark as unread, or mark for moving to another folder. For more information see “Marking a Message as Unread,” “Deleting PocketMail Messages,” and “Moving PocketMail Messages Between Folders” later in this chapter.

Using the Address Book

The Palm Address Book allows you to store individual e-mail addresses and fax numbers and to create and store groups of e-mail addresses as distribution lists.

Storing E-mail Addresses

You can enter e-mail addresses or fax numbers manually when you compose a message. You can also use the Palm Address Book's e-mail address and fax number storage feature to automatically enter an e-mail account or fax number whenever you want to send a message or fax.

To enter e-mail addresses in the Address Book

1. On the Applications screen of your Palm device, tap the <Address> icon.

The Address List screen appears.

Address List	QuickList
Branson, John	415-555-9876 H
Chu, Larry	917-555-9876 W
Fin, Beth	408-555-7788 W
Gee, Omar	408-555-5432 W
Jay, Janaka	562-555-2345 H
McGavin, Anne	512-555-3455 H
Roberts, Kate	650-555-5683 W
Smith, Ben	650-555-9324 W
St. James, Cybil	714-555-2345 H
Walters, Linda	714-555-3456 W
Yamaguchi, Oscar	714-555-4567 W
Look Up:	<input type="button" value="New"/>

2. Tap the <New> button on the bottom right of the Address List screen.

The Address Edit screen appears.

The screenshot shows the 'Address Edit' screen. At the top, there is a title bar with 'Address Edit' and a 'QuickList' dropdown menu. Below the title bar, there are several text input fields: 'Last name:' (with a cursor), 'First name:', 'Title:', 'Company:', 'Work:' (with a dropdown arrow), 'Home:' (with a dropdown arrow), 'Fax:' (with a dropdown arrow), 'Other:' (with a dropdown arrow), 'E-mail:' (with a dropdown arrow), and 'Address:'. At the bottom of the screen, there are three buttons: 'Done', 'Details...', and 'Note', followed by up and down arrow icons.

3. Enter an e-mail address in the <E-mail> field or a fax number in the <Fax> field.
4. Tap the <Done> button in the bottom left corner of the screen to save the address.

After storing an address in the Address Book, you can quickly add it to an e-mail message or fax. For instructions, see “Composing and Sending E-Mail Messages” and “Composing and Sending Faxes” later in this chapter.

Creating a Distribution List

Using the Address Book on your Palm device, you can create a distribution or group list. After creating the list, you can use it with One-Touch Mail for PocketMail to send the same message to all recipients in the group.

Sending and Receiving PocketMail Messages

To create a distribution list

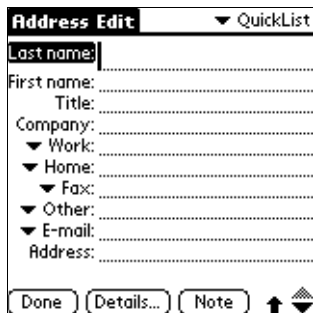
1. On the Applications screen of your Palm device, tap the <Address> icon.

The Address List screen appears.



2. Tap the <New> button on the bottom right of the Address List screen.

The Address Edit screen appears.



3. Tap the <Last Name> field and enter a name for the distribution list.
4. Tap the <E-mail> field and enter each e-mail address followed by a comma or a semicolon (for example, john@tlk.com, chris@uss.com, terry@pocketmail.com).
5. Tap the <Done> button to save the distribution list.

After storing a distribution list in the Address Book, you can quickly add it to an e-mail message. For instructions, see the next section, “Composing and Sending E-mail Messages.”

Composing and Sending E-mail Messages

When you compose and send an e-mail message, the message is stored in the Outbox. When you communicate with the PocketMail Network, all messages in your Outbox are sent automatically.

Note: *With the PocketMail BackFlip, you can receive vCard and vCal attachments. However, you cannot include or receive other types of attachments such as word processing documents, spreadsheets, or HTML-based e-mail or graphics with your PocketMail messages.*

Sending and Receiving PocketMail Messages

To compose and send an e-mail message

1. On the Applications screen of the Palm device, tap the <PocketMail> icon.

The screen for the folder you used last appears.



2. Tap the <New> button in the upper right corner of the screen.

The Compose screen appears.

The screenshot shows the 'Compose' screen with the following elements:

- Title bar: **Compose**
- Tab bar: **To:**, **Cc:**, **Sub**, **Fax**
- Input field: A text field under the 'To:' tab with a cursor.
- Buttons: **Add addresses** and **Clear** (with a dropdown arrow).
- Bottom bar: **Save**, **From**, and **Cancel** buttons.

Note: If you like, you can use the <From> button to enter an alternate reply-to address. For instructions, see “Using an Alternate Reply-to Address” in Chapter 3.

3. Tap the <To:> tab and enter one or more addresses or select one or more addresses from the Palm Address Book.

To enter multiple e-mail addresses, separate the addresses by commas or semicolons.

Note: You can enter a maximum of 25 recipients.

To add an address or group of addresses from the Palm Address Book, tap the <Add addresses> button. Add an address or distribution list from the Address Book by tapping the address or distribution list. (If you don't see the address you need, you can use the <Search> tab at the bottom of the screen to find it.) To add

Sending and Receiving PocketMail Messages

multiple addresses, tap the hyphen at the left edge of the address. (This converts the address to a check mark.) After selecting all addresses, tap <Add>. The address or addresses are displayed in the <To:> tab.

Note: *You can also use the PocketMail Address screen to add addresses to e-mail messages automatically. First tap the <Address> icon at the top of the screen. Then tap the dash to the far left of each address you want to include. The dash changes to a check mark to show that the address is selected. When all the addresses are selected, tap the <Compose> button at the bottom of the screen. On the Compose screen that appears, continue composing your message.*

To send one or more carbon copies, enter the address or addresses in the <Cc:> tab or select an address or group of addresses from the Address Book.

4. Tap the <Sub> tab and enter a subject for the message.
5. If you want to add an attachment, tap the <Attach> icon and then tap the <Add Attachments> button. In the dialog box that appears, choose whether you want to attach an entry from your Address Book, Memo Pad, Date Book, or To Do List and then choose the item you want to attach.

Note: *Attachments are by default sent as MIME attachments. Desktop e-mail may not recognize attachments unless they are sent in MIME format. You can, however, turn off the MIME format to minimize the number of bytes transmitted or received. In this case, only another One-Touch Mail user would recognize the attachment.*

6. Tap anywhere in the message area and enter the body of the message.

You can either enter the message or select a predefined custom reply. For information about custom replies, see “Creating and Using Custom Replies” in Chapter 3.

You can also use the <Cut>, <Copy>, and <Paste> commands on the Edit menu to edit text. (To display the Edit menu, tap the <Menu> icon, then tap <Edit>.)

7. When your message is complete, tap the <Save> button in the bottom left corner of the screen.

Note: *If you don't want to send a message the next time you communicate with the PocketMail Network, you can save the message as a draft by tapping the <Save> button and then tapping <Draft>. Or tap the <Cancel> button to return to the Compose screen.*

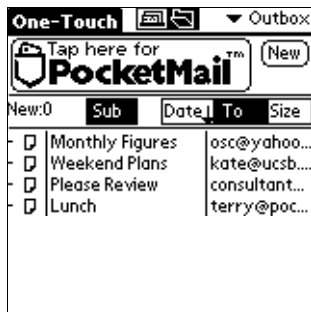
A dialog box appears asking where you would like to save your message.



Sending and Receiving PocketMail Messages

8. Tap the <Outbox> button in the bottom left corner of the dialog box.

Tap the Folders drop-down list located in the top right corner of the screen and select the Outbox folder. The message subject appears in the list of messages in your Outbox.



The next time you connect to the PocketMail Network, all messages in the Outbox will be sent. (If you need instructions on connecting to the PocketMail Network, see "Connecting to the PocketMail Network" in *The PocketMail BackFlip Getting Started Guide*.)

After a message is sent successfully, it is moved to the Sent folder. If for some reason a message is not sent, it remains in the Outbox.

Composing and Sending Faxes

Sending faxes involves the same basic steps as sending e-mail. As with e-mail, when you compose and send faxes, the fax is saved in the Outbox. When you connect to the PocketMail Network over the phone, all faxes in your Outbox are sent automatically.

Note: *Although you can send faxes over the PocketMail Network, you cannot receive them.*

To compose and send a fax

1. On the Applications screen of the Palm device, tap the <PocketMail> icon.

The screen for the last folder you used appears.

2. Tap the <New> button in the top right corner of the screen.

The Compose screen appears.

The screenshot shows a 'Compose' window with the following elements:

- Title bar: **Compose**
- Fields: 'To:', 'Cc:', 'Sub', and 'Fax' (with a pencil icon).
- Buttons: 'Add addresses' and 'Clear' (with a dropdown arrow).
- Bottom buttons: 'Save', 'From', and 'Cancel'.

Note: *If you like, you can use the <From> button to enter an alternate reply-to address. For instructions, see "Using an Alternate Reply-to Address" in Chapter 3.*

Sending and Receiving PocketMail Messages

3. Tap the <Fax> tab.
4. Enter the name and fax number of the person you're sending the fax to. Fax recipients are entered as Fax Name@Fax Number. For example, Ben@650-555-1234, Mr. Ben Powers@650-555-1234, and 650-555-1234 are acceptable fax addresses. Then tap the <OK> button.

To enter multiple fax numbers/recipients, separate them by commas or semicolons. You can also use the <Add Address> button to add fax numbers from your Address Book application.

Note: *You can also use the PocketMail Address screen to add fax numbers automatically. First tap the <Address> icon at the top of the screen. Tap the Fax box at the bottom left corner of the screen. Then tap the dash to the far left of each fax number you want to include. The dash changes to a check mark to show that the number is selected. When all the numbers are selected, tap the <Compose> button at the bottom of the screen. On the Compose screen that appears, continue composing your fax.*

5. On the Compose screen, tap the <Sub> tab and enter a subject for the fax.
6. Enter the body of the message.

You can either enter the message or select from the list of custom replies. For instructions on creating and using custom replies, see "Creating and Using Custom Replies" in Chapter 3.

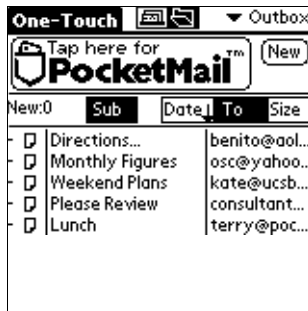
7. When your message is complete, tap the <Save> button in the bottom left corner of the screen.

Note: *If you don't want to send a message the next time you connect to the PocketMail Network, you can save the message as a draft by tapping the <Save> button and then tapping <Draft>. Or, you can tap the <Cancel> button to return to the Compose screen.*

A dialog box appears asking where you would like to save your message.



8. Tap the <Outbox> button in the bottom left corner of the dialog box. The message appears in the list of messages in your Outbox.



The next time you connect with the PocketMail Network, all messages in the Outbox will be sent. (If you need instructions on connecting to the PocketMail Network, see “Communicating with the PocketMail Network” in *The PocketMail BackFlip Getting Started Guide*.)

Messages that were sent successfully are moved to the Sent folder. If, for some reason, a message is not sent, it remains in the Outbox.

Reading PocketMail Messages

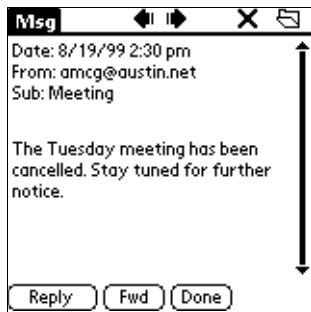
After you communicate with the PocketMail network, a list of your received messages appears in the Inbox. From the Inbox (or from any other folder), you can select messages to view.

Note: *If you have other e-mail accounts, you may receive those messages in your PocketMail account. This feature can be set up using Mailbox Consolidation. For instructions, see “Using Mailbox Consolidation” in Chapter 4.*

To read a message

1. Display the folder that contains the message and tap the message subject.

The message appears on the Message screen.



2. Use the icons at the top of the screen to move between PocketMail messages, and to delete and file the current message.
 - Use the arrow buttons to view the next or previous PocketMail message.
 - Use the <Delete (X)> icon to delete messages.
 - Use the <Folder> icon to file messages in different folders.
3. Use the scroll bar on the right side of the screen to scroll the message text.
4. When you finish reading the message, tap the <Done> button at the bottom of the screen.

After you read a message, it no longer appears in bold in the Inbox.

Marking a Message as Unread

At times, you might want a message that you have read to continue to appear in bold in the Inbox. For example, you might want to remind yourself to go back and reread a message. To display a message in bold in the Inbox, you can mark it as unread.

To mark a message as unread

1. On a folder screen, tap to the far left of the message or messages you want to mark as unread.

A check mark appears to the left of the message to show that it is selected.
2. Tap the <Menu> icon in the bottom left corner of the graffiti area to display the menu bar. Tap <Msg> to display the Msg menu. Then tap <Mark as Unread>.

The message or messages appear in bold in the Inbox.

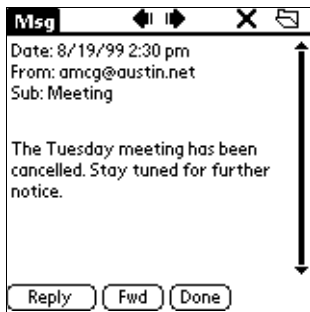
Replying to PocketMail Messages

After reading a PocketMail message, you can use the <Reply> button to send a reply.

To reply to a PocketMail message

1. On the Inbox screen, tap the subject of the message.

The message appears on the Message screen.



2. Tap the <Reply> button at the bottom of the screen.

The following dialog box appears. The settings in this dialog box are determined by how you set your message preferences. For instructions on setting these preferences, see "Setting Your Message Preferences" in Chapter 3.



3. Check the <Include Original Text> box to include the original message in your reply.
4. Tap the <Reply> or the <Reply All> button.
5. Enter your reply and then tap the <Save> button.
6. Tap the <Outbox> button to save the reply to the Outbox.

Your reply is saved in the Outbox and is sent the next time you communicate with the PocketMail Network.

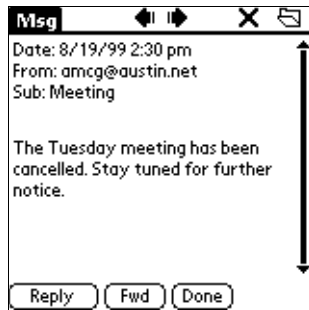
Forwarding PocketMail Messages

One-Touch Mail for PocketMail allows you to forward e-mail and fax messages. You can also determine whether or not the text of the forwarded message is shown in quotes or not. For instructions on setting this preference, see “Setting Your Message Preferences” in Chapter 3.

To forward a PocketMail message

1. Open the folder that contains the message you want to forward (for example, the Inbox folder) and tap the name of the message.

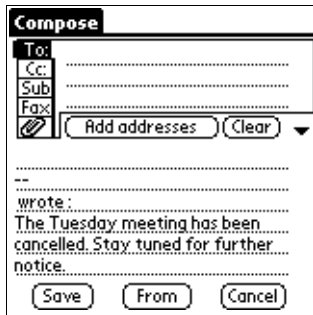
The message appears on the Message screen.



Sending and Receiving PocketMail Messages

2. Tap the <Fwd> button at the bottom of the screen.

The Compose screen appears.



3. Tap the <To:> tab and enter the name of the person or people to whom you are forwarding the message.

You can enter the name or enter it from the Address Book. For more information, see “Composing and Sending E-mail Messages” earlier in this chapter.

4. If necessary, enter additional text in the message area.
5. Tap the <Save> button in the bottom left corner of the screen.

A message appears that allows you to indicate where you want to save the message.

6. Tap the <Outbox> button to save the message to the Outbox.

Tap the Folders drop-down list located in the top right corner of the screen and select the Outbox folder. The Outbox screen appears with the message added to the list of messages that will be sent the next time you communicate with the PocketMail Network.

Resending PocketMail Messages

When you want to resend an e-mail or fax message to someone else, you can use the Resend feature.

To resend a PocketMail message

1. Open the Sent folder and tap the subject of the message.

The message appears on the Message screen.



Sending and Receiving PocketMail Messages

2. Tap the <Resend> button in the bottom left corner of the screen.

The Compose screen appears.

Compose

To: terry@pocketmail.com

Cc:

Sub:

Fax:

Add addresses Clear

Terry,
I got your message with
PocketMail. Thanks for telling me
about it. What time should we
meet for lunch?

Save From Cancel

3. If necessary, make any changes you like to the message on the Compose screen.

4. Tap the <Save> button in the bottom left corner of the screen.

A message appears that allows you to indicate where you want to save the message.

5. Tap the <Outbox> button to save the message to the Outbox.

The Outbox screen appears with the message added to the list of messages that will be sent the next time you communicate with the PocketMail Network.

Deleting PocketMail Messages

You can delete a message from any folder. Deleting a message stores it in the Deleted folder. If the <Empty Deleted Folder On Exit> checkbox is checked in Message Preferences, all messages in the Deleted folder will be permanently deleted upon exiting the program. Messages may also be deleted permanently using the <Purge Deleted Items> command on the Msg menu. It is a good idea to delete messages regularly to conserve memory.

To delete a message from a folder

- 1.** Select the folder that contains the message or messages you want to delete.
- 2.** Select the message or messages you want to delete.

To select a message, tap the dash or icon that appears to the far left of the message. A check mark appears to show that the message is selected. To deselect a message, tap the check mark.

You can also use commands on the Msg menu to select or deselect all the messages in the folder. Tap the <Menu> icon to display the menu bar. Then tap <Msg> to display the Msg menu and tap <Select all records> or <Deselect all records>.

- 3.** After selecting the message or messages to delete, tap the <Menu> icon to display the menu bar. Then tap <Msg> to display the Msg menu and tap <Delete> on the Msg menu.
- 4.** Tap the <OK> button to confirm the deletion in the Confirm box that appears.

The selected messages are deleted from the current folder and stored in the Deleted folder.

Sending and Receiving PocketMail Messages

To permanently delete all messages from the deleted folder

- 1.** Tap the <Menu> icon to display the menu bar.
- 2.** Tap <Msg> to display the Msg menu, and then tap <Purge deleted items> on the Msg menu.
A Confirm dialog box appears.
- 3.** Tap the <OK> button to permanently delete all items from the Deleted folder.

All messages in the Deleted folder are deleted permanently.

Moving PocketMail Messages Between Folders

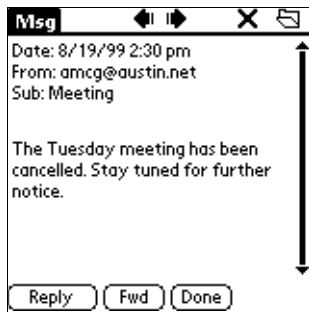
One-Touch Mail for PocketMail allows you to move PocketMail messages between folders. For example, once you know a message has been sent, you might want to move it to the Personal folder, the Business folder, or a folder you have created. Note that you can change the names of folders to accommodate your filing system. For instructions, see “Renaming and Adding Folders” in Chapter 3.

There are two ways to move PocketMail messages between folders. You can use the <Folder> icon on the Message screen or the <Move to> command on the Msg menu.

To move a single PocketMail message to another folder using the <Folder> icon

1. Display the folder that contains the message you want to move and tap the message subject.

The message appears on the Message screen.



2. Tap the <Folder> icon in the top right corner of the screen.

A dialog box appears so that you can select a different folder for the message.



3. Select a different folder from the Folder drop-down list in the dialog box and tap the <OK> button.

The message is moved to a different folder.

Sending and Receiving PocketMail Messages

To move one or more PocketMail messages to another folder using the <Move To> command

1. Display the folder that contains the message or messages you want to move and tap the dash icon to the left of the message subject to select each message.

The dash changes to a checkmark to show that the message is selected.



2. Tap the <Menu> icon to display the menu bar. Tap <Msg> to display the Msg menu and then tap <Move to>.

A dialog box appears so that you can select a different folder for the message.



3. Select a different folder from the Folder drop-down list in the dialog box and tap the <OK> button.

The message is moved to the different folder.

Sorting PocketMail Messages

One-Touch Mail for PocketMail allows you to determine the information that appears in the third column of a folder screen. The first column, on the far left, displays message status information. The second column, in the center, displays each message subject. The third column, at the far left, can display one of the following: the message date, the name of the sender, or the message size.

In addition to specifying which information appears in the third column, you can choose to sort messages according to the message subject, date, sender, or size. You can sort messages in ascending or descending order. For example, you might sort messages in ascending chronological order so that the newest messages appear first in the list. Or you might sort messages in descending order by size so that the largest messages appear first in the list.

To sort PocketMail messages

1. Tap the name of the header you want to use for the third field, either Date, From, or Size.

Note: When you want to sort messages according to date, sender, or size, you need to tap the <Date>, <From>, or <Size> field twice, first to select it and again to sort on it. The <Subject> field, on the other hand, is already selected, so you need to tap it only once to sort your messages by subject.

2. Tap the name of the field on which you want to sort <Sub>, <Date>, <From>, or <Size>.

Sending and Receiving PocketMail Messages

- If you want to change the sort order from ascending to descending or from descending to ascending, tap the field again.

The screenshots that follow show the PocketMail messages sorted by size in ascending and descending order. The down arrow located on the right-hand side of the Size box indicates the PocketMail messages sorted in ascending order, and the up arrow indicates descending order.



New:10	Sub	Date	From	Size↓
<input type="checkbox"/>	FW: Assessm...			951
<input type="checkbox"/>	F FW: Mailbot: Pers...			707
<input type="checkbox"/>	FW: Arch leve...			691
<input type="checkbox"/>	FW: Employee Pu...			613
<input type="checkbox"/>	PocketMail			389
<input type="checkbox"/>	PocketMail			389
<input type="checkbox"/>	Hot new stuff			370
<input type="checkbox"/>	R Lunch?			287



New:10	Sub	Date	From	Size↑
<input type="checkbox"/>	H Hawaii is great			120
<input type="checkbox"/>	H Hi Grandma			167
<input type="checkbox"/>	H anniversary			168
<input type="checkbox"/>	H Fall is here			169
<input type="checkbox"/>	H Surprise party			171
<input type="checkbox"/>	H Been a long ti...			173
<input type="checkbox"/>	H Hows the we...			174
<input type="checkbox"/>	H Got a new co...			175

3

Advanced Features

This chapter provides instructions for using the One-Touch Mail for PocketMail advanced features. Sections in this chapter give you information on

- Using Mailbox Consolidation
- Using Message Title Preview
- Accessing additional services through the PocketMail Web site
- Accessing PocketMail messages from your PC
- Using an alternate reply-to address
- Setting message preferences
- Adding a signature to PocketMail messages
- Using PocketRules to block or allow messages
- Creating and using custom replies
- Renaming and adding folders
- Viewing folder status

Using Mailbox Consolidation

Mailbox Consolidation sends copies of incoming messages from your other e-mail accounts in your PocketMail account. For more information, see “Using Mailbox Consolidation” in Chapter 4 of this manual. Additional information is available on the PocketMail Web site (www.PocketMail.com).

Using Message Title Preview

Message Title Preview makes it possible to preview messages before downloading them. This feature is ideal if you receive many messages daily. For more information, see “Setting Message Title Preview” in Chapter 4 of this manual.

Accessing the PocketMail Web Site

The PocketMail Network Web site is available 24 hours a day, 7 days a week for customer support services. To access the Web site (<http://www.pocketmail.com>) log on using your PocketMail account name and password. You have the option of a secure login, which activates encryption between your PC and the PocketMail Network Web site.

Resources you can use on the PocketMail Web site include:

➤ **Mailbox Consolidation**

This feature shows you how to have the PocketMail Network grab copies of your electronic mail from your existing accounts and send them transparently to your PocketMail device. With Mailbox Consolidation, you can access your existing electronic mail accounts from anywhere.

➤ **Clear All Messages**

This option lets you erase all messages in your `username@pocketmail.com` account at the PocketMail Network.

➤ Clear Old Messages

This option clears all the old messages in your username@pocketmail.com account at the PocketMail Network.

➤ Delete Old E-mail with the Rolling Mailbox

This option deletes your oldest e-mail when new e-mail arrives. By automatically deleting older e-mail, new mail will continuously arrive without reaching memory capacity.

➤ Forward Mail from Other Accounts

If your primary electronic mail account resides within a corporate network or certain Internet or online services, you can automatically forward mail to your PocketMail address by checking with your corporate system administrator or online service for instructions. Some electronic mail programs even allow you to forward mail from your PC desktop without help from your system administrator.

Accessing PocketMail Messages from Your PC

Because incoming messages are limited to 6000 characters with only vCard and vCal attachments supported, you have the option of downloading complete messages with attachments to your PC. You can access your PocketMail messages using any standard desktop electronic mail software package, including Eudora, Microsoft Outlook Express, and Netscape Mail.

To access PocketMail messages from your PC, configure your e-mail client software with your PocketMail.com account information as follows:

- Mail Server: pop.pocketmail.com
- Account Name: enter username from PocketMail account
- Password: enter PocketMail account password

Advanced Features

Visit the PocketMail Web site for specific instructions on setting up your e-mail client software.

Note: *All mail continues to reside on the server at the PocketMail Network for 30 days or until you download it onto your PC. PocketMail messages are deleted from the server after 30 days.*

Using an Alternate Reply-to Address

Using an alternate reply-to address makes it possible to use a different reply-to address than your PocketMail address (username@pocketmail.com). An alternate reply-to address is useful if you are having e-mail forwarded from your primary e-mail account and you want to use only your primary e-mail address.

To set up an alternate reply-to address

1. On a folder screen or the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu, and then tap <Outgoing Mail Prefs>.

The Outgoing Mail Prefs dialog box appears.



Outgoing Mail Prefs ⓘ

Your Name:
Ben Powers

Your E-Mail Address:
bpowers@pocketmail.com

Your Alternate E-Mail Address:
bpowers@aol.com

Your Fax#:
310-555-1111

Save Cancel

2. In the Outgoing Mail Preferences dialog box, enter the name, e-mail addresses, and fax numbers you want others to see on your outgoing messages.
3. Tap the <Save> button to save your preferences.

To use an alternate address in a message, tap the <From> button at the bottom of the Compose screen when you are creating a message. Then select the address in the dialog box that appears.

Setting Your Message Preferences

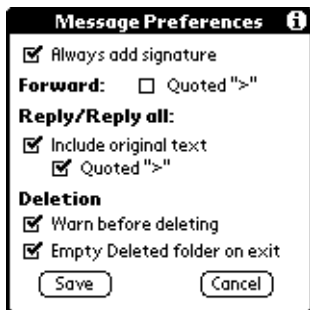
With One-Touch Mail for PocketMail, you can set preferences for whether you want to

- add your recorded signature to all outgoing messages
- show the text of forwarded messages in quotes,
- show the text of messages to which you reply and include or omit quotation marks around the text
- see a warning before a deletion is made
- empty the Deleted folder when you exit One-Touch Mail for PocketMail

To set Message Preferences

1. On a folder screen or the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu, and then select Message Preferences.

The Message Preferences dialog box appears.



2. Tap the checkboxes to mark your preferences.

If you tap the <Always add signature> checkbox, you need to record your signature by following the steps in the next procedure.

3. Tap the <Save> button to save your preferences.

Your preferences take effect immediately.

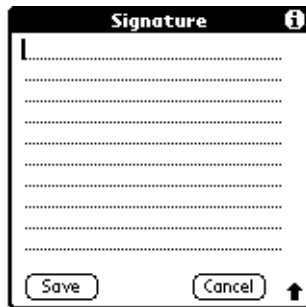
Adding a Signature to PocketMail Messages

One-Touch Mail for PocketMail allows you to enter your signature or a commonly used salutation to be automatically added at the end of each individual outgoing message or at the end of all outgoing messages.

To record your signature

1. On the screen for any folder or on the Address screen, tap the <Menu> icon to display the menu bar. Then tap <Settings> to display the Settings menu, and tap <Signature>.

The Signature dialog box appears.



2. Enter your signature.
3. Tap the <Save> button in the bottom left corner of the screen.

After saving your signature, you can automatically add it to an individual message using the <Add Signature> command on the Options menu of the Compose screen. If you want to have your signature added to all messages, see “Setting Your Message Preferences” earlier in this chapter.

Blocking and Allowing E-mail Messages

You can use PocketRules to block or allow the downloading of unwanted e-mail messages.

When you block mail, you preselect those addresses, subjects, domains, or message text that you do not want to download to your Palm device. For example, you might want to block messages that include the text “special offer” or “make money fast.”

When you allow mail, you preset those addresses, subjects, domains, or message text that you want to download to your Palm device. For example, you might want to allow only messages from colleagues at your place of employment.

Caution: *All mail that is not allowed is deleted from the PocketMail Network. You will not be able to receive it later.*

You can use the block and allow features one at a time. You cannot simultaneously set both block and allow rules.

You can also block spam mail. For instructions, see “Using the Spam Filter” in Chapter 4.

To block or allow e-mail messages

1. On a folder screen or the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu, and then tap <PocketRules>.

The PocketRules screen appears.



2. To allow messages, tap the <Allow> button at the top of the screen and then tap the <New> button in the bottom left corner. In the Edit Rules dialog box that appears, enter the names, domains, subject lines, or strings of text that you want to allow. Tap <Yes> to enable this rule and then tap the <Save> button.

A check mark appears in front of the rule to show that it is enabled.

3. To block messages, tap the <Block> button at the top of the screen and then tap the <New> button in the bottom left corner. In the Edit Rules dialog box that appears, enter the names, domains, subject lines, or strings of text that you want to block. Tap <Yes> to enable this rule and then tap the <Save> button.

A check mark appears in front of the rule to show that it is enabled.

Advanced Features

- 4.** To edit a PocketRule (for example, to change a rule from enabled to disabled), tap the rule you want to edit to select it and then tap the <Edit> button. In the Edit Rules dialog box that appears, change the text of the rule or change the enabled status and tap the <Save> button.
- 5.** To delete a PocketRule, tap the PocketRule to select it and tap the <Delete> button at the bottom of the screen. Then in the Confirm dialog box that appears, tap the <OK> button to confirm the deletion.
- 6.** Tap the <Done> button to exit PocketRules.

The next time you connect to the PocketMail Network, your conditions for blocking or allowing messages are sent to the server, but do not yet affect any messages you download in this PocketMail session. The conditions will go into effect the next time you communicate with the PocketMail Network.

Creating and Using Custom Replies

With One-Touch Mail for PocketMail, you can create and save custom replies for frequently used responses. You can quickly include a custom reply in the body of an e-mail or fax message.

To create custom reply text

1. On a folder screen or the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu, and then tap <Custom replies>.

The Custom replies dialog box appears. It lists custom messages that have been provided for you. The messages you create will be added to this list.



2. Tap the <New> button to create a new custom reply.
A dialog box appears that lets you create a custom reply.
3. Enter a custom reply message (up to 500 characters) and tap the <Save> button at the bottom of the screen.
The first words of your message appear in the list of messages.
4. To view or edit a custom reply, select the message and tap the <Edit> button. Make any changes you like and tap the <Save> button.

Advanced Features

5. To delete a custom reply, tap the message to select it and tap the <Delete> button. Then in the Confirm dialog box that appears, tap the <OK> button to confirm the deletion.
6. Tap the <Done> button to close the dialog box.

After you create a custom reply message, you can quickly include it in an e-mail or fax message.

To include a custom reply message in a PocketMail message

1. On the Compose screen, tap the location where you want the custom reply to appear.

You can include the custom reply in any part of an e-mail or fax. You may combine several custom replies in a message.

2. Tap the down arrow to the right of the <Clear> button to display the custom reply drop-down list,

The custom reply drop-down list appears.

3. Tap the custom reply you want to include in your PocketMail message.

The message is added to your PocketMail message.

Renaming and Adding Folders

One-Touch Mail for PocketMail provides folders for you to use as needed, and you can rename them as necessary. You can also add new folders for a total of up to 15 folders.

However, you cannot rename the Inbox, Outbox, Draft, Sent, Deleted, and Unfiled folders because they are used for specific purposes by One-Touch Mail for PocketMail.

To rename or add a folder

1. On any folder screen, tap the down arrow in front of the folder name to display the Folder drop-down list and choose <Edit Categories>.

The Edit Categories dialog box appears.



2. To rename a folder, tap the folder you want to rename to select it and tap the <Rename> button at the bottom of the screen. Then in the box that appears, enter a name for the folder and tap the <OK> button.

The new folder name appears in the Edit Categories dialog box.

3. To add a new folder, tap the <New> button at the bottom of the screen. Then in the box that appears, enter a name for the folder and tap the <OK> button.

The new folder name appears in the Edit Categories dialog box.

4. To delete a folder, tap the folder you want to delete to select it and then tap the <Delete> button.

The folder is deleted.

Advanced Features

5. Tap the <OK> button at the bottom of the screen to close the Edit Categories dialog box.

The new name or the new folder appears as a choice on the Folders drop-down list.

Viewing Memory Usage

The Memory Usage screen displays the number of messages each folder contains, whether or not any of the messages are new, and the size of its contents.

To view memory usage

1. On a folder screen, tap the <Menu> icon to display the menu bar, tap <Options> to display the Options menu, and then tap <Memory Usage>.

The Memory Usage screen appears.

Memory Usage			
Foldername	Msgs	New	Size
Unfiled	0	0	0
Inbox	20	19	6 K
Outbox	0	0	0
Deleted	0	0	0
Draft	1	0	88
Sent	3	0	338
Personal	0	0	0
Business	0	0	0
Misc	0	0	0

Done TotalSize: 7 K 

2. When you finish viewing Memory Usage, tap the <Done> button.

4

Using PocketTools

PocketTools allow you to customize One-Touch Mail for PocketMail by making changes on the PocketMail Network. All changes you make with PocketTools need to be sent to the server before they take effect. For example, if you make changes with PocketTools and then communicate with the PocketMail Network, your changes are sent to the server along with any messages in the Outbox. Your changes are not reflected in any messages you send or receive until the next time you communicate with the PocketMail Network.

This chapter describes PocketTools and tells how to

- Display PocketTools
- Use Mailbox Consolidation
- Set Message Title Preview
- Set the message size limit
- Set the spam filter
- Clear your e-mail box
- Review your account use
- Set new-message alert

Displaying PocketTools

All PocketTools are available on the PocketTools screen.

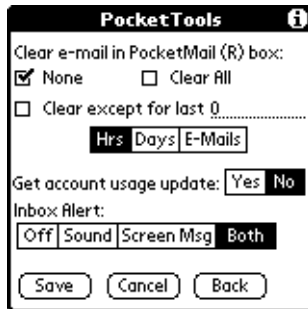
To display PocketTools

1. On any folder screen or the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.

The PocketTools dialog box appears.



2. Tap the <More> button at the bottom of the screen to see more PocketTools.



Using Mailbox Consolidation

This feature allows you to receive e-mail from your other e-mail accounts through the PocketMail Network. After you set up Mailbox Consolidation, copies of e-mail from your other accounts are retrieved by the PocketMail Network and consolidated under your PocketMail account. The Mailbox Consolidation feature works with most Internet e-mail providers using POP3 or IMAP4, as well as America Online (AOL) and CompuServe.

Before turning on Mailbox Consolidation in PocketTools, you must first set up Mailbox Consolidation on the PocketMail Web site (www.pocketmail.com). Go to the Customer only section and follow the instructions that appear there. Note that it can take up to 60 minutes for Mailbox Consolidation to take effect. After Mailbox Consolidation takes effect, you can turn it on and off using PocketTools.

To turn on Mailbox Consolidation using PocketTools

1. On any Folder screen or on the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <On> button to the right of the <Mailbox Consolidation> field.
3. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

Setting Message Title Preview

Message Title Preview allows you to preview messages before downloading them. After setting up Message Title Preview and sending your settings to the server, your received messages appear in the Inbox screen as they normally would. An 'H' status indicator to the left of the message subject indicates whether the message includes only the header or only a partial message. To help decide whether you want to download the full message, you can tap the status indicator. One-Touch Mail for PocketMail can also display the first 80 characters of the message text.

Setting up Message Title Preview involves setting three options: Message Title Preview, Message Body Preview, and PocketMail Session Time Limit. Turning on Message Title Preview in the PocketTools dialog box makes the other two options available.

Using Message Title Preview

This option lets you select whether you want to download entire messages or whether you want to download the headers of each message. Downloading the headers first allows you to preview messages before

downloading. For example, you might choose not to download long messages or only download messages from a particular friend or colleague.

To turn on Message Title Preview

1. On any Folder screen or on the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <On> button to the right of the <Message Title Preview> field.
3. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

Using Message Body Preview

This option lets you preview the beginning of your messages so that you can decide which ones you want to download. To use this feature, Message Title Preview must also be turned on.

To turn on Message Body Preview

1. On any Folder screen or on the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <On> button to the right of the <Message Body Preview> field.
3. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

Setting the PocketMail Session Time Limit

PocketMail Session Time Limit specifies the longest amount of time you want to communicate with the PocketMail Network and download full messages. If the communication time is longer than specified, only headers will be downloaded. For example, full messages are downloaded if they are under the maximum number of minutes you specify. If the complete download time exceeds the maximum number of minutes, only headers will be downloaded.

To use this feature, Message Title Preview must also be turned on.

To set the PocketMail Session Time Limit

1. On any Folder screen or the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <PocketMail Session Time Limit> field and enter the maximum number of minutes (1 through 9) for a PocketMail session.
3. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

Setting the Message Size Limit

One-Touch Mail for PocketMail is preset to download the first 4,000 characters of every PocketMail message you receive over the PocketMail Network. You can speed up the downloading process by setting a lower message size limit. Any messages over the limit will be truncated to the specified number of characters. The message size limit can be set to between 100 and 6,000 characters. Note that setting the limit to a larger size will increase the time you spend communicating to the PocketMail Network.

Note: You can use e-mail client software such as Microsoft Outlook Express, Netscape Messenger, and Eudora Pro on your personal computer to read messages over the size limit.

To set the message size limit

1. On any Folder screen or on the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <Message Size Limit> field and enter a number between 100 and 6,000. The default is set to 400 characters.
3. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

Using the Spam Filter

The term *spam* refers to e-mail messages that are similar to the junk mail that arrives in your home, that is, messages that are sent to you unrequested and often by people you don't know. The spam filter allows you to block some of these messages.

Note: You can also use *PocketRules* to block messages that have specific senders, domains, subjects, or messages. For instructions, see "Blocking and Allowing E-mail Messages" in Chapter 3.

Note: The PocketMail spam filter blocks the most commonly known spam e-mail. However, because senders of spam e-mail constantly alter their e-mail addresses and domain names to circumvent anti-spam technology, we cannot guarantee that the PocketMail spam filter will block all unwanted messages.

To turn on the spam filter

1. On any Folder screen or on the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <On> button to the right of the <Spam Filter> field.
3. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

Clearing Your E-mail Box

PocketTools also helps you manage your e-mail messages on the PocketMail Network. Note that you can also use the PocketMail Web site to delete all your messages or all your old messages. You can also use the PocketMail Web site to set the rolling mailbox feature. See the PocketMail Web site (www.PocketMail.com) for instructions.

To determine how long your messages remain on the PocketMail Network

1. On any Folder screen or the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <More...> button.
3. In the Clear e-mail in <PocketMail box> field, check a box to determine how you want to handle clearing your e-mail from the PocketMail Network.

Tap the <None> checkbox if you do not want to delete e-mail from the PocketMail server.

Tap the <Clear All> checkbox if you want to clear all your e-mail from the server.

Tap the <Clear except for last> checkbox to clear some, but not all of your e-mail from the server. Then tap the <Hrs>, <Days>, or <E-mails> button and enter the number of hours (1 to 99), days (1 to 99), or e-mails (1 to 999) after which you want your e-mail cleared from the PocketMail Network.

4. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

Reviewing Your Account Usage

This feature will send a one-time update of your account usage information. It will typically contain information about your price plan.

To review account usage

1. On any Folder screen or on the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <More...> button.
3. In the <Get account usage update> field, tap the <Yes> button.
4. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your request is sent to the server the next time you connect to the PocketMail Network. The next time you communicate with the PocketMail Network, a message about account usage will appear in your Inbox.

Setting a New-Message Alert

This option allows you to determine how you want to be notified of new PocketMail messages received after communicating with the PocketMail Network. You can choose to receive a sound, a screen message, both, or neither.

If you choose to be notified by sound, you hear three beeps in a rising pitch sequence when transmission is successful, two tones in a falling pitch sequence when transmission is unsuccessful, and three tones in an alternating low- and high-pitch sequence when there are messages in your Inbox.

Note: *You must dial in to the PocketMail network to check for new messages.*

To determine how you are notified of new messages

1. On any Folder screen or on the Address screen, tap the <Menu> icon to display the menu bar. Tap <Settings> to display the Settings menu and then tap <PocketTools>.
2. Tap the <More...> button.
3. In the <Inbox alert> field, tap the <Off>, <Sound>, <Screen Msg>, or <Both> button.
4. Continue entering changes with PocketTools or tap the <Save> button at the bottom of the screen to save your changes.

Your changes will take effect after they have been communicated to the PocketMail Network.

5

FAQs

This chapter provides some frequently asked questions (FAQs). For more FAQs, please visit the PocketMail Web site (www.pocketmail.com).

How can I tell if a PocketMail message is waiting for me at the PocketMail Network?

You must dial in to the PocketMail Network as described in *The PocketMail BackFlip Getting Started Guide*. After you hear the beeps indicating successful completion, hang up the telephone and check your Inbox for messages.

How do I know if my messages were sent and received properly?

After communication with the PocketMail Network, you are notified of successful transmission in three ways: by a voice prompt, by tones generated by the device, and by the status information that appears on the Outbox screen.

On the Outbox screen, you can verify successful transmission by checking the Status column at the far left. Successful messages are saved in the Sent folder; unsent messages remain in the Outbox or Draft folder.

I am sending PocketMail messages to my friends, but they are not receiving them. Why not?

There may be one or more errors in addressing or sending the message. Check the following:

- Is the message stored in the Sent folder?
- Verify complete electronic mail addresses in the <To> field. The proper format is user@domain.com or user@domain.net.
- After composing the message, did you save it to the Outbox?
- Check the steps for connecting to the PocketMail Network described in *The PocketMail BackFlip Getting Started Guide*.
- Did you confirm a complete communications session by watching the status messages on the screen of the Palm device and waiting for the beeps?
- Confirm that you have the correct electronic mail address for the recipient.
- How long has it been since you sent the message? Sometimes it takes several hours for mail services to deliver a message.



Caring for the PocketMail BackFlip

The PocketMail BackFlip contains sophisticated circuitry that can be damaged if it is not handled with care. A few precautions should be taken regarding the PocketMail BackFlip's care to ensure that it gives you many years of reliable and trouble-free use.

- Keep the PocketMail BackFlip away from extreme heat. Do not leave it on the dashboard of a car or near any other source of heat. Do not leave it in any place that is extremely damp or dusty.
- Do not drop the PocketMail BackFlip or subject it to severe impact or extreme force.
- Make sure the PocketMail BackFlip is adequately protected when carrying it with other objects. Do not carry it loose in a bag or briefcase. Instead, find a pocket or secure compartment within your bag.
- Clean the PocketMail BackFlip only with a soft, dry cloth. Do not use solvents.
- Do not carry the PocketMail BackFlip around in your back pocket, because it may break when you sit down.

Caring for the PocketMail BackFlip

- The PocketMail BackFlip is not waterproof. Do not use it or store it where fluids can splash onto it. Raindrops, water spray, juice, coffee, steam, perspiration, and so on will also cause malfunction.
- Replace the batteries as soon as they become weak. Failing to replace weak batteries may result in leakage or lost data. A Battery Low screen pops up to inform you when the battery is low.



Specifications

Processor: DSP for PocketMail communication. (Uses the Palm connected organizer's processor for normal operation.)

Memory: Uses the Palm connected organizer's memory.

Display: Uses the Palm connected organizer's screen.

Input: Uses the Palm connected organizer's GraffitiU power writing software or the on-screen keyboard.

Indicators: Uses the Palm connected organizer's screen for Send and Receive, and for New Messages.

Data Communications: PocketScience proprietary DSP-based modem.

Primary Power Source: Two AAA batteries.

Low Battery Detect: Indicates when less than 10% of total battery life remains.

Power Management: Auto power controlled by Palm OS software.

Environmental: Operating Temp: 32° to 104°F. Operating Humidity: 35 to 85% RH.

Dimensions: Approximately 5.7" (H) x 3.2" (L) x 1.1" (W).

Weight: Approximately 5.3 oz. (including batteries).

Specifications

Limited Warranty

HARDWARE: PocketScience Inc. (“PocketScience”) warrants to the original purchaser (“Customer”) that this product will be free from defects in workmanship and materials under normal use for one (1) year from the date of original purchase from PocketScience or its authorized retailer, or one (1) year after service activation by PocketScience, whichever is later. During the applicable warranty period, PocketScience will, at its option and expense, repair a defect, replace the defective product with a new or remanufactured equivalent, or, if neither repair nor replacement is reasonably available, refund to Customer the purchase price for the defective product. Replacement products or parts may be new or reconditioned and PocketScience reserves the right to effect all repairs by replacing defective products or parts with new or remanufactured units or parts. Repaired or replacement products or parts, including hardware upgrades, if any, to which Customer is entitled by agreement between Customer and PocketScience, will be covered by the terms of this warranty for a period of 45 days from date of shipment of such repaired or replacement product, part or upgrade, or up to the end of the original warranty period, whichever is longer. All products that are returned by Customer for warranty repairs and are replaced with new or remanufactured products shall become the property of PocketScience.

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Customer Service

Web site: <http://www.pocketmail.com>

Toll Free: 800-390-5036

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