

# Chapter 6

## Send and Receive E-Mail



## How to...

- Select the right e-mail software for your needs
- Set up your Treo to send and receive e-mail
- Use Treo Mail
- Customize your e-mail

We decided to create a separate chapter just on Treo 600 e-mail because there are enough options and choices for setting up and using e-mail that the topic can get confusing quickly. This chapter identifies the three general types of e-mail accounts, discusses your software options, and guides you through the steps to get each up and running—or rather, get you up and e-mailing.

## E-Mail—The Killer Wireless Application for Your Treo

E-mail has revolutionized the way we communicate, and in many cases e-mail has even altered the way we do business. Extending e-mail into the wireless realm has enabled us to be connected no matter where we are. Of course, not everyone thinks that this is a good thing, but for many of us it offers freedom from the constraints of the office environment while still allowing us to be involved and in touch. The Treo 600 lets you send and receive e-mail in many different ways, and perform tasks usually relegated to the desktop, such as managing contacts and viewing attachments. Regardless of how many other applications you use on your Treo, or how often you play games or listen to MP3s, you will likely use e-mail almost as much as you use your Treo phone.

## Get Connected

Your wireless service provider, the company you are paying to use your Treo as a phone, classifies e-mail as data. Not all mobile phone contracts include data service by default. If you know that your contract includes data service, then great! If you are not sure, you may want to take a look at your contract to find out, or give the company a call. In order for your Treo to send and receive e-mail, you must have data service included with your Treo phone plan. This topic is covered in more detail in Chapter 5.

## Understand Your E-Mail Options

Several different technologies and configurations allow you to send and receive e-mail on your Treo, so it's important that you understand the available options and what their differences are before you get started. If you already have an e-mail account, or many e-mail accounts, your options are relatively straightforward because you don't have to consider all of the available options. The four major types of e-mail accounts you can use with your Treo are POP3, corporate (Exchange and Lotus Domino), IMAP, and web-based e-mail. Each type is described in more detail later in this chapter.

### Understand E-Mail Account Types

The type of e-mail account you have determines the type of software you will need to run, as well as how to configure your Treo to send and receive e-mail. Generally, e-mail accounts fall into one of four categories:

- **Corporate e-mail such as MS Exchange/Outlook or Lotus Domino** If you have an e-mail account through your employer, chances are it's one of these, but this isn't always the case.
- **POP3 (Post Office Protocol 3) e-mail such as Eudora, Outlook Express, and Entourage** If your Internet service provider (such as EarthLink, AT&T WorldNet, BellSouth, Shaw, Telus, Comcast, O2, Orange, SBC, or Verizon) hosts your e-mail account, then it is likely a POP3 account.
- **IMAP (Internet Message Access Protocol)** This is a method of accessing electronic mail or bulletin board messages that are kept on a mail server. IMAP permits a "client" e-mail program on your Treo (or PC) to access remote e-mail message stores as if they were local. For example, e-mail stored on an IMAP server can be manipulated from a home desktop computer, a workstation at the office, or a notebook computer while traveling, without the need to transfer messages or files back and forth between these computers. Many of the corporate e-mail account types support IMAP e-mail. Some IMAP e-mail software options are listed later in this chapter in the section "IMAP E-Mail Application Options for Your Treo 600."
- **Web-based e-mail such as Hotmail, Yahoo!, Netscape, Lycos, and Excite** You typically use these types of e-mail accounts by going to a web page and logging in to your account to send and view e-mail.

## TIP

*Yahoo! can be either POP3 or web-based e-mail depending on your account type. Yahoo! offers free web-based e-mail, so if you didn't pay anything to get your Yahoo! e-mail account, then it is a web-based account. But, if you paid to upgrade to Yahoo! Premium, you may use your account with POP3 software on your Treo.*

## Find Out Your E-Mail Account Type

You need to find out what type of e-mail account you have (POP3, corporate—Exchange or Domino—or web-based e-mail) in order to choose the correct Treo software and configure it properly so you can use e-mail.

### Ask for Help

Asking for help is a lot like asking for directions. Nevertheless, asking the proper people the right questions can save you a lot of time and frustration. The fastest way to find out information about your e-mail account is to call up the Support desk of the organization that provides your e-mail. Usually, just introducing yourself, explaining why you're calling, and asking whether your e-mail account is a POP3 account will start you down the right path. If, on the other hand, the company you work for provides your e-mail, great! Go bug the e-mail or systems administrator; you may even be able to persuade her to set up your Treo for you—something well worth the price of a soy latte if you find that a little bribery is necessary.

### Use Online Support Resources

If you're more of a figure-it-out-yourself type of person, many service providers have excellent online knowledge bases that can supply you with all the information you need. So, if you know the company that provides your e-mail, go to their web site and find the Support section. PalmOne also has an excellent Support and FAQ section at [www.palmone.com](http://www.palmone.com).

## Don't Already Have an E-Mail Account?

If you don't already have an existing e-mail account, your options are a little simpler because you don't have to worry about corporate e-mail solutions like Exchange or Lotus Domino. With corporate e-mail out of the picture, your remaining options are POP3 and web-based e-mail.

### Set Up a New POP3 E-Mail Account

POP3 (Post Office Protocol 3) is a common e-mail standard that is widely supported, so it is relatively easy to find a service provider that offers POP3 e-mail accounts.

**If You Have a Home Internet Connection** If you already have an Internet service provider that provides your home with Internet access, the company supplying your connection can likely set you up with a POP3 e-mail account. In fact, the cost is often included in your Internet fees. Contact the company to find out how to get set up, and then get the POP3 set-up information covered later in this chapter in the section “Set Up a POP3 Account.”

**If You Don't Have a Home Internet Connection** If you do not have a home Internet connection, there are organizations that provide free POP3 e-mail accounts. As with most things, you get what you pay for, so if you choose to use a free provider, don't expect high reliability or top-notch service. Examples include [www.HotPOP.com](http://www.HotPOP.com) and [www.gmx.co.uk](http://www.gmx.co.uk), but a quick Internet search will produce several others. The most reliable POP3 option is to purchase e-mail service from a web-hosting company. The cost of POP3 service is reasonable (\$20 per year in North America) and will vary between providers, so shop around and make sure you find a provider that is both reasonably priced and that will provide quality customer service when you need it. E-mail is transported on the Internet, so the physical location of the company hosting your POP3 account is relatively unimportant. Having said this though, service may be slower if your e-mail server is located on a different continent.

## Set Up a New Web-Based E-Mail Account

The fastest and simplest way to set up an e-mail account is to use web-based e-mail. To do this, just use your Treo web browser to open a web page and log on to view and send e-mail using the web page. Before you decide whether web based e-mail is right for you, take a look at the following sections which describe some of the advantages and disadvantages of using it.

**Advantages of Web-Based E-Mail** There are pros and cons associated with each of your Treo 600 e-mail options. Here are some of the best features of web-based e-mail:

- **Cost-effective** In fact, web-based e-mail is usually free.
- **Easy to set up** Just fill out a form and you're registered.
- **Easy to use** Web-based e-mail typically has simple user-friendly interfaces.
- **Accessible** Web-based e-mail can be accessed easily from any device with a web browser, including your home, office, or neighbor's PC. (Note that POP3 e-mail can also be accessed from other computers and devices, but it's not nearly as easy to set up.)

**Disadvantages of Web-Based E-Mail** While web-based e-mail is the easiest option to set up, there are some limitations you should be aware of:

- **Screen size** Browsing web pages that are generally designed for a much larger screen can be trying. (Note that an increasing number of web-based e-mail providers provide specific pages that are formatted for mobile devices such as your Treo.)
- **Slow speed** Browsing web pages on most wireless networks can be too slow for many users, so you may want to first try out web-based e-mail to make sure it's not too slow for you. Many users don't find speed to be a problem, however.
- **Having to check for e-mail** One of the advantages of POP3 e-mail is that you can set up the client software to check for new messages at timed intervals and alert you when new messages are received. When you use web-based e-mail, you have to log into your e-mail to see if there is anything new. This means that important e-mail may go unnoticed for long periods of time until you check your account.

Some examples of organizations that offer free web-based e-mail include the following:

- Yahoo! Mobile Mail: [www.yahoo.com](http://www.yahoo.com)  
(mobile site: <http://mobile.yahoo.com/mail>)
- Hotmail Mobile: [www.hotmail.com](http://www.hotmail.com)  
(mobile site: <http://mobile.msn.com/hm/folder.aspx>)

Ultimately, you may need to try a few different e-mail options to find the best one for you.

## Use Palm Mail for Your POP3 E-Mail Account

PalmOne includes free software called palmOne Mail that allows you to use your Treo with your POP3 e-mail account. Depending on when and where you purchased your Treo, Palm Mail may already be installed on your Treo. GSM versions come preinstalled with Mail, while Sprint CDMA Treo users can download it for free from the palmOne web site at [www.palmone.com](http://www.palmone.com).

## Configure Palm Mail

Before you can configure your e-mail account, there are several pieces of information you will need from the company that hosts your POP3 account. If the Mail application is not preinstalled, you can download it for free from the palmOne web site.

**TIP**

*Several third-party software options allow you to use POP3 e-mail with your Treo 600. These options are listed later in the chapter. We focus on Palm Mail specifically because it includes features that most users need and is offered for free from palmOne.*

## Set Up a POP3 Account

Whether you use the palmOne Mail application for Treo 600, or choose another POP3 solution, you'll need the following information from your e-mail service provider or support desk:

- **E-mail address** An address such as dayton@business.com
- **E-mail username** Your account name
- **E-mail password** The password associated with your account
- **Incoming (POP3) server name** A POP3 server name (such as pop3@yahoo.net)
- **Outgoing (SMTP) server name** An SMTP server name (such as smtp@yahoo.net)
- **Is SSL required for your POP3 or SMTP connection?** Most e-mail providers do not require SSL encryption, but it's important to know whether SSL is required for your account so you can correctly configure Palm Mail.
- **Is a separate password needed for outgoing messages?** Some e-mail providers require the sender's username and password to send messages. This allows them to prevent unauthorized use of their e-mail servers.

Once you have the necessary POP3 information, follow these steps to configure Treo Mail. There are several screens where you will have to enter data. Be sure you have the correct information and that you don't make mistakes when inputting data. Yes, of course, this is obvious, but take it from us, being extra careful here can save you time and unnecessary frustration.

1. Go to the Applications Launcher screen, and press the HOME button.
2. Find and launch Mail. If Mail does not appear in the Application Launcher, then you will need to install it. However, if it does appear the first time you launch Mail, the application will step you through a set of screens to help you get your POP3 account set up. If Mail has been launched previously, you may access the Mail configuration screens by launching Mail, pressing the MENU button, selecting the View button, choosing New Account or Edit Accounts, and pressing the New button.
3. Select your POP3 provider from the list. If your e-mail provider does not show up in the list, choose Other and click Next.
4. There are three successive screens where you will have to enter information collected from the organization that provides your e-mail.
  - **The Name tab** As shown in the screen in Figure 6-1
    - **Account Name** This name is required so that the server can identify which mailbox it needs to access.
    - **Full Name** Your first and last name.
    - **Email Address** Your address (such as dayton@telus.net).
    - **User Name** This is your logon name and may be the same as your account name or the first part of your e-mail address—meaning it can be the text before the @ sign in your e-mail address.
    - **Password** Whatever password you have chosen.



**FIGURE 6-1** The Name tab

**FIGURE 6-2** The Server tab

- **The Server tab** As shown in Figure 6-2
  - **Incoming (POP3) Server** This is the Internet address of the server that your Treo will receive e-mail from—for example, pop.telus.com.
  - **Outgoing (SMTP) Server** This is the Internet address of the server that your Treo will send e-mail to—for instance, smtp.telus.com.
- **The Advanced tab** As shown in Figure 6-3
  - **Leave Mail on Server** Check this box by default. If you do not check it, any e-mail downloaded to your Treo will be deleted from the e-mail server. By checking this box, it ensures that e-mail will not be deleted on the e-mail server and you will have a backup of received e-mail. This is also important if you review e-mail using a PC or another handheld device.

**FIGURE 6-3** The Advanced tab

- **SSL Required for POP3** Most mail servers don't use SSL, but it's important to know if yours does so you can configure your Treo appropriately.
- **SSL Required for SMTP** Again, most mail servers don't use SSL, but you should know whether yours does so you can configure your Treo as needed.
- **For Outgoing Mail Server** Some servers require a username and password to send e-mail. This is necessary to prevent unauthorized use of an e-mail server.
  - **User Name** Likely the same as your e-mail username
  - **Password** Likely the same as your e-mail password

Once you have entered all of the necessary information on the Name, Server, and Advanced tabs, and selected the Next button, you will see a Setup Complete! screen that allows you to test your e-mail connection by clicking the Connect button. If you get a "Server Not Found" error, you guessed it—you aren't quite finished.

**TIP**

*If you are sure your e-mail and server information are correct and complete, and the connection test still fails, go back and double-check the information to make sure that you didn't "fat finger" and mistype it. Often, starting over is less time-consuming than trying to figure out what went wrong in the first place.*

## Use Palm Mail

After you have configured Palm Mail and successfully connected to the mail server, you are essentially ready to begin sending and receiving e-mail. Of course, the first thing you should do is send a test e-mail to your e-mail address to ensure you receive it and that everything is behaving as it should. See the section later in this chapter entitled "Compose and Send E-Mail—Basic."

### Compose and Send E-Mail with Palm Mail

Many options are available to you when using Mail to compose and send e-mail messages. The following section describes the most basic way of composing and sending a message. There is also an advanced way of doing this (described a little further on). Advanced doesn't mean that the steps are more difficult, it just means that e-mail is covered in a lot more detail.

## Compose and Send E-Mail—Basic

The easiest way to test your Treo Mail is to compose a new message and send it to yourself. These steps are the same whether you are sending an e-mail to yourself or to someone else.

1. In Mail, press the MENU button, select Message, and then New. The New Message screen looks like the one shown in Figure 6-4.
2. Enter the e-mail message.
  - **To** Fill in the To field with the recipient's e-mail address. The recipient will be your e-mail address if this is a test message.
  - **Subject** Fill in the Subject field with a short description of the e-mail.
  - **Body** Fill in the Body section with the message content.
3. Once all of the fields have been filled in, press the Send button.
4. Your Treo will connect to the Internet and forward the message to the e-mail server.

### TIP

*Another time-saving feature of your Treo is that it allows you to easily look up and populate the recipient's e-mail address by typing in the first and last initial or last name in the To field. Press RETURN on the keyboard, and a lookup screen will be displayed with any name and e-mail addresses that match your search. Scroll to the match and press the CENTER button on the five-way navigation control to add the name to the To or Cc fields.*

If you sent the message to your own e-mail account, you likely won't receive the message back at the same time you send it. Wait a few minutes and then press



FIGURE 6-4 The New Message screen

the Send button on the screen. Afterward, press the Receive button on the screen or select the appropriate menu item under Messages. You should then receive your test message.

## Compose, Send, and Manage E-Mail—Advanced

Palm Mail offers flexible and powerful e-mail options for your Treo. Once you have mastered the basic e-mail capability, there is a more advanced functionality to help you customize your e-mail, such as working with e-mail attachments, customizing your e-mail, and organizing your messages.

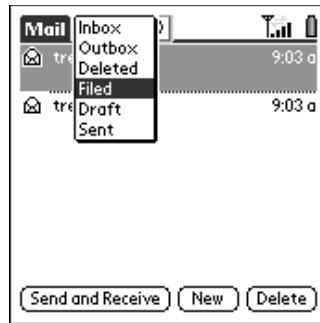
### Change the Main View

The first screen you see when you launch Mail is your Mailbox. You can change what messages you want to view by selecting the secondary menu, as illustrated in Figure 6-5. The view options include the following:

- **Inbox** All received messages will appear in this view until you delete or file them.
- **Outbox** The Outbox contains any outgoing e-mail messages that have not yet been sent.
- **Deleted** The Deleted view lists any e-mail messages that you have deleted but that have not yet been purged. The Deleted box is similar to the Recycle Bin on your PC. You can purge (permanently delete) messages by choosing the Purge option under the Message menu.
- **Filed** The Filed view contains any messages that you move from your Inbox to the Filed folder. The Filed folder is where you will move messages that you want to keep.
- **Draft** The Draft view lists any e-mails you have chosen to save as drafts. Usually you save a message as a draft if you have not finished composing it and want to send it later.
- **Sent** The Sent view lists all of the messages you have sent from your Treo.

### Use the Palm Mail Application Menus

Palm Mail is a full-function e-mail client. All of the functionality of the application can be accessed from the application menus. The items that appear in the menus will vary slightly depending on the screen you are currently on and what you are doing when you view the menus.



**FIGURE 6-5** Change your e-mail view.

## Use the Mail Message Menu

The Message menu offers a list of actions that you can perform on one or many e-mail messages. You can access the Message menu by launching Mail and then selecting the MENU button. Your Message menu should look like that shown in Figure 6-6. The following are available actions you can take with e-mail:

- **Send and Receive** When you select the Send and Receive menu (this button is visible on some screens), your Treo will send pending e-mail and check the server for new messages. You can configure your Treo to automatically check for e-mail at regular intervals on the Options | Preferences | Delivery menu.
- **New** Select this option to create a new e-mail message.



**FIGURE 6-6** The Mail Message menu

## NOTE

*CC is the acronym for “carbon copy.” Use CC when you would like a recipient, in addition to the person your sending the e-mail to, to also receive a copy of the message. They are not expected to reply. An example of when someone may want to CC someone could be a sales associate who CCs her boss on all e-mails sent to clients so her boss is aware of what she is doing. The recipients will see all of the people that received the e-mail.*

*BCC is the acronym for “blind carbon copy.” BCC is similar to CC, but the difference is that none of the people who received the e-mail will see who was BCC’d on the e-mail. This is essentially a stealthy way of ensuring that someone else, other than the main person you sent the e-mail to, also receives the message.*

- **Reply** Select this option when you want to reply to the sender(s) of a selected e-mail message. To reply to all of the e-mail recipients, including the recipients in the Cc and Bcc fields, use Reply All. You can determine whether or not your e-mail replies will include text from previous messages on the Options | Preferences | Message screen.
- **Reply All** Select this option if you want to create a reply message that will be sent to all of the e-mail addresses in both the To and Cc fields.
- **Forward** Select this option if you want to send an e-mail in your Inbox to another person.
- **File** The File command allows you to store e-mails in a folder separate from the inbox.
- **Delete** The function of this action is obvious, but it is worth noting that deleted messages are moved to the Deleted folder until you select the Purge action.
- **Purge** The Purge action permanently deletes any messages in the Deleted folder.
- **Mark Unread** The Mark Unread action makes messages that you have already read appear to be unread. Pretty simple. This feature is an effective way to indicate that a message needs to be revisited later—after all, it seems a natural inclination to want to read a message that looks unopened.

## Find a Specific E-Mail Message with the Mail View Menu

Your View menu should look like the screen in Figure 6-7, where the menu items allow you to jump to different positions in your e-mail list and sort your e-mail. This is helpful if you have a lot of e-mail and you find that scrolling through the list to find a particular message is too time-consuming.

- **Top of List** Lets you jump to the top of the list.
- **Bottom of List** Lets you jump to the bottom of the list.
- **Sort by Date** Sorts your e-mail by the date received.
- **Sort by Name** Sorts your e-mail by the contact name.
- **Sort by Subject** Sorts your e-mail by the e-mail subject.
- **E-mail Account** If you have multiple accounts, shows them by name on the bottom of this screen. (In Figure 6-7, you see the account treo600.) You can switch among accounts by selecting from the list the one you want to work with.
- **New Account** Allows you to add new accounts. Palm Mail allows you to manage up to five different POP3 e-mail accounts. To add new accounts, click this option and fill in the information. The required information was covered earlier in this chapter in the section “Set Up a POP3 Account.”
- **Edit Accounts** Lets you edit your POP3 account settings. If you are experiencing difficulty sending or receiving e-mail, this is where you will check and modify e-mail account settings.

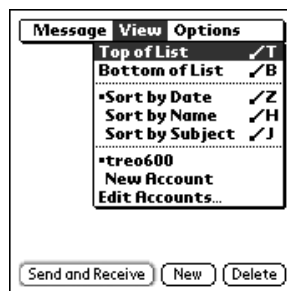


FIGURE 6-7 The Mail View menu

## Use the Mail Options Menu

Your Options menu should look like the screen in Figure 6-8 and allows you to define your Delivery, Delete, and Message preferences, among other things:

- **Font** This appears in the menu only if you are creating or editing e-mail and allows you to change the size of the font you would like to use.
- **View Brief Headers** This option appears in the menu only if you are viewing a list of messages. Selecting it will allow you to see more of the header information, so more messages fit on the screen. You can toggle between View Brief Headers and View Full Headers.
- **View Full Headers** This option appears in the menu only if you are viewing a list of messages. Selecting it will reveal more information in the e-mail headers. You can toggle between View Brief Headers and View Full Headers.
- **Preferences** The Preferences tab consists of three subtabs that let you define how you would like Mail to behave, including settings affecting e-mail delivery, e-mail deletion, and your e-mail signature.
  - **The Delivery tab** The Delivery tab, shown in Figure 6-9, allows you to set various delivery parameters, such as the following:
    - **Get Mail** This topic is covered in more detail later in this chapter in the section “Configure When You Want Your Treo to Check for New E-Mail.”

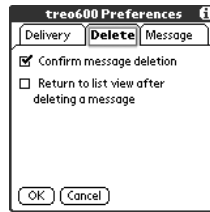


**FIGURE 6-8** The Mail Options menu



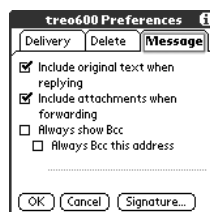
FIGURE 6-9 The Mail Options Preferences Delivery tab

- **For Each Message Get** This option allows you to define how much message information your Mail application, by default, pulls down to your Treo from the e-mail server. This is valuable because it allows you to minimize the amount of unnecessary data being sent over the wireless network, and how much memory is used up by e-mail messages. By minimizing this number, less data is initially downloaded. However, if you want to see the rest of a message, you can still choose to do so.
- **Only Get Mail** This option allows you to configure your Treo to get only a portion of your e-mail when it downloads messages from the e-mail server. This is valuable because there will be times when you don't want to pull all of your e-mail from the server. For example, if you have to do a hard-reset on your Treo, which deletes all of your data, you probably won't want to pull all of your e-mail down to your Treo, only that from the last few days. This is also a consideration because you are paying for the amount of data you send over the wireless network.
- **Delete tab** This tab, shown in Figure 6-10, allows you to configure how Mail should deal with deleted messages.
  - **Confirm Message Deletion** If you uncheck this option, you will not be prompted with an Are You Sure? message before the e-mail is deleted. Deleted messages are moved to the Deleted folder by default, so you can still recover mistakenly deleted messages until they are purged.
  - **Return to List View after Deleting a Message** This simply allows you to define which screen you end up on after you delete a message.
- **Message tab** This tab, shown in Figure 6-11, allows you to define more detailed e-mail preferences.



**FIGURE 6-10** The Mail Options Preferences Delete tab

- **Include Original Text when Replying** When this option is selected, any message that you reply to will include the text in the original message. Unchecking this option results in less over-the-air data transmission.
- **Include Attachments when Forwarding** When this option is selected, any e-mail that you forward will include any attachment files. Unchecking this option results in less over-the-air data transmission.
- **Always Show Bcc** This option determines whether or not the Bcc field in your e-mail messages appears on the screen by default. You may want to uncheck this box if you don't normally use the Bcc option or if you want to avoid unnecessary clutter on the small screen.
- **Always Bcc This Address** This option is very specific and most users won't benefit from its use, but it is valuable if you want a copy of all e-mail messages to go to a specific person or to another e-mail account.
- **Alerts** The Alerts tab is a duplication of the Sound Preferences screen that allows you to define when an alert is generated and what sound each alert should make. This is covered more fully in Chapter 2 in the section "Sound."



**FIGURE 6-11** The Mail Options Preferences Message tab

- **Connection Log** The connection log is a record of your Treo e-mail connection activity. It is a great source of information when troubleshooting e-mail connection problems. The Log stores information such as the following:
  - **Account Name** If you have more than one POP3 account, indicates which account created the log entry.
  - **Connection Type** Shows whether the connection was user-initiated (manual) or automatic.
  - **Start Time** The time the connection was initiated.
  - **Status** Whether the connection was successful or if it failed, and the possible reasons for its failure.
  - **Duration** How long the connection was held.
- **Tips** The Tips screen provides helpful user tips for using Mail. By launching Tips, you can browse through screens that provide information about specific functionalities.
- **About** Most applications, including Mail, have an About screen that displays information about the software, including the version number and who created the software.

## Configure When You Want Your Treo to Check for New E-Mail

The default setting is to Get Mail Manually, which means that your Treo will not check for e-mail until you press the Send and Receive button. You can also configure your Treo to automatically check the server for new e-mail. If you would like your Treo to check automatically, you can define the time interval in Mail Preferences (Figure 6-9) by clicking the MENU button, selecting the Options menu, and choosing Preferences.

## Define an E-Mail Signature

Your e-mail signature is information that is added to the end of the e-mail body when you compose and send an e-mail. By default, Mail adds “Sent from my Treo” to the bottom of your e-mails, but you have the option of creating a more informative or creative signature if you like. You may edit your e-mail signature in Mail by clicking the MENU button, selecting the Options menu, choosing Preferences, selecting the Message tab, and choosing the Signature button. Change your signature text to whatever you like and then click the Done button, as shown in Figure 6-12.



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**FIGURE 6-12** The Signature screen

You also have the option of defining whether you want your signature to be added to New Messages Only, to All Messages, or to No Messages.

## Third-Party POP3 E-Mail Application Options for Your Treo 600

If Palm Mail is not exactly what you need, there are third-party e-mail applications that allow you to use your Treo with your POP3 e-mail account. The following list outlines the various POP3 e-mail client software options for your Treo. Specific product information is available from the product web sites and an updated list of products is available on the palmOne web site at [www.palmone.com](http://www.palmone.com).

- SnapperMail ([www.snappermail.com](http://www.snappermail.com))—also supports IMAP accounts
- Corsoft Aileron ([www.aileron.com](http://www.aileron.com))
- Eudora for Palm OS ([www.eudora.com](http://www.eudora.com))
- VersaMail ([www.versamail.com](http://www.versamail.com))—also supports IMAP accounts
- Iambic Mail ([www.iambic.com](http://www.iambic.com))—also supports IMAP accounts

## IMAP E-Mail Application Options for Your Treo 600

Internet Message Access Protocol (IMAP) is a method of accessing electronic mail or bulletin board messages that are kept on a mail server. IMAP permits a “client” e-mail program on your Treo or PC to access remote e-mail message stores as if they were local. For example, e-mail stored on an IMAP server can be manipulated from

a desktop computer at home, a workstation at the office, and a notebook computer while traveling, without the need to transfer messages or files back and forth between these computers. Many of the corporate e-mail account types support IMAP e-mail, such as the following:

- VersaMail ([www.palmone.com/us/software/versamail](http://www.palmone.com/us/software/versamail))
- SnapperMail ([www.snappermail.com](http://www.snappermail.com))
- Iambic Mail ([www.iambic.com](http://www.iambic.com))

## Corporate E-Mail Options—Microsoft Exchange and Lotus Domino

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If your e-mail account is hosted and managed by the company you work for, there is a high likelihood that it's either Microsoft Exchange or Lotus Domino. In order to use your Treo for e-mail in either of these environments, you need third-party software designed specifically for Exchange or Domino. Fortunately, there are several companies that offer such software for your Treo 600.

### Set Up Your Treo to Use a Corporate E-Mail Account

If the organization you work for uses Microsoft Exchange or Lotus Domino, then the first thing you should do is contact your organization's e-mail administrator or Help Desk to find out whether the company already has an e-mail solution for Palm-powered devices. If you are not the first one in your company to get a shiny new Treo, then chances are your company already has the necessary software and the understanding of how to get your Treo e-mail set up. If you don't find the help you need within your Information Technology staff—or if you are the IT staff—then refer to the following sections on using Exchange and Lotus Domino e-mail on your Treo.

### Push E-Mail

Traditional e-mail is non-push. But what the heck does that mean? Well, to explain it properly, we should probably explain “push” e-mail first. Push e-mail is sent to your Treo without requiring any effort from you or your Treo besides turning the wireless mode on. E-mail simply shows up when you are not looking because it is pushed to your device from the e-mail server. Non-push e-mail, on the other hand, requires you to actively request to send or receive e-mail before your Treo will connect

to the e-mail server to send any pending e-mail, and to check for new e-mail. The free Palm Mail application is a non-push e-mail application. If you would prefer a push application, there are several third-party applications to consider.

**NOTE**

*Push e-mail applications use a software component that interacts with the e-mail server.*

### **Software that Allows You to Use Corporate E-Mail Systems**

Several vendors provide third-party e-mail applications that allow you to use your Treo with your corporate e-mail account, as listed here. Specific product information is available from the product web sites, and an updated list of products can be found on the palmOne web site at [www.palmone.com](http://www.palmone.com).

- Visto MessageXpress ([www.visto.com/treo600](http://www.visto.com/treo600))
- Infowave SymmetryPro ([www.infowave.com](http://www.infowave.com))
- Basejet ([www.basejet.com](http://www.basejet.com))
- Notify Technology NotifyLink ([www.notifycorp.com](http://www.notifycorp.com))
- Seven ([www.seven.com](http://www.seven.com))
- Sprint PCS Business Connection (Sprint customers only; <http://businessconnection.sprintpcs.com>)
- GoodLink (AT&T and Sprint customers only; [www.good.com/index.php/treo\\_600.html](http://www.good.com/index.php/treo_600.html))

## **Wrap It Up**

Only a few short years ago, mobile devices and networks were designed specifically to allow users to make and receive wireless phone calls. The Treo 600 offers a quantum leap forward in mobile technology. PalmOne has extended tried-and-true mobile phone technologies to allow us to send and receive e-mail from virtually anywhere. The promise of a true mobile office has never been closer.

Arguably, getting the e-mail functionality set up on your Treo 600 for the first time may be the most confusing and challenging part of configuring your Treo. But armed with the information presented in this chapter, you should be well on your way.