



CompactFlash Network Cards

User Guide

Revision 1.04
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Chapter 1: Getting Started

Introduction

This document describes the steps involved in setting up and configuring CompactFlash network cards, including 10Base-T and 802.11b Ethernet adapters, with your HandEra handheld. These steps assume some basic knowledge of networks and IP addresses. Before you perform any of the steps listed in this document, make sure you back up the existing data on your handheld.

If you are setting up a connection from a HandEra handheld to a corporate network, the first step you need to do is contact your company's System Administrator. The administrator may need to assign you a permanent network address for your handheld. If your network card is wireless, the administrator will need to give you information about which Access Point to use. See Chapter 3: Configuring Your Network Card for additional details.

If you are interested in using a network-aware version of the Mail application, you will also need to obtain information about your network mail server. See the Chapter 6: Mail for additional details.

Chapter 2: Installation

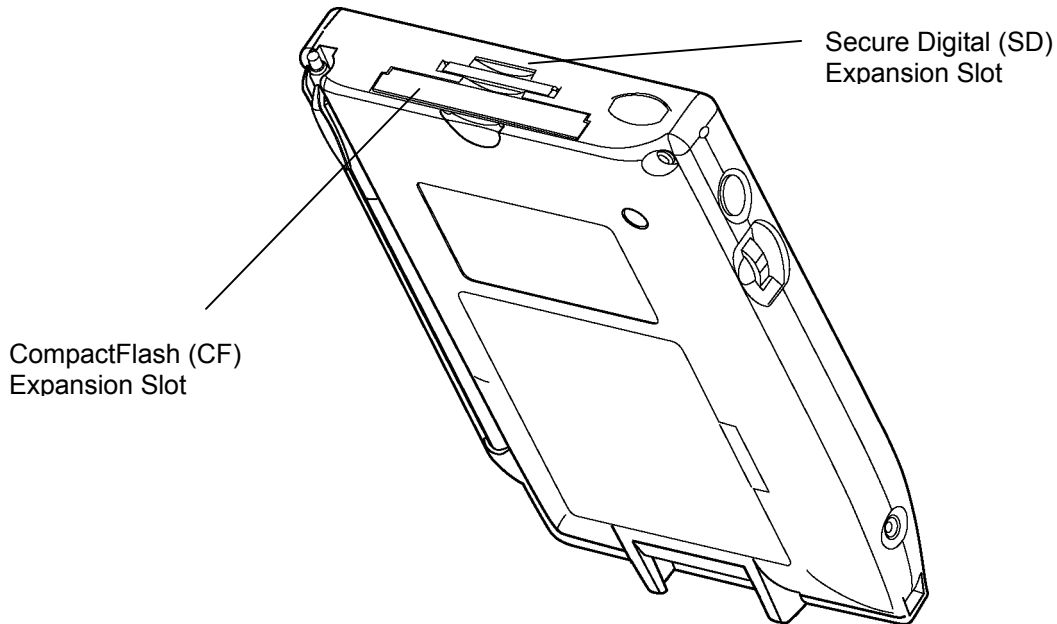


Figure 2-1. Expansion Slots

Hardware Setup

The HandEra 330 includes two expansion slots. These slots are located on the top of the unit.

- The smaller slot supports Secure Digital (SD) cards.
- The larger slot supports CompactFlash (CF) cards.

The TRGpro includes one CF slot.

SD and CF refer to recognized industry standards for physical shape and size used for expansion options. The most popular expansion option, for both the SD and CF format, is the memory card. Memory cards allow additional storage for handheld computers.

In addition to memory cards, the CF expansion slot also supports other CF devices, such as network cards. Refer to www.handera.com for additional information on where to order compatible network cards for your CF expansion slot. As of this writing, there are no network cards available for the Secure Digital expansion slot.

- ❖ **Note:** CF is a computer industry standard – it is not specific to the Pocket PC. If a CF card is advertised as Pocket PC-compatible, it will most likely work with a HandEra handheld. Refer to www.handera.com for the currently CF compatibility list. Some older 10/100 NE2000-compatible cards contain a hardware bug in the NIC that causes them to fail, so they are not listed.

Inserting a CompactFlash (CF) Network Card

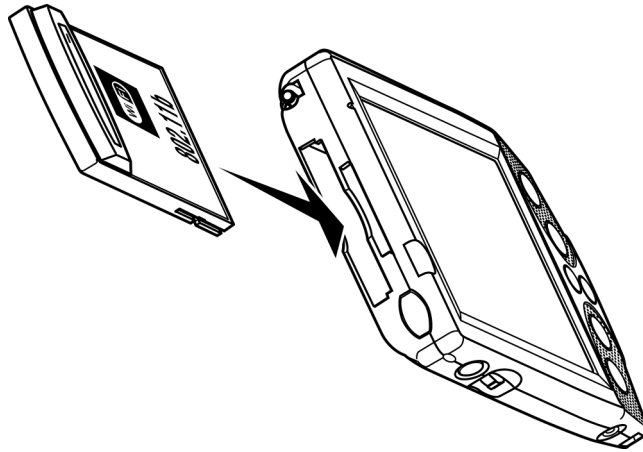


Figure 2-2. Inserting the CF Card into a HandEra 330

To insert a CF card in the Expansion Slot:

1. (TRGpro users only) Remove the plastic cover from the CF card slot.
 2. Place the CF card onto the rails of the slot and attempt to slide it into the unit.
 3. Slide the CF card all the way into the slot until it fully mates with the connector. The grooved sides of the CF card only allow it to be inserted into the slot one way. If the card does not slide in correctly, flip the CF card around, making sure the connector-side is still facing into the slot.
- ❖ **Note:** The HandEra 330 ships with a plastic stabilizer card in each of the expansion slots. **Do not throw these away.** Leave the plastic stabilizer cards in place if you are not using a CF card.

Battery Life

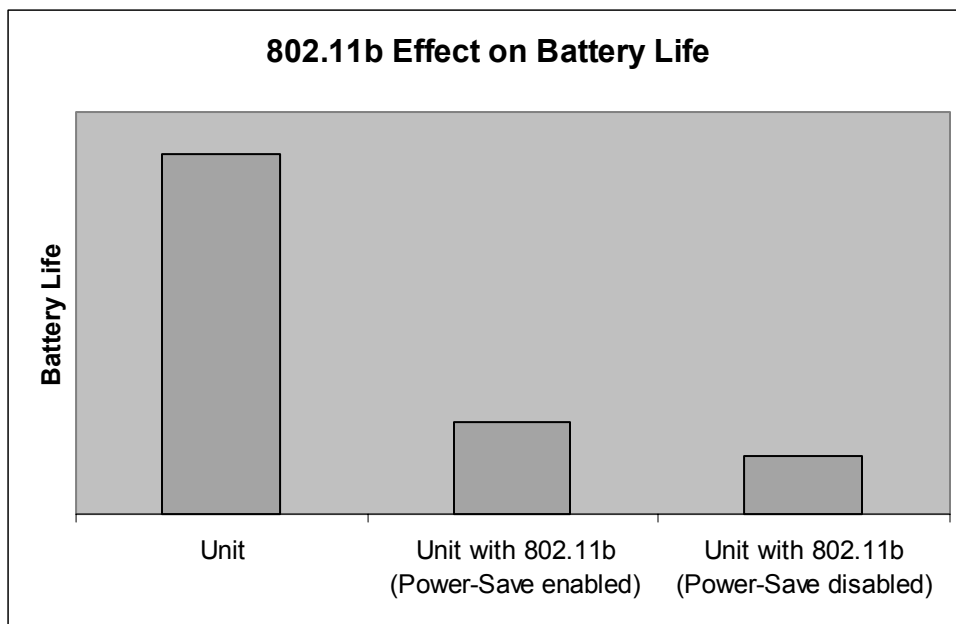


Figure 2-3. Battery Life

CF network cards will have a definite effect on your unit's battery life. As a result, it is recommended that you install a rechargeable Lithium-Ion battery pack if you use your network card frequently. See <http://www.handera.com/> for information on ordering a battery pack.

Although it is possible to configure an 802.11b with power-saving enabled, this can cause compatibility problems with some network Access Points. As a result, it is recommended that you configure your 802.11b card with power-saving disabled.

Software Setup

Backup Your Handheld

Before doing anything else, perform a HotSync or Backup operation to ensure all of your data is secure.

Update the OS

As a first step, update the Operating System (OS) of your HandEra handheld to the most recent version. See www.handera.com for instructions on updating the OS of your handheld.

Install the Wireless Network Driver

The most recent OS version for your HandEra handheld includes support for a variety of network CF cards. However, it does not include built-in support for wireless network CF cards. You will need to install the file *s24drv.prc* on your HandEra handheld. The file can be downloaded from www.handera.com. Simply follow the same steps you would for installing any application on the unit. For example, you can use the Palm Desktop Install Tool and then perform a HotSync® operation. If you have a previous version of the driver installed, you will need to reset the unit before installing the new version.

Install the revised Mail App

A new network-aware version of the Mail app is also available from www.handera.com. If you wish to receive mail via your network connection, download and install the most recent version of *mail.prc*.

Chapter 3: Configuring Your Network Card

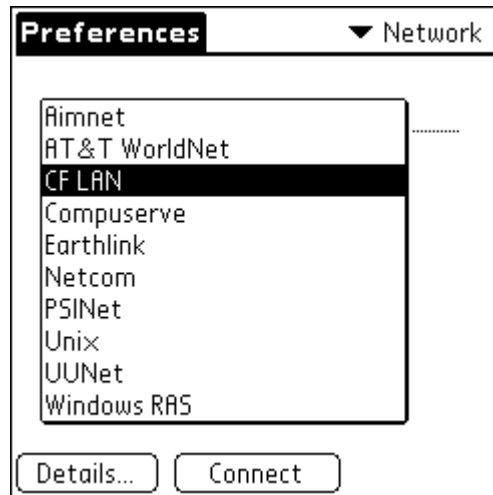


Figure 3-1. Network Preferences

The Network Preferences settings enable you to use the TCP/IP software that is included in the operating system. You can use the TCP/IP software to connect with an Access Point on a Local Area Network (LAN). Because the TCP/IP software is a feature of the operating system, configure all parameters relating to it from the Preferences application.

- ❖ **Note:** Talk with your company's network System Administrator before attempting to configure your handheld for a LAN.

Perform the following steps to begin configuring your CompactFlash network card:

1. Tap the Applications icon.
2. Tap the Prefs icon.
3. Select the Network Preferences.
4. From the Service pick list, select **CF LAN**. This may also appear as **CF Ethernet**.
5. Tap the Details button.

CF LAN Details

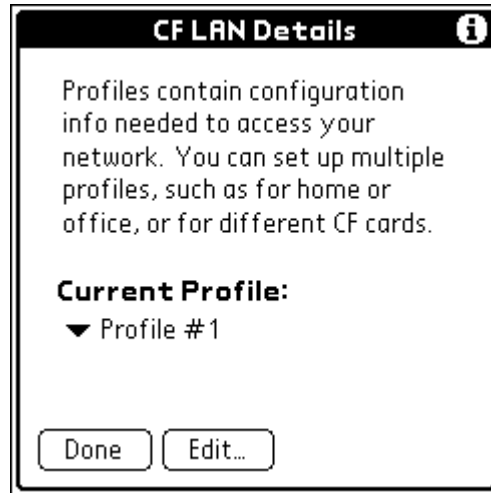


Figure 3-2. CF LAN Details

The CF LAN Service panel supports four profiles. This allows you to save up to four network configurations. Each configuration specifies a type of CF card (NE2000, 3COM, 802.11b, etc.) and settings for that card. You can have one profile for home, one for work, etc.

Only one profile can be active at a time. Use the pick list to select which profile you wish to use. You do not need to change this setting when switching between an Ethernet card and a memory card in the CF slot.

To modify the settings for the current profile, tap the Edit button.

Profile Preferences

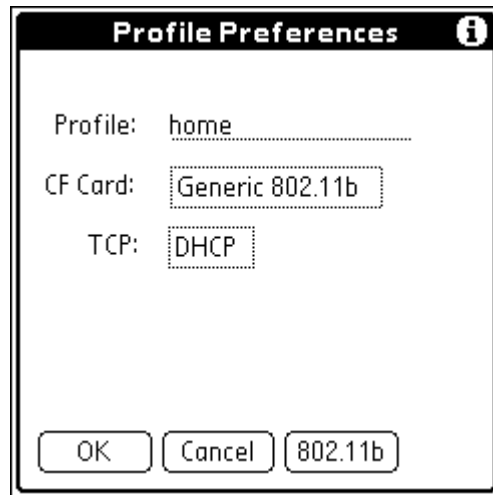


Figure 3-3. Profile Preferences

Profile Name

Profile Name is the name that will appear in the list of profiles on the previous form. You can modify the name to make it more meaningful to you, such as naming a profile 'Home' or '802.11b'.

CF Card

CF Card allows you to specify the network card you've installed in the CF slot. Tap on this to modify the current setting.

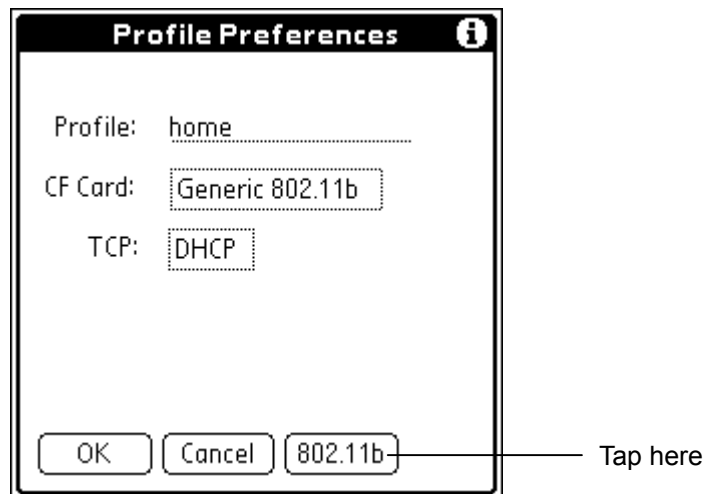


Figure 3-4. 802.11b Profile

If you have selected an 802.11b CF card, the 802.11b button will appear. Tap this button to edit your 802.11b settings.

TCP

TCP refers to the Transmission Control Protocol properties. Tap on this to set up the network addresses for your configuration.

CF Card Preferences

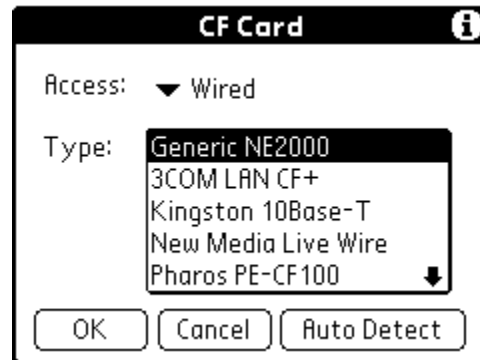


Figure 3-5. CF Card Preferences

Access

Access allows you to specify whether the CF card is wireless (802.11b) or wired (10Base-T or 10-100). This option will only be present if the wireless driver has been installed. See www.handera.com for instructions on downloading additional drivers.

Type

Type allows you to specify the network card you've installed in the CF slot. If you don't see your card listed, try one of the generic settings. If it is a wireless card, select *Generic 802.11b*. Otherwise, select *Generic NE2000*.

Auto Detect

Tap on the Auto Detect button to have the unit automatically determine the type of network card currently in the CompactFlash expansion slot.

TCP Preferences

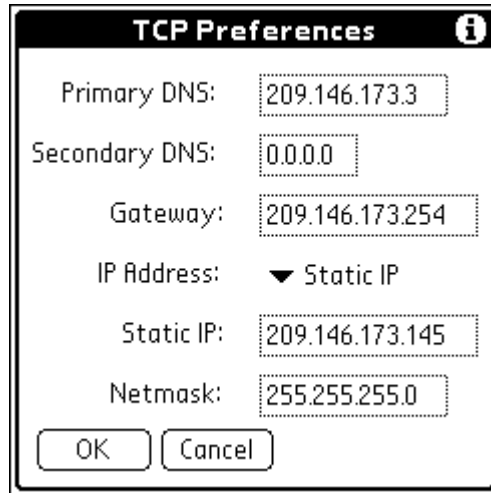



Figure 3-6. TCP Preferences

Primary DNS Secondary DNS

The Domain Naming System (DNS) is a mechanism in the Internet for translating the names of host computers into IP addresses. When you enter a numeric IP address, you are identifying a specific server that handles the translation services.

Each IP address has four sections, separated by periods. In the Details dialog box, you enter each section separately. Each section of an IP address is made up of a number from 0 to 255; numbers are the only allowable characters in this field.

Ask your System Administrator for the correct Primary or Secondary DNS IP numbers.

 **Tip:** Many systems do not require that you enter a DNS. If you are not sure, leave the DNS field blank.

Gateway

Gateway specifies the address for a middleware server that acts as an interface between your handheld and your network. Contact your System Administrator for this information.

IP Address

Everyone who logs on to the Internet needs to have a unique identifier (an IP address), whether permanent or temporarily assigned. Some networks dynamically assign a temporary IP address when clients log in through a service called Dynamic Host Configuration Protocol (DHCP). If your network assigns temporary addresses, select DHCP. Otherwise, you select Static IP to indicate you will be specifying a permanent IP address.

- ❖ **Note:** If your IP address is permanently assigned, you need to get that information from your System Administrator. If you are not sure, select DHCP.

Static IP

If Static IP has been selected for IP Address, then a static IP address must be specified for use with your handheld.

Netmask

This is a field that only applies if Static IP has been selected for IP Address. Netmask specifies a series of bits designed to 'mask' certain portions of the static IP address. A typical value is 255.255.255.0.

802.11b Preferences

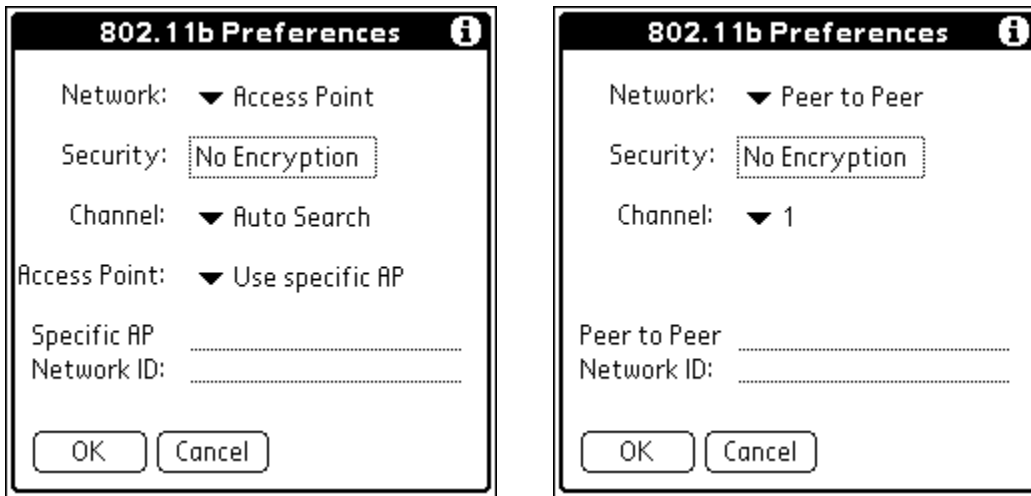


Figure 3-7. 802.11b Preferences

Network

Network indicates the type of network connection, either *Access Point* or *Peer to Peer*. An *Access Point* is part of a backbone infrastructure. *Peer to Peer* is an ad-hoc setup of two or more handhelds and doesn't require an Access Point.

Channel

The IEEE 802.11b specification allocates the 2.4 GHz band into 14 overlapping operating channels. This field specifies the channel used for access. For an *Access Point* configuration, Auto Search is the default. For a *Peer to Point* configuration, Auto Search is not available.

Access Point

(Access Point only) Can be set to either *Use first available* or *Use Specific AP*. If *Use first available* is selected, the unit will associate with whichever Access Point it finds first. If *Use Specific AP* is selected, the unit will only associate with the Access Point of a specified Network ID.

Specific AP Network ID

(Access Point only) If *Use Specific AP* has been selected, this is the name of the Access Point (AP) of your network connection. Keep in mind the value is case-sensitive.

Peer to Peer Network ID

(Peer to Peer only) This is the name of the network used in a Peer to Peer setup. Keep in mind the value is case-sensitive.

Advanced 802.11b Preferences

If you wish to modify more advanced settings for your 802.11b card, you will first need to perform the following steps:

1. Tap the menu icon.
2. Tap the Preferences menu item.

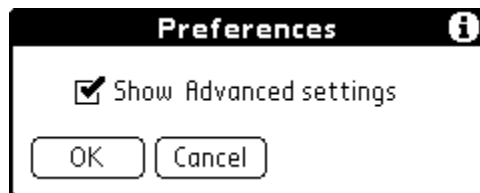
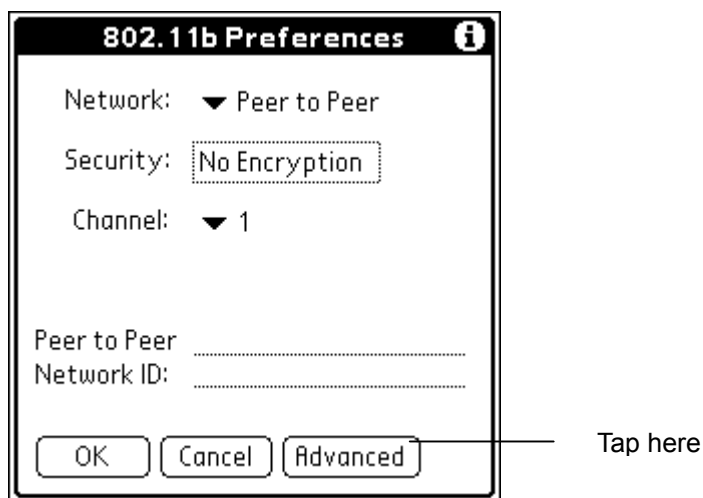


Figure 3-8. Preferences

3. Enable the Show Advanced settings option.
4. Tap OK to close the Preferences dialog



5. Tap Advanced.

802.11b Advanced Preferences

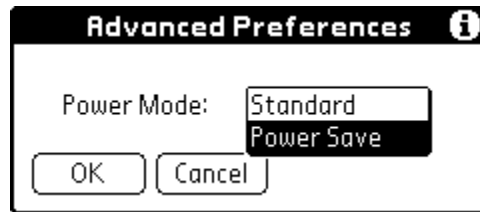


Figure 3-9. Generic 802.11b

For Generic 802.11b devices, the only advanced setting is for Power Mode. Changing this value will extend battery life, but will cause a decrease in performance.

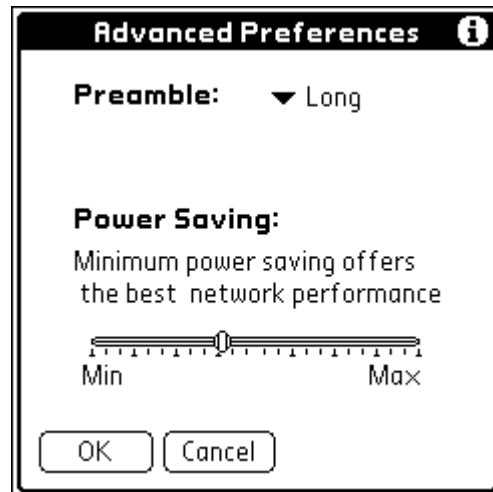


Figure 3-10. Advanced 802.11b

For some 802.11b devices, such as Symbol's Wireless Networker, you can modify the Preamble and Power Saving settings.

Preamble

A signal used to synchronize an 802.11b device with the server. A Long signal is used by default to help ensure an adequate connection. Modify this setting only if you have already established a connection with the server at least once.

Power

Typically, you won't need to modify the default power settings for your 802.11b setup. Power-saving mode can make it more difficult to establish network access, especially when using a CF card from one company and an Access Point from another. However, if you are not experiencing any difficulties in connecting your handheld to the network, you may wish to modify this setting to extend the battery life. Power Save settings from 1 to 5, with 5 offering the maximum battery life but the largest decrease in performance.

Security Preferences

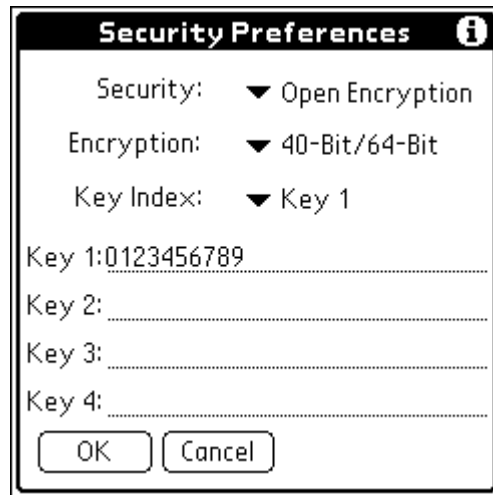


Figure 3-11. Security Preferences

Security

Security allows you to set the encryption level for the network you will be connecting to. The type of authentication used will be based on the security requirements associated with your network. (Advanced settings only) If your System Administrator has implemented a shared key, all clients will need to be configured with the same key value. Contact your System Administrator to see if this setting is applicable.

Encryption

Encryption setting specifies which level of encryption is to be used - either 40/64-bit, or 128-bit. The lower setting has a key length of 10 hexadecimal bytes. Sometimes this is referred to as 40-bit - sometimes as 64-bit. They are actually equivalent.

Key Index

Key Index specifies the active key to be used for encryption, either Key 1, 2, 3, or 4.

Key 1, Key 2, Key 3, Key 4

These are the four possible keys that can be associated with the current encryption scheme. The keys must be made up of hexadecimal digits. If 40-bit encryption has been selected, the length of a key must be 10 digits. If 128-bit encryption has been selected, the length must be 26 digits.

Chapter 4: Testing Your Configuration

Assuming that your System Administrator has successfully setup an Access Point and you have configured your network card via the Network Preferences, you are now ready to test your configuration. Perform the following steps:

1. Tap the Applications icon.
2. Tap the Prefs icon.
3. Select the Network Preferences.
4. Make sure **CF LAN** or **CF Ethernet** is selected as the Service.
5. Tap the Connect button.

At this point, you should see a series of progress dialogs as the handheld attempts to connect to the network. If the attempt is unsuccessful, an error message will be displayed.

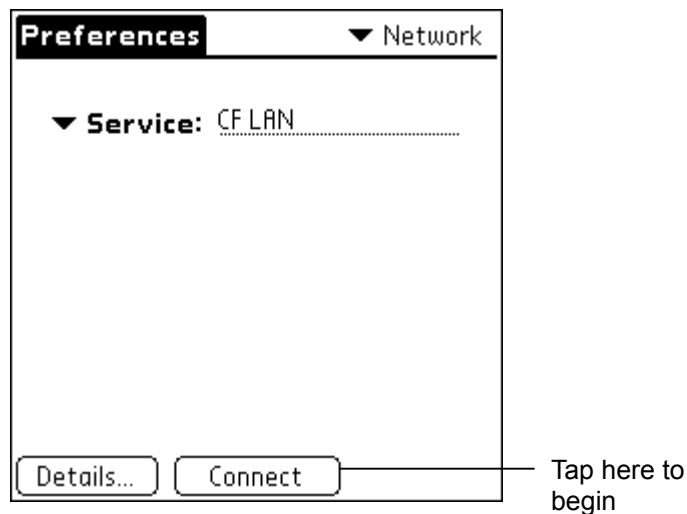


Figure 4-1. Network Preferences Dialog

Error Messages

Error Message	Description
Connect Failed An error occurred initializing the wireless card. No card detected.	Your network card is most likely not properly seated in the CF connector.

<p>Ethernet Failed An error occurred initializing the Ethernet card. Unsupported card.</p>	<p>Check to see if the wrong card type has been selected in the Network Preferences panel.</p>
<p>Connecting... Connection failed, no DHCP servers responded.</p>	<p>Check to see if your Security settings disagree with those of the network Access Point</p>
<p>Connecting... Connection failed, no AP found.</p>	<p>Check to determine if you entered the Network ID (SSID) incorrectly.</p>

Viewing the Network Log

The Network Log lists the communication that occurs between your network card and the server during the login procedure. The information in the Network Log can help your ISP or your System Administrator pinpoint where the login procedure communication fails and why.



Figure 4-2. View Log

To view the Network Log:

1. Tap Options, then tap View Log.
2. Tap the up and down arrows of the scroll bar to see the entire Network Log.
3. Tap Done.

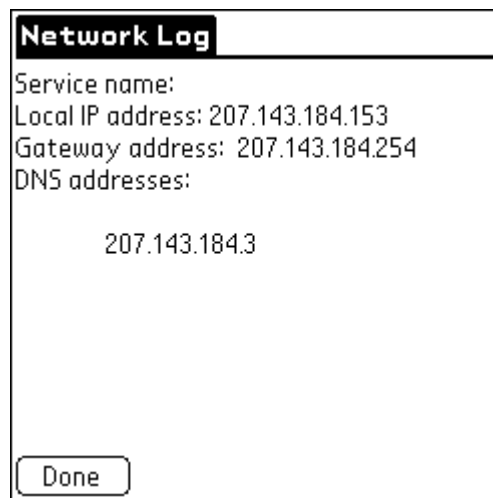


Figure 4-3. Network Log

Adding a DNS Number

If you are able to tap the Connect button and successfully connect to the network, you may still encounter problems when running a network-aware application. This can happen if your network server requires a DNS number and you did not enter that information in the Network Preferences screen. Ask your System Administrator for the correct Primary and Secondary DNS IP numbers.

Chapter 5: Network HotSync

HotSync® technology enables you to synchronize data between one or more Palm-Powered handheld computers and Palm™ Desktop software or another PIM such as Microsoft Outlook. To synchronize data, you must connect your handheld computer and Palm Desktop software either directly, by placing your unit in the cradle attached to your personal computer, or indirectly, with a modem or network. This chapter describes how to select HotSync options and perform a HotSync operation via network access.

- ❖ **Note:** The first HotSync operation must be local, using the cradle. After that, you can perform a network HotSync operation.

Palm Desktop

Palm Desktop version 3.1 does not successfully support Network HotSync. You will need to upgrade to Palm Desktop version 4.0.1 or greater. See www.palm.com for details on Palm Desktop 4.0.1.

Conducting a HotSync operation via a network

When you use the Network HotSync software, you can take advantage of the LAN and WAN connectivity available in many office environments. The Network HotSync software enables you to perform a HotSync operation by dialing in to a network or by using a cradle that is connected to any computer on your LAN or WAN (provided that the computer connected to the cradle also has the Network HotSync software installed, your computer is on, and the HotSync Manager is running).

Preparing your desktop computer

There are a few steps you must perform to prepare your desktop computer for a modem HotSync operation.

1. Click the HotSync Manager icon in the Windows system tray.
 - ✎ **Tip:** The Windows system tray is usually in the lower-right corner on your computer display. The location may vary depending on the location of the taskbar and the version of Windows you are using.
2. From the HotSync Manager menu, choose Network. Then open the HotSync Manager menu again and choose Setup.

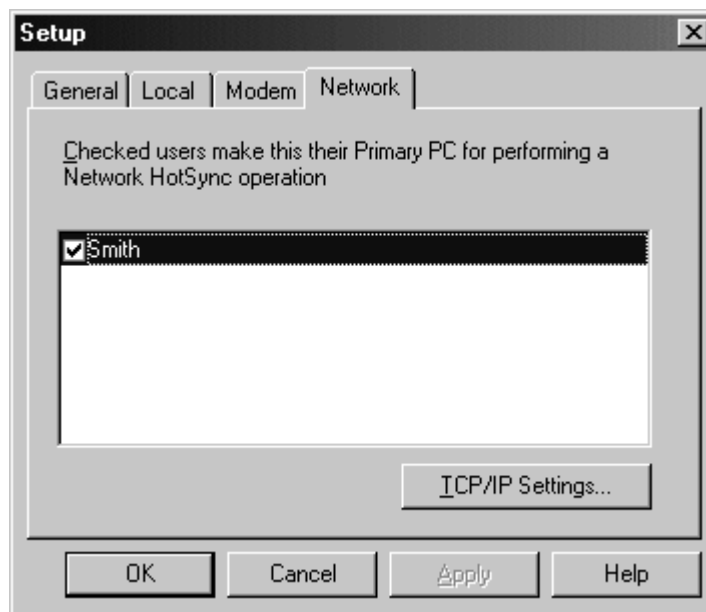


Figure 5-1. Network Setup

3. Click the Network tab and make sure your user name has a check mark next to it. If the check mark is not there, click the check box next to your user name.

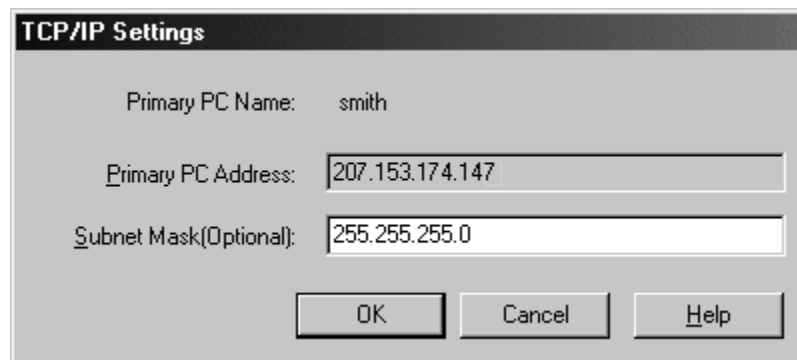


Figure 5-2. TCP/IP Settings

4. Click the TCP/IP Settings button and ensure the settings appear valid.
5. Click OK.
6. Place your handheld in the cradle and perform a HotSync operation.

The HotSync operation records network information about your desktop computer on your HandEra handheld. With this information, your handheld can locate your desktop computer when you perform a HotSync operation over the network.

Preparing your HandEra handheld

There are a few steps you must perform to prepare your handheld computer for a network HotSync operation.

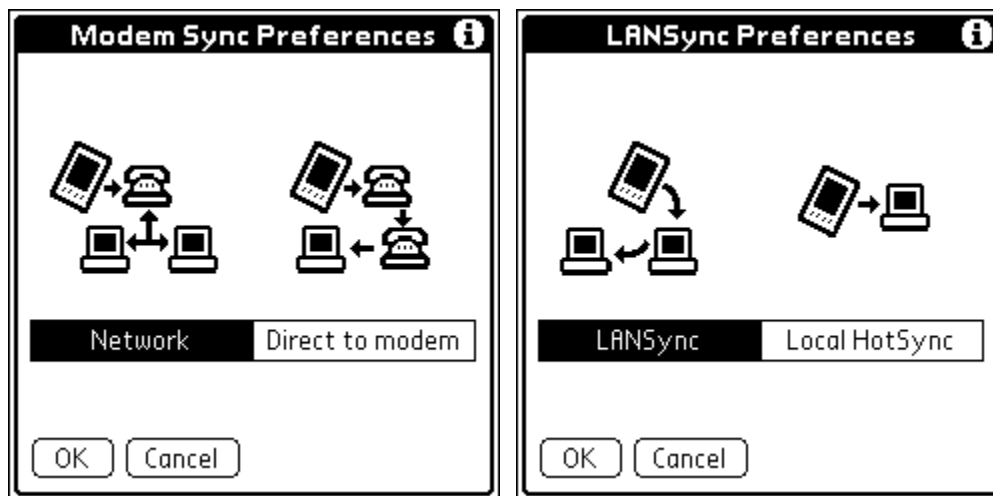


Figure 5-3. Modem Sync and LANSync Preferences

Setting the Modem Sync and LANSync Preferences

The Modem Sync Preferences and LANSync Preferences dialogs allow you to enable a network HotSync. Perform the following steps:

1. Tap the Applications icon.
2. Tap the HotSync icon.
3. Tap the Menu icon.
4. Tap Options, then tap Modem Sync Prefs.
5. Tap Network, then tap OK.
6. Tap the Menu icon again.
7. Tap Options, then tap LANSync Prefs.
8. Tap LANSync, then tap OK.

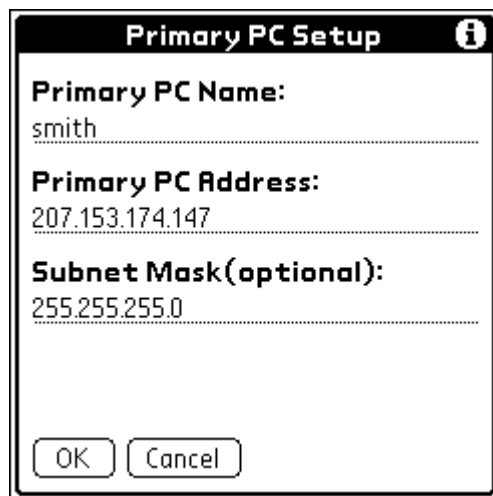


Figure 5-4. Primary PC Setup

Check the Primary PC Setup

The Primary PC Setup dialog box should display the TCP/IP Settings for your desktop PC, as shown in Figure 5-2. These settings should have been transferred when you performed a local HotSync, as discussed in the previous section.

Selecting the conduits for a network HotSync operation

The Conduit Setup dialog box on your handheld computer enables you to define which files and/or applications synchronize during a network HotSync operation. You can use these settings to minimize the time required to synchronize data.

To change the Conduit Setup for a network HotSync operation:

1. Tap the Applications icon.
2. Tap the HotSync icon.
3. Tap the Menu icon.
4. Tap Options, and then tap Conduit Setup.
5. Tap the check boxes to deselect the files and applications that you do *not* want to synchronize during a network HotSync operation. The default setting is to synchronize all files.

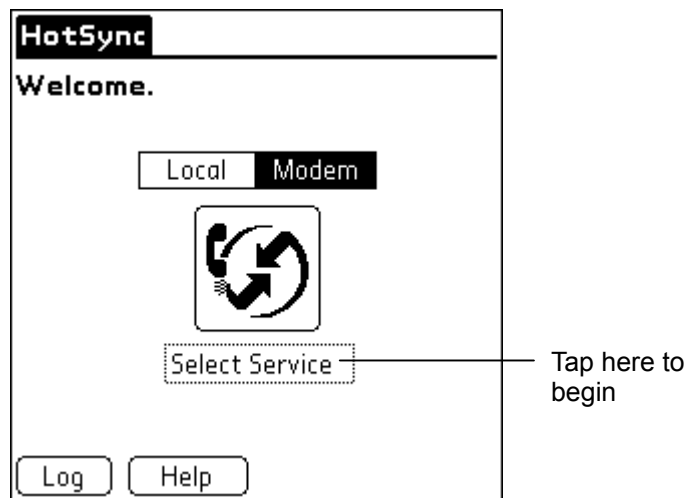


Figure 5-5. CF LAN

Selecting a Network Service

As a final step, you need to select the CompactFlash network driver as the method to use for performing the HotSync.

1. Tap Select Service.
2. In the Network Preferences dialog, select CF LAN from the Service pick list.
3. Tap Done to return.

Performing the Network HotSync

Tap the modem HotSync icon to begin the HotSync operation. You should see a series of dialog boxes indicating its progress.

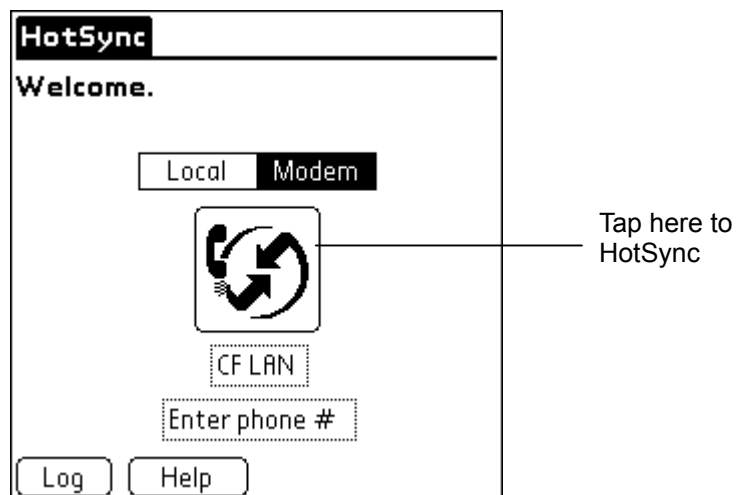


Figure 5-6. HotSync

Troubleshooting HotSync Problems

If your data does not appear on your HandEra handheld and in the Palm Desktop software after a HotSync operation, try the following steps:

- ❖ **Note:** If you are attempting to synchronize with applications other than the Palm Desktop software such as Microsoft Outlook or Lotus Notes using a third-party conduit, please consult the documentation that was provided with that conduit.

Checking your Desktop Configuration

1. Make sure you selected the user name that matches your handheld.
2. Make sure the date on your computer matches the date on your handheld.

Checking the HotSync Log

1. Open the HotSync log.
2. Click the HotSync icon on the taskbar and select View Log from the menu.
3. Ensure that all applications are marked OK. If not, continue to **Checking your Conduit Settings on a Windows Computer** next.

- ❖ **Note:** You cannot perform a HotSync with the log open.

Checking your Conduit Settings on a Windows Computer

1. Click the HotSync icon on the taskbar.
2. Select Custom.
3. Select the user name that matches the handheld you are attempting to synchronize.
4. Ensure that the application conduits (other than Backup and Install) are set to Synchronize the Files.

Chapter 6: Mail



This chapter details the Mail application. Using your HandEra handheld, you can read, reply to, compose, and delete e-mail from your desktop e-mail application while you are away from your desk.

Mail lets you manage the e-mail that you send and receive through the e-mail application on your personal computer. You can read, reply to, compose, and delete e-mail on your HandEra handheld. To send or receive e-mail, you must either perform a HotSync operation or a *MailServer* operation. A MailServer operation is a method of connecting directly with a network server to send and receive mail.

In Mail, you can perform the following:

- ◆ View, delete, file, and reply to incoming mail.
- ◆ Create outgoing e-mail items and drafts of e-mail items.
- ◆ Create simple or complex filters, which allow you to decide the type of e-mail that your HandEra handheld retrieves from your desktop e-mail application.
- ◆ Use your HandEra handheld to send and retrieve e-mail items from your desktop e-mail application.

Installing Mail

To install the *mail.prc* application on your HandEra handheld, simply perform the same steps you would for installing any application. For example, you can use the Palm Desktop Install Tool and then perform a HotSync® operation.

Sending and Receiving E-mail via MailServer

A MailServer operation is an alternative to using HotSync and does not require a desktop PC. Instead, it accesses an e-mail account directly via a network connection. To use this method, you will need to perform the steps described in this section.

Setting Up MailServer

Perform the following steps to set MailServer options:

1. Tap the Applications icon.
2. Tap the Mail icon.
3. Tap the Menu icon.
4. Tap Options, and then tap MailServer Options.




Figure 6-1. MailServer Setup

To get mail from your server, you need to set up at least once mail account. Enter a mailbox server hostname or IP, a username, and a password. The password box is the password you use to log into your network server. To send mail, you will need to enter a SMTP server hostname or IP and your email address.

Setting Up Multiple Mail Accounts

If you wish to send and receive e-mail from more than one account, perform the following steps:

1. Tap the Account pick list.
2. Select Edit Accounts.

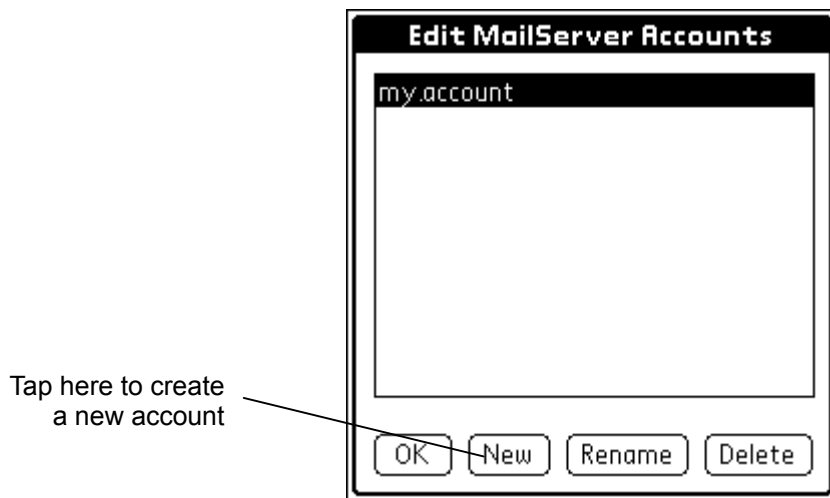


Figure 6-2. Edit MailServer Accounts

3. Tap New.
4. Enter an account name and then tap OK.
5. Fill in the remaining account information.

Advanced POP Options

If you have selected the account type as *POP3* and want to set up special functionality, tap the Advanced button. This will bring up the Advanced POP Options dialog.

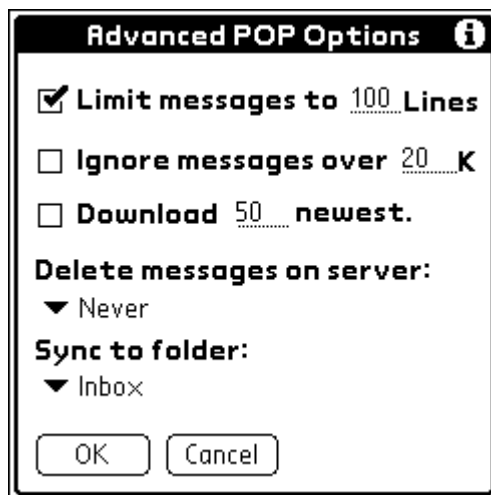


Figure 6-3. Advanced POP Options

If the *Limit messages to ... Lines* option is selected, a size limit for each of the e-mail messages will be enforced. The size limit will be based on the value entered for the number of permissible lines.

If the *Ignore messages over ... K* option is selected, all e-mail messages greater than the specified size limit will not be downloaded. The size limit will be based on the value entered for the size (in Kilobytes).

If the *Download ... newest* option is selected, the number of incoming e-mail messages will not exceed a specified limit. The limit will be based on the value entered on this line.

Messages can be deleted from the POP server as they are downloaded if desired. Otherwise, you must delete them from the server using another computer connected to the network.

Advanced IMAP Options

If you have selected the account type as IMAP and want to set up special functionality, tap the Advanced button. This will bring up the Advanced IMAP Options dialog.

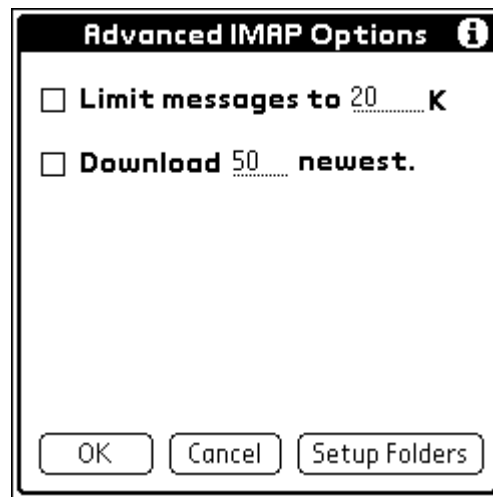


Figure 6-4. Advanced IMAP Options

If the *Limit messages to ... K* option is selected, a size limit for each of the e-mail messages will be enforced. The size limit will be based on the value entered for the size (in Kilobytes).

If the *Download ... newest* option is selected, the number of incoming e-mail messages will not exceed a specified limit. The limit will be based on the value entered on this line.

You can specify which Palm categories sync with which folders on the server. Tap Setup Folders to begin this process.

Running MailServer

If you have set up the MailServer options, perform the following steps to send and receive e-mail items:

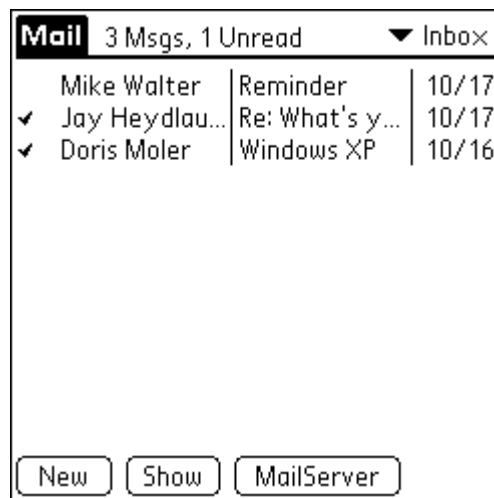


Figure 6-5. MailServer Dialog

1. Tap the Applications icon.
2. Tap the Mail icon.
3. Tap the MailServer button.
4. A MailServer dialog will then be displayed. If the settings look correct, tap the Go button.

If you are unable to connect successfully with the network, review the Troubleshooting Tips detailed in an earlier section.

Sending and Receiving E-mail via HotSync

Mail can also synchronize the mail in the Inbox of your desktop e-mail application with the mail on your HandEra handheld via HotSync. For example, if you delete e-mail items from Mail, your next HotSync operation also deletes the e-mail items from your desktop e-mail application, so you never have to delete e-mail items twice. Similarly, if you read an e-mail item on your HandEra handheld and leave it in your Inbox, your next HotSync operation marks it as read in your desktop e-mail application.

Setting up Mail on the Desktop

Before you use Mail for the first time, make sure your desktop e-mail application is up and running. You must also set up Palm Desktop software for use with your desktop e-mail application.



Your HandEra handheld supports a number of desktop e-mail applications, such as Microsoft Exchange (version 4.0 or higher), Eudora (version 3.0.3 or higher), and Lotus cc:Mail (versions 2.5, 6.0, and 7.0). You can see the full list of the supported applications when you set up Mail.

If your desktop e-mail application does not appear on the list, you may still be able to manage your desktop e-mail application from your HandEra handheld by means of special connection software, called a conduit, that lets you synchronize your desktop e-mail application and your HandEra handheld. Contact the vendor of your e-mail application for more information.

- ❖ **Note:** The following instructions assume that you have already installed Palm Desktop software on your personal computer and that you did not set up Mail during the installation. If you have not yet installed the Palm Desktop software, the installation procedure prompts you to set up Mail as part of the Palm Desktop software installation.

To set up Mail:

1. Click Start in the Windows taskbar.
2. Select >Programs>Palm Desktop>Mail Setup to begin setup.
3. Follow the instructions onscreen to set up your HandEra handheld for use with your desktop e-mail application.

To select the HotSync options:

Click the HotSync icon in the Windows system tray (bottom-right corner of the taskbar).

1. Choose Custom.

Tip: You can also choose Custom from the HotSync menu in Palm Desktop software.

2. Select Mail in the list box.
3. Click Change.

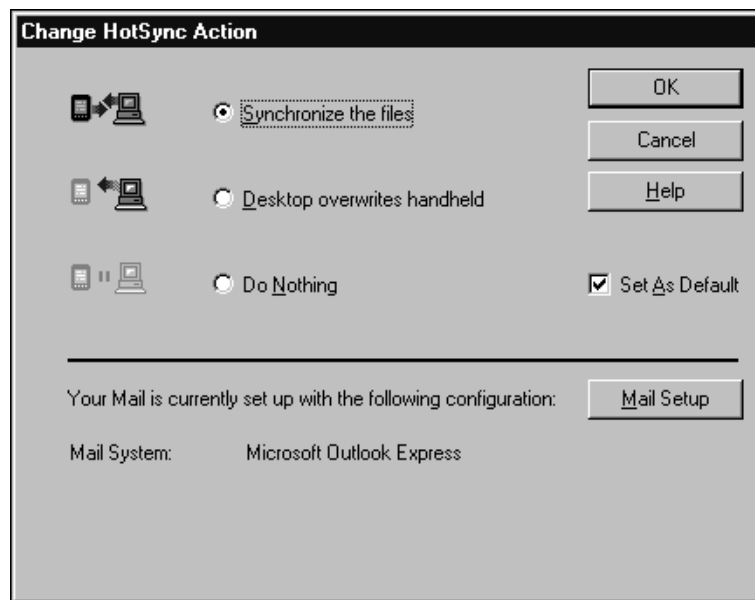


Figure 6-6. Change HotSync Action


1. Click one of the following settings:

Synchronize the files – Synchronizes the mail on your HandEra handheld and your desktop e-mail application.

Desktop overwrites handheld – Replaces the mail on your HandEra handheld with the mail in your desktop e-mail application. You should use this option only if, for some reason, the two inboxes get out of sync. This setting applies for only one HotSync operation and then reverts back to the default setting.

Do Nothing – Turns off communication between your HandEra handheld and desktop e-mail application. This setting applies for only one HotSync operation and then reverts back to the default setting.


Set As Default – Changes the default setting on an ongoing basis. (When you first set up Mail, Synchronize the files is the default setting.)

 **Tip:** To turn off Mail, select Do Nothing and then select the Set As Default checkbox.

To change your Mail setup options:

1. Click the HotSync icon in the Windows system tray.

2. Choose Custom.

 **Tip:** You can also choose Custom from the HotSync menu in Palm Desktop software.

3. Select Mail in the list box.

4. Click Change.

5. Modify your settings as needed.
6. Click OK.

Synchronizing Mail with your E-mail Application

After you enable and configure Mail, you need to perform a HotSync operation to synchronize Mail with your desktop e-mail application.

HotSync Options

HotSync options enable you to manage your e-mail more effectively by selecting that e-mail items download when you synchronize your personal computer and your HandEra handheld. You can define different settings for local and remote synchronization.

For example, you may want to download all of your e-mail during local synchronization and only urgent e-mail during remote synchronization. Once defined, your HandEra handheld determines if synchronization is occurring locally or remotely and uses the appropriate settings for the HotSync operation.

To open the HotSync Options dialog box:

1. Tap the Menu icon.
2. Tap Options, and then tap HotSync Options.
3. Tap the Settings for pick list and select Local HotSync or Remote HotSync.

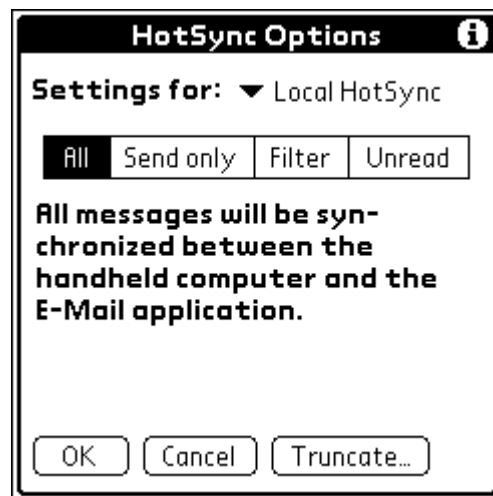


Figure 6-7. HotSync Options

4. Tap the filtering option you want to apply:

All – During synchronization, all e-mail items in your desktop e-mail Inbox synchronize with your HandEra handheld, and all e-mail items in your HandEra handheld Outbox are sent to your desktop e-mail application.

Send Only – During synchronization, only the e-mail items in your HandEra handheld Outbox are sent to your desktop e-mail application; from there, they are sent to their destinations.

Filter – During synchronization, all e-mail items in your HandEra handheld Outbox are sent to your desktop e-mail application, and items in your desktop e-mail Inbox that meet specific criteria download to your HandEra handheld. When you select the Filter setting, the HotSync Options dialog box opens and displays additional filter settings.

Unread – During synchronization, only unread e-mail items download to your HandEra handheld from your desktop e-mail Inbox, and all items in your HandEra handheld Outbox are sent to your desktop e-mail application.

❖ **Note:** The All setting does not mean that all information included in each e-mail item downloads to your HandEra handheld. Truncation settings (explained in a following section) for long e-mail items still apply. Also, Mail never downloads any attachments to your HandEra handheld. The e-mail item and any text information appear, but the attachment is left in your desktop e-mail application.

5. If you selected All, Send only, or Unread, tap OK. If you selected Filter, continue to the next section.

Creating Special Filters

You can create special filters to control the type of e-mail items that download to your HandEra handheld during synchronization. Special filters work on the premise of ignoring or retrieving items that contain specific information in their header fields.



To create a special filter, you must decide whether you want to ignore or retrieve certain e-mail items. Then, based on that decision, you must tell your HandEra handheld what it needs to look for in the To:, From:, and Subj: fields to single out those e-mail items.

To access the special filter settings:

1. Tap the Filter box in the HotSync Options dialog box.

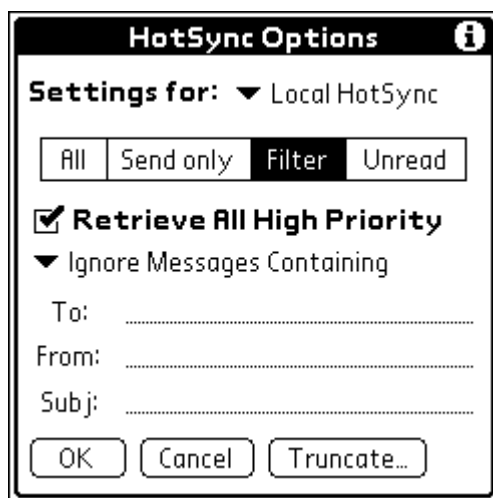


Figure 6-8. Retrieve

Ignoring or Receiving E-mail

The first step in establishing a special filter is to determine whether you want to ignore or retrieve e-mail that matches the information you specify.

To define whether to ignore or receive e-mail:

1. Tap the pick list in the center of the HotSync Options dialog box and select one of the following settings:



Figure 6-9. Ignore Messages Containing

Ignore Messages Containing – Tells your HandEra handheld to exclude the e-mail items that meet the criteria you define and download all other e-mail items during synchronization. In general, this filter downloads more e-mail during synchronization because it blocks only one defined subset of e-mail.

Retrieve Only Msgs Containing – Tells your HandEra handheld to include only the e-mail items that meet the criteria you define and to ignore all other e-mail items during synchronization. This filter has the potential to block more e-mail during synchronization because it downloads only one subset of e-mail.

Defining Filter Strings

E-mail items are filtered based on the information contained in their To:, From:, and Subj: fields. The information that defines what your HandEra handheld is looking for is called a filter string. You create a filter string by listing the words you want your HandEra handheld to find and separating them with either a comma or a space. Each word in the filter string is joined by an implicit OR, so you do not need to enter logical connectors like AND or OR.

To create a more complex filter, you can define filter strings for the To:, From:, and Subj: fields simultaneously. Your HandEra handheld joins the filter strings for these fields using an implicit AND; once again, you do not need to add the logical connector. Your HandEra handheld does that for you.

For example, suppose you want to receive only e-mail items from John Smith (jsmith@aol.com) or Jack Jones (jjones@aol.com) concerning the Apollo Project. You would create the following filter strings:

In the To: field: jsmith@aol.com, jjones@aol.com

In the Subj: field: Apollo Project

Your HandEra handheld interprets this as, “Accept e-mail items about the Apollo Project from John Smith or Jack Jones. Do not accept e-mail items from other people. Do not accept e-mail items from John or Jack about any other subject.”

When you define a string, note that your HandEra handheld searches for any instance of that sequence of characters. For example, if you create a filter that retrieves only e-mail items containing the string “info,” your HandEra handheld considers “info,” “rainforest” and “kinfolk” appropriate matches.

To define a filter string:

1. Tap a header field in the HotSync Options dialog box.

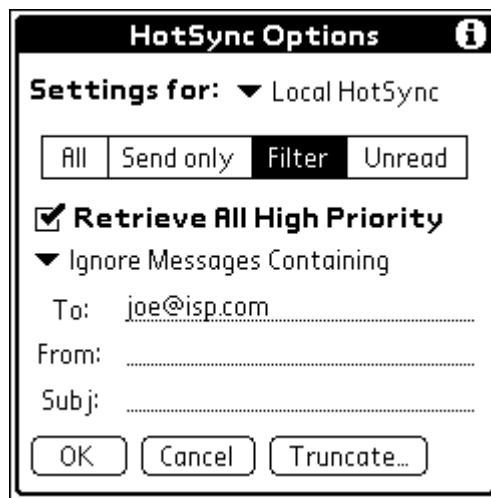


Figure 6-10. Filter String

2. Enter your filter string, using commas or spaces to separate the words. Do not add connectors, such as AND or OR, between words in a string.
3. If your string exceeds the length of the field, tap the name of the field to display the Notes screen for that header field.
4. Tap Done to return to the HotSync Options dialog box.
5. Tap OK.

High Priority E-mail

The Retrieve All High Priority setting lets you retrieve e-mail items marked high-priority, even if a defined filter would have blocked those items.

To retrieve high priority e-mail items:

1. Tap the Filter box in the HotSync Options dialog box.
2. Tap the Retrieve All High Priority checkbox to select it.
3. Tap OK.

❖ **Note:** This setting is applicable only if your e-mail application has the capacity to flag high-priority e-mail items.

Truncating E-mail Items

The Truncate feature lets you set a point at which long e-mail items truncate when downloading to your HandEra handheld. By default, this Truncate value is 4,000 characters. By truncating long messages, you reduce the time it takes to synchronize your desktop e-mail and Mail, as well as the amount of storage space e-mail uses on your HandEra handheld.

❖ **Note:** Truncation is separate and independent from filtering.

To truncate e-mail items:

1. Tap Truncate in the HotSync Options dialog box.

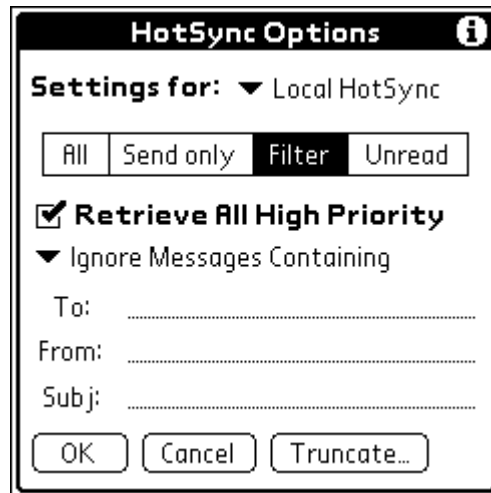


Figure 6-11. Truncate

2. Tap to select the truncation setting you desire.

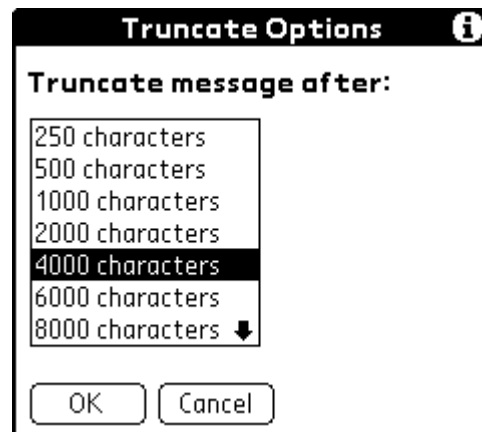



Figure 6-12. Truncate Options

 **Tip:** If you select the maximum setting, messages can be 32,000 characters; longer messages are truncated. If you select a lower value, you have more room for e-mail items.

3. Tap OK.

Using the Mail Application

Opening the Mail Application on your HandEra handheld

To open Mail:

1. Tap the Applications icon.
2. Tap the Mail icon.

Viewing E-mail Items

The Message List displays a list of your incoming e-mail items, who sent them, and the date they were received. Mail indicators include:

- ◆ E-mail items you have read have a check next to them.
- ◆ High-priority e-mail items appear in bold.

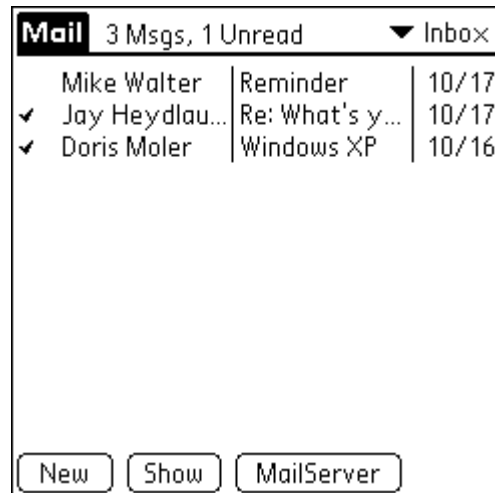


Figure 6-13. Mail List

To open an e-mail item:

1. Tap an e-mail item to open it.

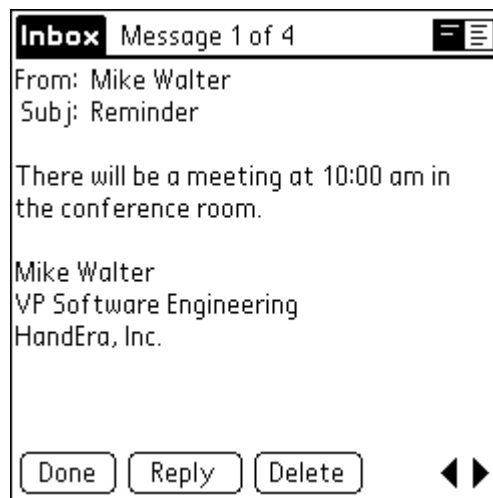


Figure 6-14. Inbox Message

To close an e-mail item:

1. Tap Done to close the e-mail item.

Displaying Full Header Information

By default, Mail displays abbreviated header information, which comprises only the From: and Subj: fields. The full header provides complete information about the sender, receiver, and copied recipients, in addition to the subject and date that the e-mail item was created. Mail uses the header type you select for all your e-mail items.

To display full header information:

1. Open an e-mail item.
2. Tap the Complete Header icon.

 **Tip:** To redisplay the abbreviated header, tap the Abbreviated Header icon.


Creating E-mail Items

You create e-mail items with your HandEra handheld the same way you create e-mail with your desktop e-mail application: you identify the recipient(s) of the e-mail item, define a subject, and create the body of the e-mail item.

You create original e-mail items and replies in the New Message screen. All e-mail items must, at the very least, contain information in the To: and Subj: fields.

To create an e-mail item:

1. Tap New.

 **Tip:** You can also create an e-mail item by tapping New from the Message menu.

2. Enter the e-mail address of the recipient in the To: field.

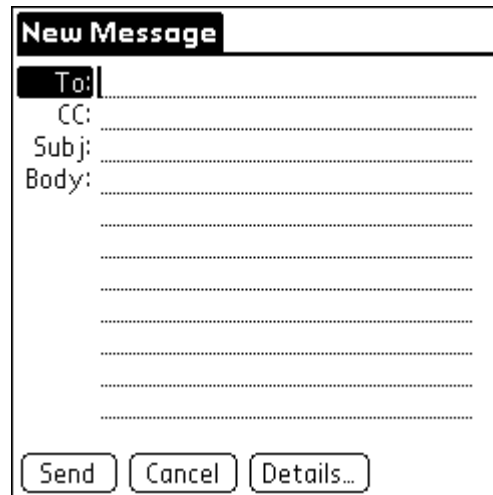


Figure 6-15. New Message

- ❖ **Note:** Enter the address as if you were entering it from your desktop e-mail application. For example, network users sending an e-mail item to a user on the same network do not need to add Internet information, such as @mycorp.com.
3. To send a copy of this e-mail item to additional recipients, tap the CC: field, and then enter the e-mail addresses of the additional recipients, separating the addresses with a comma followed by a space.
 4. Tap the Subj: field and enter a subject for your e-mail item.
 5. Tap the Body: field and enter the text of your e-mail item.

✎ **Tip:** If the address, CC, subject, or body exceeds the capacity of the screen display, tap the name of the field (for example, tap “To:”) to expand that field. Tap the Done button to return to the New Message screen.

To reply to an e-mail item:

Tap an e-mail item in the Message List to display it onscreen.

1. Tap Reply.
2. Select whom you want to receive the reply: Sender only, All recipients, or someone who did not see the original e-mail item (Forward).

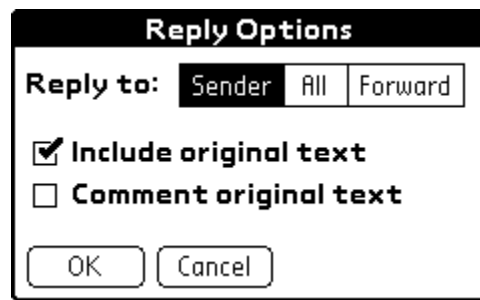



Figure 6-16. Reply Options

3. Select whether you want to Include original text or Comment original text.
4. Tap OK.
5. Enter the text of your reply.

 **Tip:** You have several options including setting the priority.

6. Tap Send to place your reply in the Outbox.

Looking up an Address

To identify the recipient of an e-mail item, you need to enter that person's e-mail address. You can do this either by entering the data directly into the field or by using the Look Up command to access the information in your Address Book.

To look up an e-mail address:

1. Tap either the To: or CC: field name to expand it.
2. Enter the first few letters of the last name of the person whose address you want to find.
3. Tap Lookup.

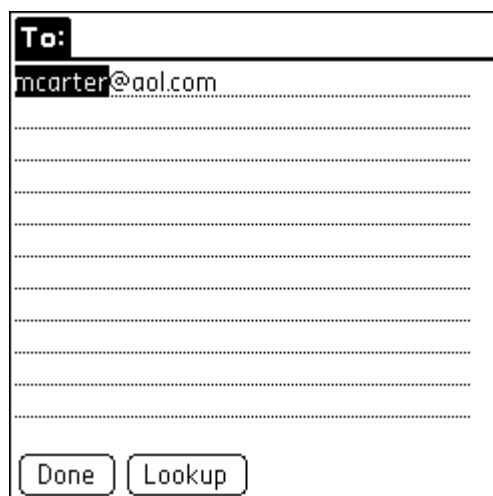



Figure 6-17. Lookup

4. If the letters you enter identify a unique listing from your Address Book, your HandEra handheld completes the address for you. If not, the Lookup dialog box appears and lists all records that contain information in an E-mail field.

 **Tip:** You can also open the Look Up dialog box in the New Message screen by tapping Lookup from the Options menu or by using the Graffiti Command stroke /L.

5. Enter the first letter of the entry you want to find to scroll to the first entry that begins with that letter. If you write an additional letter, the list scrolls to the first entry that starts with those two letters. For example, writing an “s” scrolls to “Sanders,” and writing “sm” scrolls to “Smith.”
6. Tap an address to select it.
7. Tap Add.

Adding Details to E-mail Items

Before you send your e-mail item, you can attach additional attributes to it, such as a Signature or a Priority level. The following details are available:

Priority – Flags an e-mail item as High, Normal, or Low priority.

BCC – Creates a blind carbon copy field in the New Message screen.

Signature – Attaches previously defined text as the closing of an e-mail item.

Confirm Read – Requests a confirmation telling you when the e-mail item was read.

Confirm Delivery – Requests a confirmation telling you when the e-mail item was delivered.

❖ **Note:** The Priority and BCC settings are valid only for the current e-mail item and must be set for each item you create.

The details available to you are dependent on how you send and receive your e-mail.

- ◆ **Via MailServer.** BCC and Signature are supported.
- ◆ **Via HotSync.** The details are dependent on the desktop e-mail application you use. If your application does not support the attribute you select, your HandEra handheld cannot attach that attribute to the e-mail item.

Setting a Priority

To set a Priority for your e-mail item:

1. In the New Message screen, tap Details.

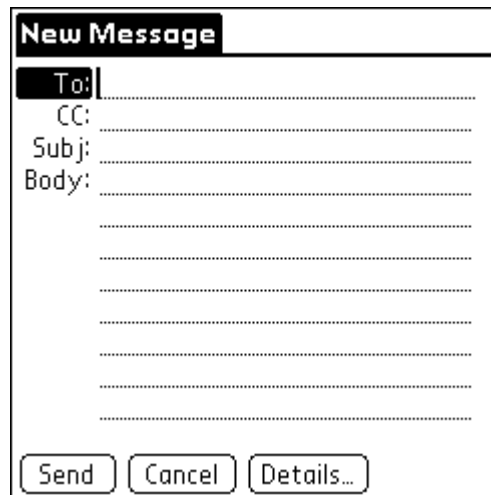


Figure 6-18. Details

2. Tap the Priority pick list and select the priority you want.

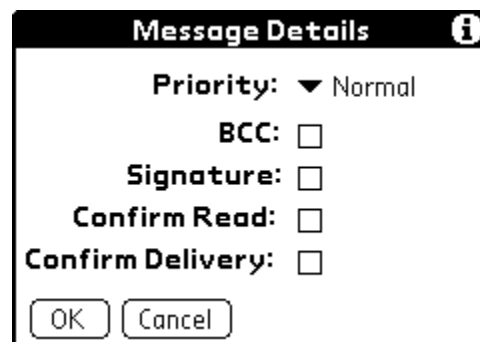



Figure 6-19. Message Details

3. Tap OK.

 **Tip:** Your HandEra handheld can flag e-mail items with a specific Priority only if your desktop e-mail application supports this feature.

Sending a Blind Carbon Copy

To add a BCC field to your e-mail item:

1. In the New Message screen, tap Details.
2. Tap the BCC checkbox to select it.
3. Tap OK.
4. Tap the BCC: field and enter an address.

Adding a Signature to Your E-Mail Item

A signature consists of information about yourself that is appended to your e-mail item as its closing. For example, a signature can contain your name, address, phone and fax numbers, and any other text you want to include. By defining such information as a signature, you save yourself the trouble of having to enter it every time you create an e-mail item.

Adding a signature to your message is a two-part process. First, you create your signature. Then you select the Signature option.

To create a Signature:

1. Tap the Menu icon.
2. Tap Options, and then tap Preferences.
3. Tap the Signature text field and enter the text of your signature.

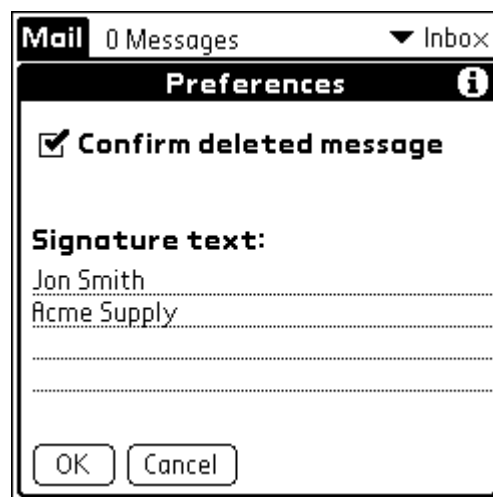


Figure 6-20. Signature

4. Tap OK.

To add a signature to your e-mail item:

1. In the New Message screen, tap Details.
2. Tap the Signature checkbox to select it and add your signature to the e-mail item.
 - ❖ **Note:** The checkbox stays selected, so all subsequent e-mail items you create will also contain your signature until you deselect the Signature option.
3. Tap OK.
 - ❖ **Note:** The signature does not display in your e-mail item; only your recipient sees the signature.

Requesting Confirmations

To receive a confirmation when your e-mail item is read:

1. In the New Message screen, tap Details.
2. Tap the Confirm Read checkbox to select it.
3. Tap OK.

To receive a confirmation when your e-mail item is delivered:

1. In the New Message screen, tap Details.
2. Select the Confirm Delivery checkbox to select it.
3. Tap OK.

Storing E-mail to be Sent Later

When you send e-mail from your HandEra handheld, it actually stores the e-mail in the Outbox folder until the next time you synchronize your HandEra handheld with your personal computer. During synchronization, all e-mail stored in the Outbox folder is transferred to the Outbox folder in your desktop e-mail application. E-mail created on your HandEra handheld is sent out the next time that you send mail from your desktop e-mail application.

To send e-mail:

1. After you create an e-mail item, tap Send.

Editing Unsent E-mail

You can make changes to an e-mail that has not yet been sent, as long as you have not yet performed a HotSync operation. When you edit an e-mail item, your HandEra handheld removes the item from the Outbox folder and takes you back to the New Message screen, where you can edit the item and resend it, save it as a draft, or delete the item.

To retrieve an e-mail item:

1. In the Message List, tap Outbox from the pick list in the upper-right corner.



Figure 6-21. Outbox

2. Tap the e-mail item you want to retrieve.
3. Tap Edit.

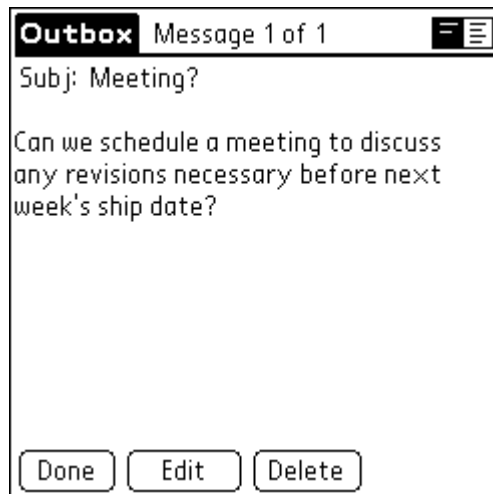


Figure 6-22. Edit Message

Draft E-mail

Sometimes you may not want to send an e-mail item immediately. For example, you may want to add additional information before sending it. Your HandEra handheld stores such e-mail items in the Draft folder until you are ready to edit them again.



- ❖ **Note:** When you're creating or editing an e-mail item, you can also save the item as a draft by canceling it. When you cancel an item, your HandEra handheld opens a dialog asking if you want to save the e-mail item. If you tap Yes, your HandEra handheld saves the item in the Draft folder.

To save an e-mail item as a draft:

1. Create an e-mail item.
2. Tap the Menu icon.
3. Tap Message, and then tap Save Draft.

To edit an e-mail item saved as a draft:

1. In the Message List, tap Draft from the pick list in the upper-right corner.



Figure 6-23. Draft

2. Tap the draft you want to display.

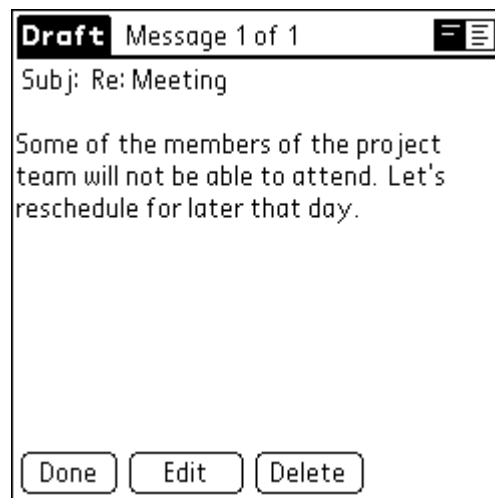


Figure 6-24. Draft Message

3. Tap Edit.
4. Enter your changes; then either save the e-mail item again as a draft, or tap Send to move the item to your Outbox folder.

Filing E-mail


Your HandEra handheld can store e-mail you receive or create in the Filed folder.

To file e-mail:

1. Open an e-mail item.
2. Tap the Menu icon.
3. Tap Message, and then tap File.
4. Tap No to save the e-mail item and move it to the Filed folder, or tap Yes to file the item and keep a copy in the Inbox.

To remove e-mail from the Filed folder:

1. In the Message List, tap Filed from the pick list in the upper-right corner.
2. Tap the e-mail item you want to restore.
3. Tap Edit to display and modify the item.

 **Tip:** After you display and modify the e-mail item, you can send it, save it as a draft, or return it to the Filed folder.

Filing and MailServer

The contents of the Filed folder are ignored during a MailServer operation.

Filing and HotSync

The contents of the Filed folder do not automatically synchronize with your desktop e-mail application during a HotSync operation. Your HandEra handheld, however, stores a backup copy of the Filed folder on your personal computer's hard disk.

Deleting E-mail

In order to permanently discard of an e-mail item, two steps are required:

1. The item must be **deleted**. This transfers the item to the Deleted folder.
2. The item must be **purged**. This will actually discard the e-mail item from the unit.

To delete a single e-mail item:

1. Open the e-mail item you want to delete.
2. Tap Delete.
3. If you selected the Preferences option to confirm deletion, tap Yes.

To delete all e-mail items:

1. Tap the Menu icon.
2. Tap Delete All ...

Deleting and HotSync

During a HotSync operation, items in the Deleted folder are purged. In addition, the e-mail items are discarded from your desktop e-mail application.

Deleting and MailServer

During a MailServer operation, items in the Deleted folder are ignored.

Purging Deleted E-mail

Purging deleted e-mail will permanently remove it from the Deleted folder. This will help free up storage space. To purge the contents of the Deleted folder:

1. Tap the Menu icon.
2. Tap Message, and then tap Purge Deleted.
3. Tap Yes.

❖ **Note:** You cannot restore e-mail items after you purge them. E-mail that you purge is still deleted from your desktop e-mail application when you perform the next HotSync operation.

Removing E-mail from the Deleted Folder

You can reverse the deletion of an e-mail item (by removing it from the Deleted folder) as long as it has not been purged from the Deleted folder.



To remove an e-mail item you received from the Deleted folder:

1. In the Message List, tap Deleted from the pick list in the upper-right corner.
2. Tap the e-mail item you want to restore.
3. Tap Undelete to move the selected item to the Inbox and mark it as read.

To remove an e-mail item you created from the Deleted folder:

1. In the Message List, tap Deleted from the pick list in the upper-right corner.
2. Tap the e-mail item you want to restore.
3. Tap Edit to display and modify the item.

❖ **Note:** After you display and modify the e-mail item, you can send it or save it as a draft.

Message List Options

Message List options enable you to manage the way the Message List displays information.

Folders

Your HandEra handheld provides folders for categorizing your mail. The Message List displays the e-mail items in the folder you select.

To select a folder:

1. Tap the pick list in the upper-right corner to open the list of folders:

Inbox – Contains the e-mail from your desktop e-mail application Inbox, minus any that you have excluded using filtering options.

Outbox – Contains the e-mail you created and sent on the HandEra handheld since the last HotSync or MailServer operation.

Deleted – Contains the e-mail you deleted since the last HotSync or MailServer operation.

Filed – Contains the e-mail you want to store on the HandEra handheld.

Draft – Contains the e-mail you created using the HandEra handheld but are not yet ready to send.

2. Select the folder you want to display in the Message List screen.

Date Column

The Date column is optional in the Message List. By default, the Date column is hidden to increase the available screen space.

To show the Date column:

1. In the Message List, tap Show.



Figure 6-25. Message List

2. Tap the Show Date checkbox to select it.

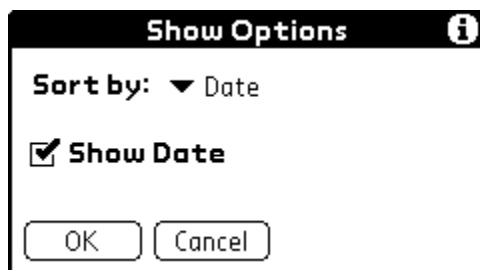


Figure 6-26. Show Options

3. Tap OK.

Sorting the Message List

You can sort e-mail items by the date sent, by sender, or by subject.

- ❖ **Note:** High-priority e-mail items always appear first, no matter how you sort the list.

To sort the Message List:

1. In the Message List, tap Show.
2. Tap the Sort by pick list and select one of the following options:

Date – Sorts e-mail by date and displays the most recent e-mail item at the top of the screen.

Sender – Sorts e-mail by the sender’s user name and displays items in ascending alphabetical order, based on the first word of the From: field.

Subject – Sorts e-mail by the subject and displays items in ascending alphabetical order, based on the first word of the Subj: field.

3. Tap OK.

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HandEra, Inc.

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