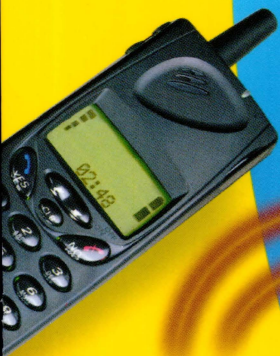


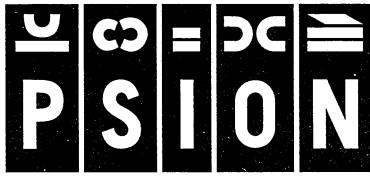
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Email Getting Started Guide





S E R **5**^{mx} I E S

EMAIL

GETTING STARTED GUIDE

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INTRODUCTION

This guide explains what you need to know about using email on your Series 5, and provides instructions on how to set up your Series 5 in order to send and receive email messages.

HOW TO USE THIS GUIDE

1. Read the '**Before you start...**' chapter to find out how you can use email on your Series 5, and the types of email 'account' you can access.
2. Read the '**Setting up your Series 5**' chapter to find out how to set up email on your Series 5.
3. After you've set up your Series 5, read the '**Using Email**' chapter to find out how to use the Email program to send your first email message.

WHERE TO FIND OUT MORE

After you've set up email on your Series 5, you can find out more by consulting the:

- ◆ **Email on-line help**, for detailed information about setting up and using the Email program.
- ◆ **Series 5mx User Guide**, for more information **only** on sending and receiving email messages.
- ◆ **Email manual** (on the PsiWin CD ROM), for detailed information about setting up and using email, fax and SMS messages, and using the Email program.

Displaying the on-line help.

To display on-line help about Email on your Series 5, open the **Email** program and select **Help on Email** from the **Tools** menu.



BEFORE YOU START...

HOW CAN I USE EMAIL ON MY SERIES 5?

You can use your Series 5 to send and receive email messages using either one, or both, of the following methods:

1. **Connecting by telephone line to a 'Remote' mailbox.**

This is when you make a 'live' connection to your email mailbox via a telephone line (without needing a PC). For example, you could access your personal mailbox by dialling your Internet Service Provider (ISP), or access your work mailbox by dialling your company's service provider or office mailbox.

What to do next...

If you want to access your work mailbox, you will first need to contact your network administrator to find out whether you can make a 'remote' (dial-up) connection to your mailbox.

See 'What type of Email accounts can I use?' to continue.

2. **Connecting to a PC which can access your mailbox.** This

is when you connect directly to a PC which can access your mailbox. Using PsiWin's 'Email Synchronization', you can write emails off-line on your Series 5, and then connect to your PC to send and receive messages.

How do I do this?

To access your mailbox via a PC, you will first need to install PsiWin on the PC and set up 'Email Synchronization'.

This guide does not include information on Email Synchronization. If you wish to use Email Synchronization see the PsiWin CD ROM.

WHAT TYPE OF EMAIL ACCOUNTS CAN I USE?

There are a number of different types of email account. See the list below to find out which types of account you can connect to using the Email program on your Series 5:

- ♦ **A personal 'dial-up' account.** This could be a dial-up email account which you've signed-up for with an Internet Service Provider (ISP), e.g. Freeserve or Pipex Dial.

Which ISPs can I use?

You can use most ISPs which use 'Internet standard' methods for connecting to your email account. However, some ISPs (such as America Online) use proprietary methods for connecting, and cannot be accessed by your Series 5 (i.e. you must use a PC).

Move on to 'Setting up your Series 5' to continue.



- ♦ **A 'remote' (e.g. office) email account.** This could be an email account at your workplace, e.g. using Lotus cc:Mail or Microsoft Mail.

How do I find out if I can use my account?

You will need to find out from your network administrator whether you can access your email mailbox using this type of account.

If you can, move on to 'Setting up your Series 5' to continue.

- ♦ **A Web based email account.** This is an email account which you must connect to using a Web browser, e.g. HotMail or Yahoo! Mail.

You can't connect to this type of account using the Email program.

To use Web based email, you must first set up your Series 5 for Internet access. To do this, follow all the stages in the 'Setting up your Series 5' chapter, except 'Setting up the Email program'. You will need to use the **Web** program (supplied on the PsiWin CD ROM) to access your email provider's Web site.

IF YOU DON'T HAVE AN EMAIL ACCOUNT

You will require an email account before you can send and receive email messages on your Series 5.

- ♦ To get a personal email account, you must 'sign-up' with an Internet Service Provider (ISP). ISPs usually provide an email account as part of an Internet access package, which may also include Web access.
- ♦ Most ISPs will provide software (e.g. a CD ROM) which will help you set up Internet access and the email account on a PC.
Important: Some ISPs require that you connect to them using a PC in order to sign-up. If you can't do this, contact the ISP to find out if you can sign-up without using a PC. If you have Internet access, see "www.mobile.pSION.com" for more details.



SETTING UP YOUR SERIES 5

WHAT DO I NEED TO USE EMAIL?

To send and receive email on your Series 5 you must have the following:

1. An appropriate **Email account**.

To access the Internet and use email, you will need an Internet 'standard' email account. See the 'Before you start...' chapter for more details.

2. A **Modem**.

You will need a modem to connect your Series 5 to the telephone network. You can use the following types of modem with your Series 5:

- ♦ Standard external PC modems.
- ♦ 'PC Card' modems.
- ♦ Mobile phones with built-in modems.

Note: if your mobile phone doesn't have a built-in modem, you will need to use it with a PC Card modem.

3. A **telephone connection**.

If you are using a standard external modem or PC Card modem, you will need to connect your modem to a telephone socket. If you are using a mobile phone, your network operator will need to enable your SIM (Subscriber Identity Module) card so that you can make fax and data calls on your phone. If your phone has been enabled for fax and data calls, you should have two extra phone numbers. Contact your network operator if you are unsure whether your phone's SIM card is 'data-enabled'.

Getting help.

If you are having connection problems, you can find information about connecting using specific service providers, modems or mobile phones on our Web site at "www.mobile.pSION.com".



WHAT INFORMATION DO I NEED?

Before you can set up your Series 5, you will need to find out some information about your modem and your Internet email account by:

- ♦ Checking any documentation your ISP supplied about your Internet account, or contacting your network administrator at work.
- ♦ Checking your ISP's Web site for technical support.
- ♦ Contacting your ISP by email or phone for technical support.
- ♦ Checking the Psion Web site at "www.mobile.pSION.com" for details of worldwide ISPs.

Templates for popular service providers.

The PsiWin CD ROM contains 'templates' for popular Internet Service Providers, including those in the UK, US and Germany. You can use these templates to help you quickly set up your email account.

INFORMATION CHECKLIST

The checklist overleaf shows what information you will need to set up your Series 5. Only your ISP or your network administrator can supply all the information required about your Internet email account.

GLOSSARY OF TERMS

Email	An email (Electronic mail) is a text message which is sent over the Internet.
ISP	Internet Service Providers are companies which provide you with access to the Internet. An ISP 'account' normally includes the facility to send and receive email using a personal email address.
POP3/IMAP4	Internet 'protocols' (standards) for receiving email.
SMTP	An Internet protocol used for sending email.
TCP/IP	An Internet protocol used by computers to communicate with each other.
DNS	The Domain Name System is an address book which allows computers on the Internet to find each other by using 'IP addresses' and 'Hostnames'.
IP address	A computer's unique Internet address, e.g. "194.129.243.153", used by computers to communicate with each other.
Hostname	A human readable version of an IP address, e.g. "www.pSION.com" could be the same as the IP address "194.129.243.153".





Information you need	Where to find it	Write it here
The speed at which you should use your modem (called the <i>baud rate</i>)	Your modem's documentation	
The phone number you need to dial to connect to your ISP (often called a <i>Point of Presence</i> or <i>POP</i>)	From your ISP/administrator	
The username for your Internet account	From your ISP/administrator, e.g. "jcrook" or "nd44"	
The password for your Internet account	From your ISP/administrator, or you may have chosen this yourself	
POP3 or IMAP4 server address (for incoming messages)	From your ISP/administrator, e.g. "pop3.myisp.com"	
SMTP server address (for outgoing messages)	From your ISP/administrator, e.g. "smtp.myisp.com"	
Email address (your personal address)	From your ISP/administrator, e.g. "myname@myisp.com"	



Some service providers require additional information to ‘log on’ to their server. You may need the following information when using some service providers.

Optional information	Where to find it	Write it here
IP address (if your ISP’s server doesn’t provide one automatically)	From your ISP/administrator, e.g. “194.129.243.153”	
DNS addresses (primary and secondary DNS addresses if your ISP’s server doesn’t provide them automatically)	From your ISP/administrator, e.g. “123.255.78.90” and “123.255.78.92”	
Mailbox login (if different from your Internet account <i>username</i>)	From your ISP/administrator	
Mailbox password (if different from your Internet account <i>password</i>)	From your ISP/administrator, or you may have chosen this yourself	

SETTING UP EMAIL ON YOUR SERIES 5

If you have collected all the information in the checklist, you are now ready to set up your Series 5 to send and receive email.

CONNECTING YOUR MODEM

If you are using an external PC modem or PC Card modem:

1. Connect your Series 5 to the modem using the Series 5's serial cable.

What do I need to do this?


To connect your Series 5 serial cable to your modem you may require a Psion modem cable adapter. You can **only** use a Psion adapter, which can be obtained from your local distributor.

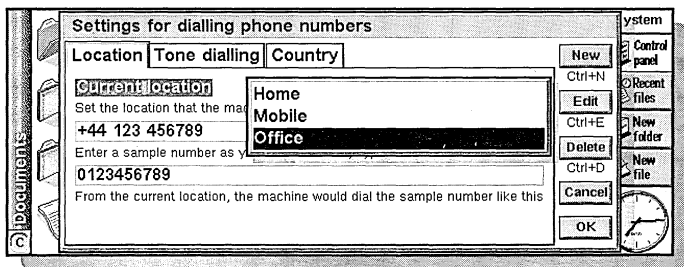
2. Connect your modem to the telephone socket and switch on the modem.

SETTING UP YOUR DIALLING LOCATION

When you connect to the Internet, your Psion will need to dial your service provider's telephone. You can set up different dialling 'locations' so that your Series 5 knows how to dial the number correctly, e.g. if you're dialling from the 'office' location, you might need to add a '9' before the number you want to dial.

To set a dialling location:

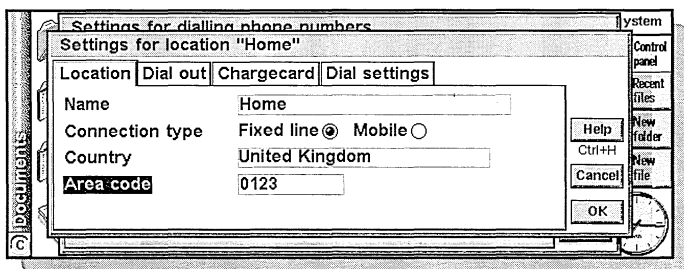
1. Move to the System screen and tap the **Control Panel** button on the Toolbar.
2. Open the **Dialling** icon  to display the dialling settings.
3. Tap on the **Current location** line, and select the location you're dialling from:



- ◆ Select 'Home' if you can dial without needing a prefix number.
- ◆ Select 'Mobile' if you're using a mobile phone.
- ◆ Select 'Office' if you need to use a prefix ('dial-out') number before dialling, e.g. '9'.

If you don't want to use any of these pre-defined locations, you can add a new location by tapping the **New** button and entering the appropriate details.


4. Tap on **Edit** and check that the dialling settings are correct for your location (this is not necessary for the 'Mobile' location), e.g. you may need to change the **Area code**.

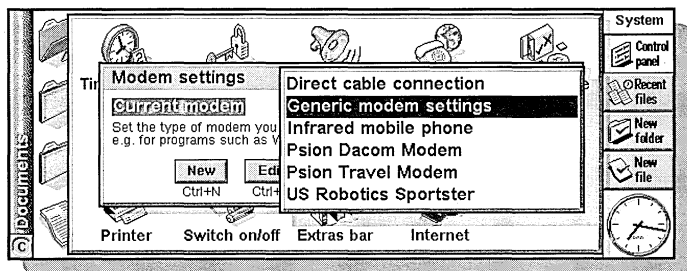


5. Tap **OK** when you have finished setting up your dialling location.

SETTING UP YOUR MODEM

To specify the type of modem you are using:

1. Move to the System screen and tap the **Control Panel** button on the Toolbar.
2. Open the **Modems** icon  to display the modem settings.
3. Tap on the **Current modem** line, and select the modem you're using:



Select 'Generic modem settings' if your type of modem isn't shown. If the generic settings don't work for your modem, tap **New** to add a new entry for your modem. See the documentation supplied with your modem for the required settings.


4. Tap **OK** when you have finished setting up your modem.



SETTING UP YOUR INTERNET SERVICE

Once you have set up your dialling location and modem, you need to create a new 'Internet service' and enter your Internet account settings for your service provider. See 'What information do I need?' earlier for more details on the information required.

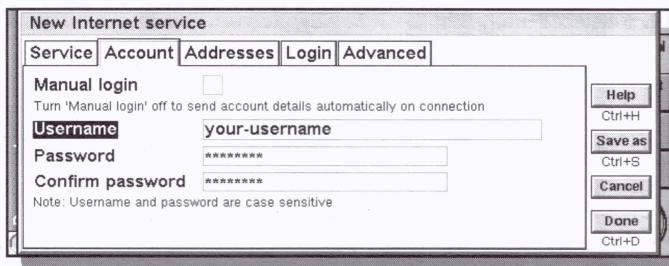
To set up your Internet service:

1. Move to the System screen and tap the **Control Panel** button on the Toolbar.
2. Open the **Internet** icon  to display the Internet service settings.
3. Tap **New** to create a new Internet service (account).
4. On the **Based upon** line, select 'Standard settings', or if you have a 'template' file containing your ISP settings, select 'Settings from file' and choose the file.
5. On the **Service** page, enter a name for your account and enter your service provider's *dial-up number* (or *POP* phone number).



The screenshot shows the 'New Internet service' dialog box with the 'Service' tab selected. The 'Name' field contains 'My ISP'. The 'Connection type' is set to 'Dial-up' (selected with a radio button) and 'Direct' is unselected. The 'Use "smart" dialling' checkbox is checked. Below it, a note says 'Turn smart dialling off to dial numbers exactly as entered'. The 'Standard dial-up number' field contains '+44 123 456789'. There is an 'Edit' button next to it. On the right side, there are buttons for 'Help' (Ctrl+H), 'Save as' (Ctrl+S), 'Cancel', and 'Done' (Ctrl+D).

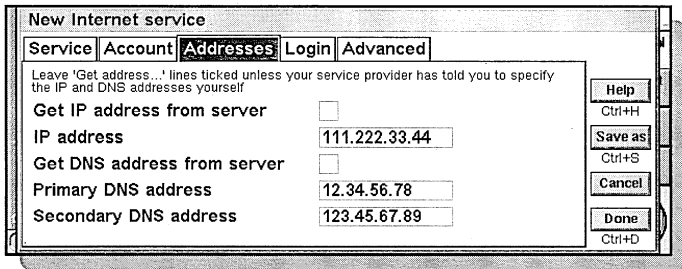
6. On the **Account** page, remove the tick from **Manual login** and enter the *username* and *password* for your Internet account.



The screenshot shows the 'New Internet service' dialog box with the 'Account' tab selected. The 'Manual login' checkbox is unchecked. A note below it says 'Turn "Manual login" off to send account details automatically on connection'. The 'Username' field contains 'your-username'. The 'Password' and 'Confirm password' fields contain '*****'. A note at the bottom says 'Note: Username and password are case sensitive'. On the right side, there are buttons for 'Help' (Ctrl+H), 'Save as' (Ctrl+S), 'Cancel', and 'Done' (Ctrl+D).



7. If your service provider requires you to specify *IP* and *DNS addresses*, you can set these on the **Addresses** page. Before you can enter IP and DNS addresses, you must first remove the ticks from the **Get IP address from Server** and **Get DNS address from server** boxes.



Service	Account	Addresses	Login	Advanced
Leave 'Get address...' lines ticked unless your service provider has told you to specify the IP and DNS addresses yourself				
Get IP address from server		<input type="checkbox"/>		
IP address			111.222.33.44	
Get DNS address from server		<input type="checkbox"/>		
Primary DNS address			12.34.56.78	
Secondary DNS address			123.45.67.89	

8. When you have finished entering the settings, tap **Done** to return to the 'Internet service settings' dialog. The new service you've created will be shown on the **Current Internet service** line. Tap **OK** to return to the Control Panel.




What if I need to use a 'login script'?

Some Internet Service Providers require that you use a login script when you connect, e.g. to send details such as your *username* and *password*. You can type in a login script on the **Login** page of your Internet service settings. See the **Email manual** on the PsiWin CD ROM for more information on writing login scripts.

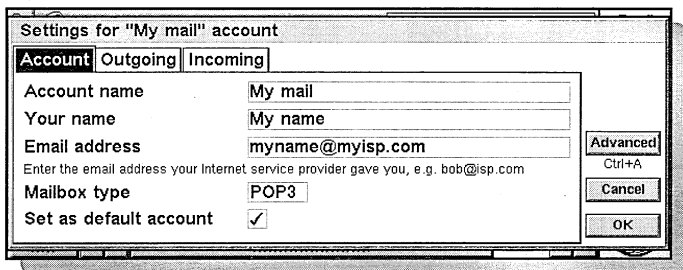
SETTING UP THE EMAIL PROGRAM

Once you have set up your Internet service, you can set up your email account in the Email program.

To create a new account in Email:

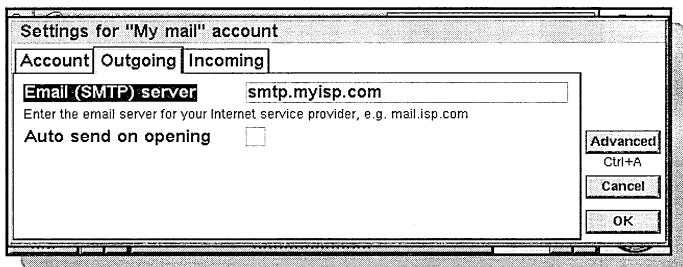
1. Tap on the **Email** program icon .
2. Select **Email** from the **Add new account** command on the **Tools** menu.
3. On the **Account** page:
 - ♦ Enter a name for your account (this can be anything you want).
 - ♦ Enter your name as you want it to appear on all emails you send on the **Your name** line.
 - ♦ Enter your *email address*, e.g. "my.name@myisp.com".
 - ♦ If the **Mailbox type** line is displayed, choose the mailbox type, e.g. 'POP3' or 'IMAP4'.





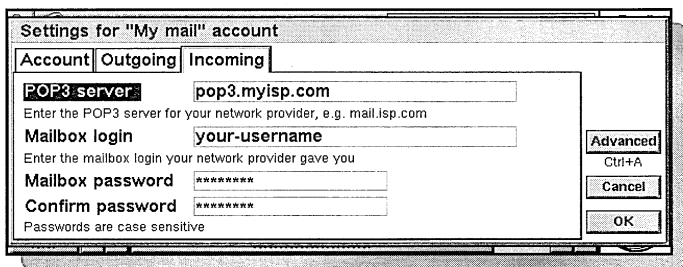
4. On the **Outgoing** page:

- ◆ Enter your outgoing mail (SMTP) server address, e.g. "smtp.myisp.com".



5. On the **Incoming** page:

- ◆ Enter your incoming mail (POP3 or IMAP4) server address, e.g. "pop3.myisp.com".
- ◆ Enter your mailbox login (or username) and mailbox password (these may be the same as your Internet username and password).



6. Tap **OK** when you've finished entering your email account settings.




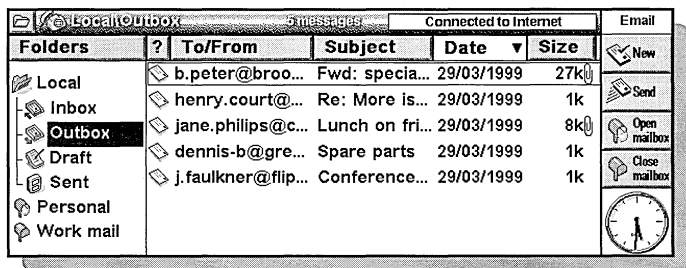
USING EMAIL

This chapter briefly introduces how to create a new email message and how to send and receive email. For more information on using the Email program, see 'Where to find out more' at the beginning of this guide.





FINDING YOUR WAY AROUND...

When you first open Email, you will see the 'Folders' view which displays your mailboxes, folders and messages. The 'Local' folders (on the left) are stored on your Series 5, so you can create and view messages in these folders when you aren't connected.

When you have set up an email account, a 'Remote' mailbox  will be displayed (with the name you gave your account) below the Local folders. When you connect, you can transfer (or 'download') incoming messages from your Remote mailbox to the Local folders on your Series 5.



The following Local folders are displayed:

-  **Inbox:** contains your messages when you have transferred them from your Remote mailbox.
-  **Outbox:** contains outgoing messages which you can send when you next connect.
-  **Draft:** contains unfinished messages you are still writing.
-  **Sent:** contains copies of messages you have sent.

You can use Local folders in the same way as you use folders in the System screen, e.g.:

- ◆ You can create a new folder by tapping the **New** button on the Toolbar and selecting **Folder**, or by using the command on the **File** menu.
- ◆ You can move and copy messages between folders by using the commands on the **Edit** menu.

WRITING AN EMAIL

You can write a new email message when you aren't connected, then save it to a Local folder on your Series 5 so you can send it when you next connect. You do not need to be connected to the Internet or your email account (Remote mailbox) to prepare, read and respond to messages; the only time you need to connect is when you wish to send or receive messages.

To create a new email:

1. Tap the **New** button on the Toolbar and select **Email**. Email displays the 'message editor' in which you can write your message.

01:36:48 pm 15/04/1999 Priority: Normal

To: my.friend@any.com

CC:

BCC:

Attachments:

Subject: Holiday booking

Hi there,

I've confirmed the holiday booking with the travel agent for
▶ for the 31st June.

Toolbar: Address, Attachments, Save as draft, Save to outbox, Clock

2. Enter the recipient's email address(es) on the **To** line, e.g. "my.friend@any.com".
3. Enter the title of your message on the **Subject** line.
4. Enter your message text in the area below the subject line.
5. When you have finished writing the email:
 - ◆ If you want to send the message when you next connect, tap on **Save to outbox** on the Toolbar.
 - ◆ If you want to edit the message before sending, tap on **Save as draft** on the Toolbar to place the message in your Draft folder.



SENDING EMAIL

When you're ready to connect and send your email, make sure all the messages you want to send are in the Outbox folder.

To send email:

1. Move to the Outbox folder to view the message(s) you want to send.
 2. Tap the **Send** button on the Toolbar, then either select **Email** to send all the Email messages from the Outbox, or **Selected** to send only the messages you've highlighted.
- ◆ If you are not connected to the Internet, you will be shown details of the connection which your Series 5 will use. Make sure these settings are correct before proceeding. Once connected, your message(s) will be sent.

Email will send the messages from your Local Outbox folder. Copies of emails that have been sent are placed in the Sent folder; whilst messages which couldn't be sent are left in the Outbox and displayed in *italics*.



How do I send Outbox messages automatically when I connect?

You can send messages in the Outbox automatically when you connect. To do this, select the name of your account from the **Account settings** commands on the **Tools** menu. Then move to the **Outgoing** page and tick the **Auto send on opening box**.


Local Outbox	Messages	Connect	All	Email
Folders	To/From	Subject	Date	Selected
Local	mike.jackson@...	Holiday	29/03	Email
Inbox	j.faulkner@flip...	Re: Confer...	29/03	SMS
Outbox	dennis:b@gre...	why do you...	29/03	Fax
Draft	kate.freeman...	some issues	29/03/1999	1K
Sent	jane.philips@c...	Re: Lunch ...	29/03/1999	8k
Personal	g.forrester@b...	Fwd: specia...	29/03/1999	27k
Work mail				



RECEIVING EMAIL

You must connect to your Internet Service Provider when you wish to receive messages using your email account.

To receive email:

1. Tap **Open mailbox** on the Toolbar.
 - ♦ If you are not connected to the Internet, you will be shown details of the connection which your Series 5 will use. Make sure these details are correct before proceeding.
2. When your Series 5 is connecting, Email will display progress messages at the top of the screen. When you have connected to your mailbox, you can see all the messages it contains by tapping on the mailbox icon . The title and details of each message are displayed, with new messages displayed in **bold**.
3. To read the messages in your mailbox, you must transfer (or 'download') them to the Local Inbox on your Series 5. Highlight the messages you want to read then:
 - ♦ To *copy* the message to your Local Inbox, tap **Copy (Inbox)** on the Toolbar, or select the command from the **Transfer** menu.
 - ♦ To *move* the message to your Local Inbox, select **Move to inbox** from the **Transfer** menu.
Note: If you move messages from your Remote mailbox, the only copies of these messages will be in the Local Inbox on your Series 5.
4. When you have finished sending and receiving emails, tap **Close mailbox** on the Toolbar. To disconnect from the Internet, select **Disconnect from Internet** on the **File** menu.

My Remote Inbox is empty.

If this is the first time you have used email with your Internet Service Provider, you may not have any incoming email messages waiting to be received. If you are expecting an email message, please note that messages can take anything from 5 minutes to 48 hours to be delivered.

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English

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