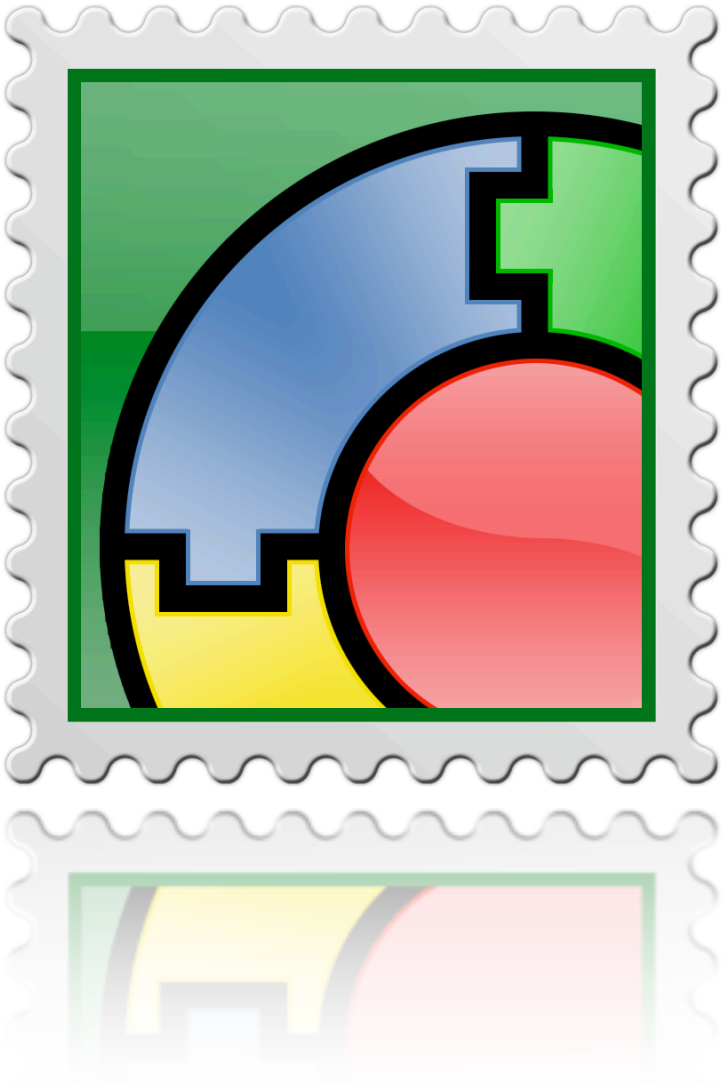
FLEXMAIL 2007©

3.0 - August 2006



WEB INFORMATION
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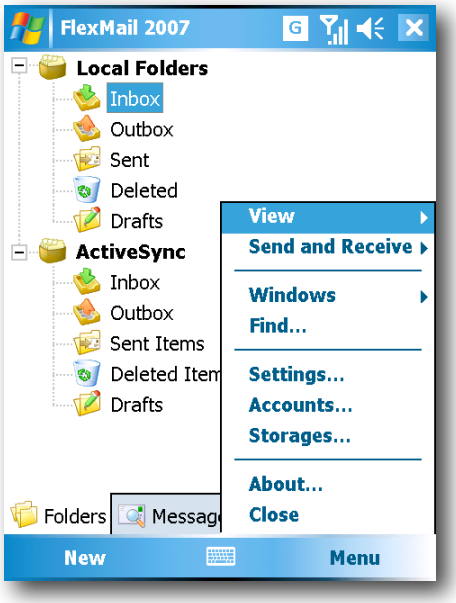
OVERVIEW 4
ABOUT FLEXMAIL 4
UPGRADING FROM FLEXMAIL 2006 TO 2007 5
FIRST RUN - DEFAULT APPLICATION 5
ABOUT ACCOUNTS 6
ABOUT STORAGES AND FOLDERS 6
Storage Visibility/Order 7
Message Filters/Rules 7
MANAGING MESSAGES 8
Folders 8
Messages Tab 8
Messaging Columns 10
Creating a New Message 10
Editing a Message 11
Reading a Message 11
Attachments 11
Saving a Message 11
Deleting a Message 11
Copying a Message 11
Marking a Message Read/Unread 12
Replying/Forwarding to a Message 12
Meeting Requests 12
Message Properties 12
MANAGING YOUR ACCOUNTS 13
Accounts 13
General Account Settings 13
Incoming Server Account Settings 13
Outgoing Server Account Settings 13
Incoming Mail Account Settings 14
Mail Deletion Account Settings 14
Signature Account Settings 14
IMAP Specific Account Settings 14
IMAP IDLE 15
SOCKS Account Settings 15
SSL Account Settings 15
IMAP Accounts 15
IMAP Server Folders 16
Download Details *16*
Single IMAP Folder Synchronization *16*
Message Deletion Details *17*
Message List Synchronization *17*
FOLDER SEARCHING 18
SYNCHRONIZATION AND CONNECTION MANAGING 18
Settings 18
General Application Settings 20
Notifications Application Settings 20
Connection Application Settings 21
Mail Read Application Settings 21
Mail Compose Application Settings 22
Mail Delete Application Settings 22
Mail Sending and Receiving 22

Status Window - Tasks....23
Status Window - Errors....23
Encoding Error Dialog....23
Account Changing Dialog....23
TEXT MESSAGING/SMS....23
TROUBLESHOOTING....24
Cannot connect to server....24
Crashes and Unexpected Behavior....24
Errors in SMS functionality - tmail or hangs....25
ADVANCED....25
Change Folder Storage Location....25

OverView

About FlexMail



FlexMail allows you to manage your e-mail from your Pocket PC. It can be synchronized with desktop or with your mailboxes placed on POP3 or IMAP servers using industrial strength SSL security or going through your SOCKS proxy.

FlexMail provides many features above and beyond other mail clients including the built in Pocket PC Messaging application. Some of these include:

- *The only full featured Rules engine for email on the Pocket PC, automatic for IMAP/POP3 and manual for MAPI based*
- *Search any email folder*
- *Full support for answered/reply flags*
- *A new fast database engine*
- *Calendar Meeting Request support*
- *Per folder synchronization options*
- *Ability to assign manually Sent/Drafts folders for IMAP*
- *A more powerful integrated Spell Checker from http://www.phatware.com*
- *Multiple interfaces such as*
  - *Two pane Folders/Messages view*
  - *3 pane view showing folders, messages, and preview*
- *One handed usage*
- *Full VGA, QVGA, and Square Screen support*
- *Full Windows Mobile 2003/5 support*
- *Integration with Pocket Informant for editing contacts, creating tasks or appointments from an email*
- *Support for HTML emails within IMAP/POP3 accounts*
- *Immediate Send option*
- *Support for Read/Delivery Receipts*
- *Advanced settings for both IMAP and POP3 rivaling desktop client options*
- *POP3 Fast check*
- *SSL support including custom ports and GMAIL*
- *SOCKS Proxy support*
- *Mail storage on an SD or CF card (this is slower however)*

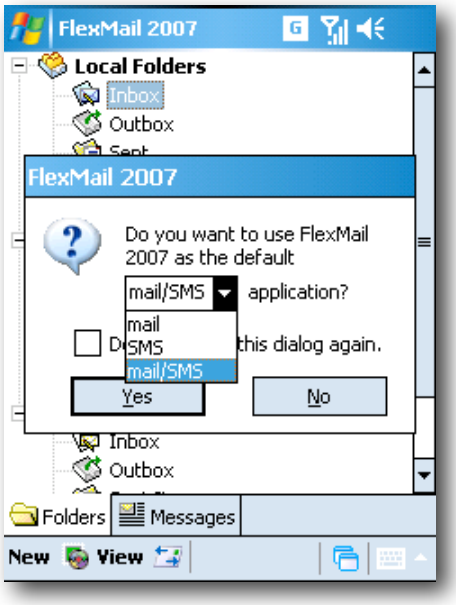
➡*Separate authentication (host, user/pass, socks, and SSL) for incoming and outgoing mail*
➡*Extensive and powerful IMAP Synchronization support*
➡*Character set support with separate settings on reading/composing*
➡*Show per account Notifications*
➡*Automatic BCC support*

Upgrading from FlexMail 2006 to 2007

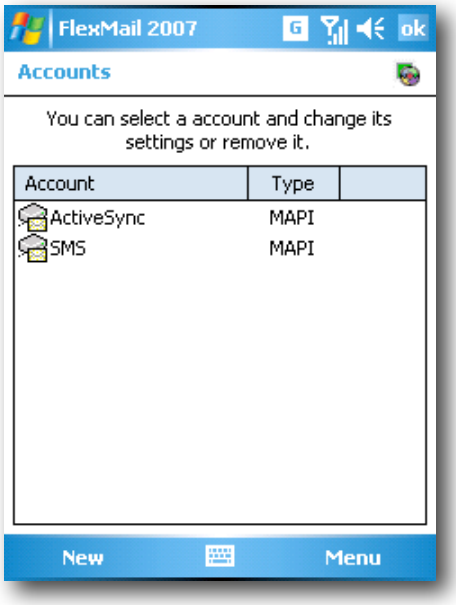
FlexMail 2006 uses a proprietary storage system called SolFS which is very versatile. FlexMail 2007 uses the Windows CE database system instead which provides dramatically faster and more reliable usage. However due to the massive differences between the two storage engines there is no way to upgrade the data normally. Instead we released FlexMail 2006 Rev 2 with an Export storages command which will export the email to a format that FlexMail 2007 can import. Only data is exported and imported - not the accounts themselves.

First run - Default application

On first run FlexMail will ask you if you wish for it to be the default application for mail and/or SMS. The SMS option will only show up on a Phone Edition device. When you tell FlexMail to become the default app it sets up the OS to use FlexMail for email and/or SMS instead of the built in Messenging application. You can undo this action within the Application Settings.



About Accounts

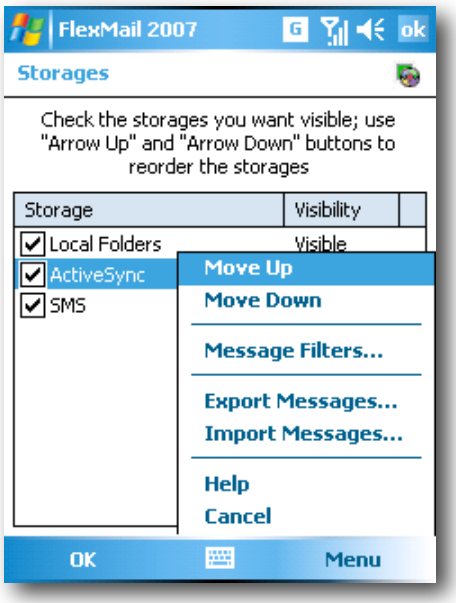


Each email account with which you want to work from device must have its own account within FlexMail. There are accounts of three types in FlexMail: POP3, IMAP and MAPI.

You can create as many POP3 and IMAP accounts as you need and make individual settings for each of them. For more information how to create or change accounts see Accounts.

MAPI accounts include ActiveSync and on Phone devices, SMS. MAPI accounts are created by the Windows Mobile device and are designed to synchronize mail on your device and desktop. These account can not be synchronized with any mail client but only with Outlook or Microsoft Exchange server. You can not delete these account but you can make their storage invisible and turn off their synchronization if you don't use it. You can not change settings from your device, use desktop for this purpose.

About Storages and Folders



There are some differences within the accounts in how they use folders. Also while FlexMail does allow you to store your messages on a storage card or elsewhere, you choose this upon creation of a new account. This is not available for MAPI type accounts.

Import/Export Storages

FlexMail allows you to import and export storages for backup or transfer purposes. Just choose the Menu and Import/Export.

MAPI Storages

MAPI storages are defined by the operating system. FlexMail does not have any control over these storages though you can hide them.

POP3 Storages

When creating a POP3 account you have a choice between downloading messages to the general Local Storage or to its own storage. If you created a POP3 account with its own storage and later choose to delete the account it will also delete the storage and its contents. If you

created a POP3 account having it use the general Local Storage, deleting the account will not delete the corresponding messages.

IMAP Storages

IMAP accounts are always created with its own storage. On creation of a new storage the following folders are created automatically within the storage:

- Inbox
- Outbox
- Sent
- Deleted
- Drafts

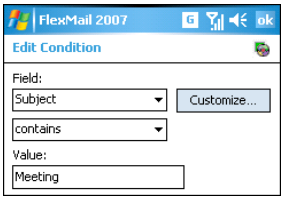
Further folder behavior depends on the type of account to which the folder belongs. For example, if a folder belongs to a POP3 account you can create, copy, move, delete subfolders and move or copy messages between them. If you copy a message and it was not downloaded completely then only the original message can be downloaded later. The only server action is deleting messages from it according to your settings (see Mail Deletion).

For an IMAP account you can create folders locally or on the server. Server folders can be mounted locally. Settings are per each mounted folder (see IMAP Server Folders). If you move a message to a local folder and the message has not been completely downloaded you will not be able to download it later.

Storage Visibility/Order

To make a storage visible just check the storage. Use the arrows at the bottom of the screen or the Menu soft key to change the order of the storages on the folder tree.

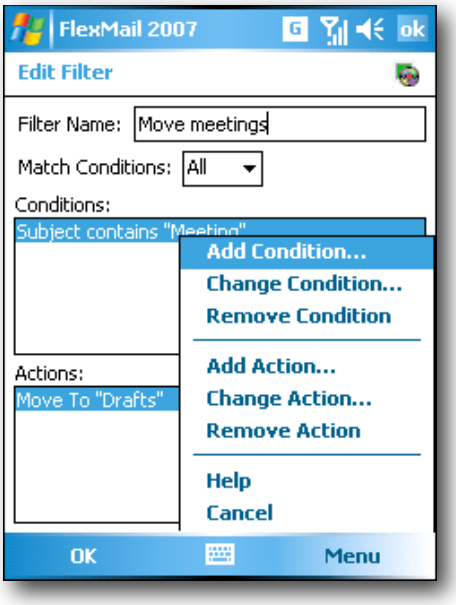
Message Filters/Rules



FlexMail 2007 introduces a flexible automatic rules engine for use on POP3 and IMAP accounts. MAPI accounts can have rules run on them manually. To create a set of rules simply tap and hold on a storage folder or account and choose “Message Filters” or go to the Storages dialog and choose “Message Filters” there for a specific storage.

Rules can be added, deleted, or updated. Simply select a rule and choose Change. You will see a screen split into two. The top half shows the conditions of the rule and the bottom half shows the actions. Conditions include things like “Subject” “contains” “Meeting”. An action for this could be “Move message to folder” “Meetings”. Add a name for the filter and setup a match condition.

You can also import, export, and change the order of the rules through the menus.



Managing Messages

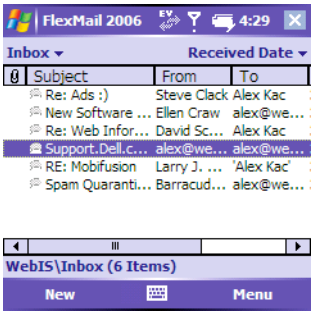
Folders

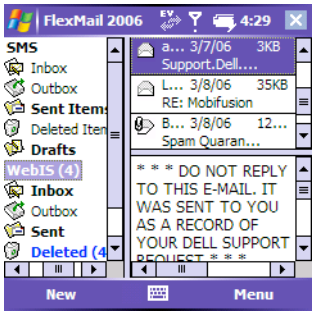
This tab contains all visible storages with their folders. To change the visibility of a storage, go to the Storages menu.

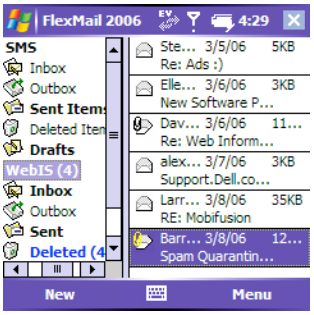
Each folder that contains one or more messages is displayed in bold type and you can see the amount of messages in brackets. If a folder contains some unread messages there are two numbers in brackets: the first number specifies the amount of unread messages and the second number specifies the total amount of messages in the folder. These options can be changed within the View->Settings dialog.

Note that you cannot rename/empty/delete/move standard folders such as Inbox, Outbox, Sent, Deleted, Drafts. You can set which IMAP server folder synchs with the local Drafts and Sent folders however.

Messages Tab







You can see and manage all messages from the selected folder at this tab. If you tap and hold on a message you will see nearly the same menu as the menu-bar Message menu with additional Encoding options. Using these options you can change the message encoding. You can also change the visibility of the columns and what order they display in. Simply tap and hold any column name and select Columns.

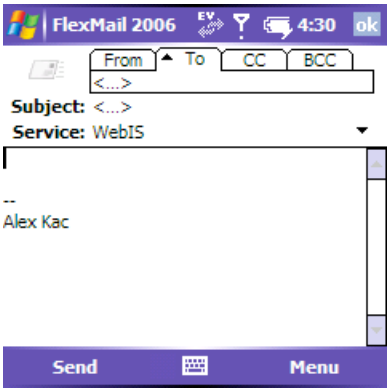
Many options exist to customize your viewing of messages. You can view in a 3-pane view, a columnar view, or a more mobile-friendly view. On Windows Mobile 5 devices you have the option to turn on soft keys and gain a more one-handed friendly interface.

Tap and hold one or more messages to see the contextual menu. To select several contiguous messages just tap the first message and drag stylus to the last one. To select several messages which are not placed near each other tap the keyboard icon and then tap Control key and select each message you wish.

Messaging Columns

To specify which columns are visible tap any column name and select Columns. To make column visible just check it. To reorder columns use Move Up and Move Down buttons. To change a columns width select it and specify its width in pixels. *Note: all columns settings are individual for each folder.*

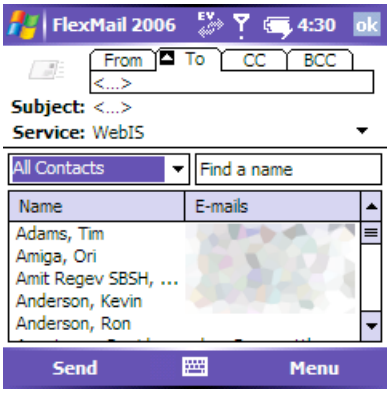
Creating a New Message



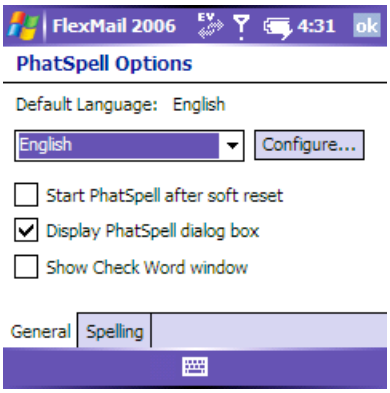
When you want to create a new message tap New at the bottom of the screen. You can enter your message text and fill the necessary header fields. The headers are displayed in a tab to save space. You can flip through the tabs either via a TAB key or the up/down keys on your joy-pad or via the stylus. You can enter recipient name and address either from keyboard or choose from contact list. New in FlexMail 2007 is the auto-complete feature where as you start typing a contact's name it will be brought up automatically without having to search through the address book.

The address-book can be called upon by tapping on the arrow at the top of the tab or by selecting the "Toggle Addressbook" menu. If you have multiple email accounts you can use the contextual menu to change which account the email will be sent from. This also allows you to receive an email from one account and respond to it from another.

While editing the message body, tap and hold somewhere in the text area to see the contextual menu which allow you to Undo, Cut, Copy, Paste, Delete, and Select All.



To spell check a message go to the Message menu and choose “Check Spelling”.



Editing a Message

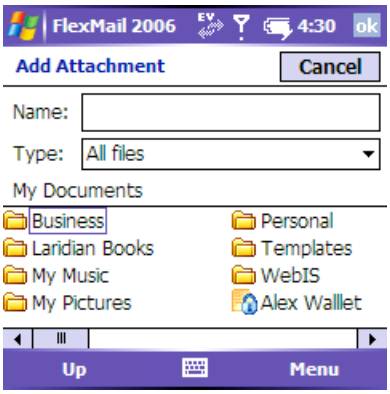
To edit an existing message tap and choose Open from the contextual menu or tap on it twice. Note you can edit only messages originated by yourself.

Reading a Message

To read a downloaded message tap and choose Open from the contextual menu or tap on it twice. If there is small clip in the right-top corner of the screen it shows that message has an attachment. To see the attached files just tap this little clip. To read other messages from the same folder use the green arrows in the bottom of the screen.

Attachments

Tap on the attachments tab to see attachments for the message or use the Add Attachments menu to add attachments to an outgoing message.



Saving a Message

To save a message tap and choose Save from the contextual menu. To save a message to a separate file tap and choose Save As from the contextual menu. Then select the file name and folder.

Deleting a Message

To delete a message choose one or more messages from folder and then tap and hold and choose Delete from the contextual menu or the delete button on the menu-bar.

Copying a Message

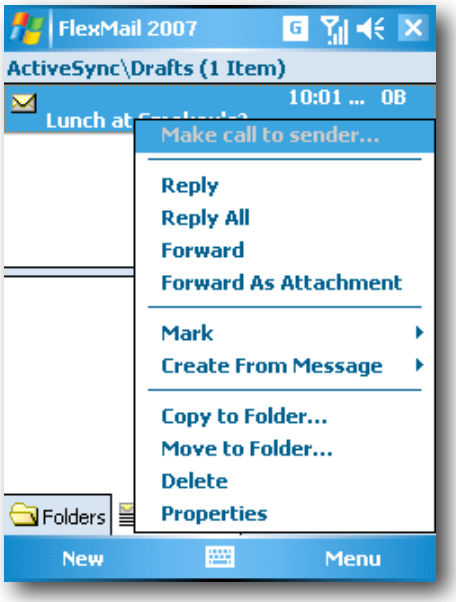
To copy or move one or more messages simply select them and bring up the context menu and choose Move to Folder or Copy to folder from the contextual menu. Then select the destination folder.

If you copy message header to another folder and then try to download the whole message, it will be downloaded only to the initial folder. If you need copies of one message in different folders download it first and then copy.

Note: if in an IMAP account you have downloaded only the message header of a message and then move the message to a local folder that is not linked to server folder, it will be impossible to download the rest of the message later.

Marking a Message Read/Unread

To mark messages as read or unread select one or more messages and bring up the context menu. Choose Mark from the contextual menu. Then select how messages must be marked (read or unread).



To download the whole message after its header or part was downloaded, tap and hold on one or more messages and choose Mark->Mark for Download from the contextual menu. The message will then be downloaded during the next synchronization. If you marked the message to be downloaded but then decide you do not want it to be downloaded just select Mark For Don't Download from the contextual menu.

Replying/Forwarding to a Message

To reply or forward to a message go to the Messages tab, select the message, tap and hold and choose Reply or Forward.

Meeting Requests

When FlexMail sees a message that looks like a meeting request it gives you the option to accept or reject the appointment. If it is accepted the appointment will be added into your calendar.

Message Properties

This window contains general information about a message such as location, size, type, priority, time when it was sent or received, as well as the entire header.

Managing your Accounts

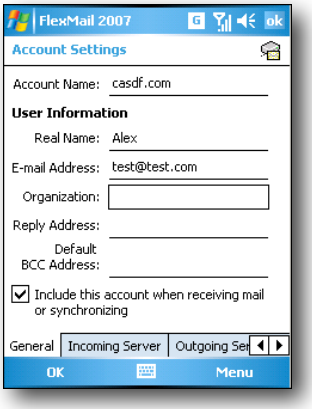
Accounts

To create a new account tap New and follow the wizard instructions. When you are creating a POP3 Account you can choose if the general Local Folders storage or your own created storage will be used. Note that when account with separate storage is deleted you can delete this storage at once or leave it. If you leave such storage it will be impossible to delete it later.

To delete a account select the account you want to delete and tap Remove. To change any setting of an existing account select it and tap Change. FlexMail provides a large amount of per-account settings individual to that account. Many of the settings are for advanced users or for specific corporate use. All of the account settings are divided over several tabs:

General / Incoming Server / Outgoing Server / IMAP Specific / Incoming Mail / Mail Deletion /Signature

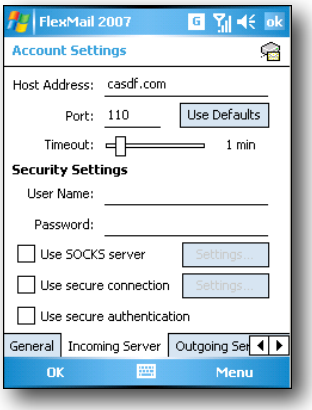
General Account Settings



At this tab you can change the account name, your name, e-mail address, reply address, organization. You also can specify if this account will be included when receiving mail or synchronizing.

Incoming Server Account Settings

Host address, port, user name and password are set at this tab. You can set the timeout (shows how long FlexMail will wait for an answer from the server) as well as your SOCKS server and/or secure connections if you use them.



Other important settings include password authentication and SSL ports. If you are using an SSL connection make sure you set the SSL type between implicit or explicit. Many servers that support both use explicit. Some that only support one or the other support implicit. The default is implicit.

If you do not know the host address, port, or in which form user name must be entered ask your system administrator.

Outgoing Server Account Settings

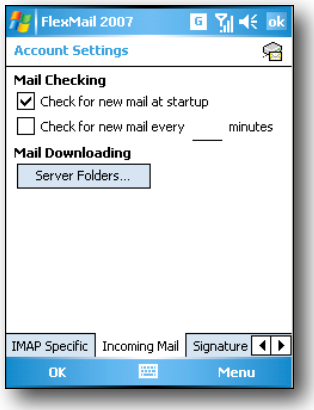
If the outgoing server requires authentication you can select one of the following authentication methods: same settings as in incoming mail server, different username and password, or to check incoming mail before sending.

Other important settings include password authentication and SSL ports. If you are using an SSL connection make sure you set the SSL type between implicit or explicit. Many servers that

support both use explicit. Some that only support one or the other support implicit. The default is implicit.

If you do not know the host address or port or in which form user name must be entered, ask your system administrator.

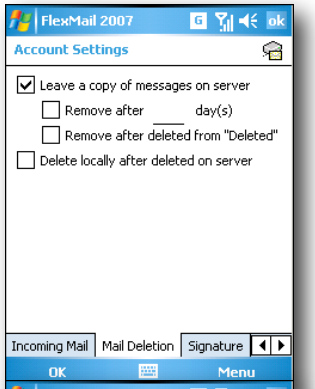
Incoming Mail Account Settings



This tab allows you to specify if mail will be checked at startup and then periodically (and how often). You also can choose what folders to download and for each folder specify which messages should be downloaded through a set of rules for determining the age and size of the messages to be downloaded.

It's also possible to download only headers or headers with message part of specified size. Finally on IMAP accounts you can set FlexMail to only keep a certain amount of mail locally. You can combine these rules as you need. For example, you can download only headers of messages that came not earlier than two days ago and are not larger than 10 KB.

Mail Deletion Account Settings

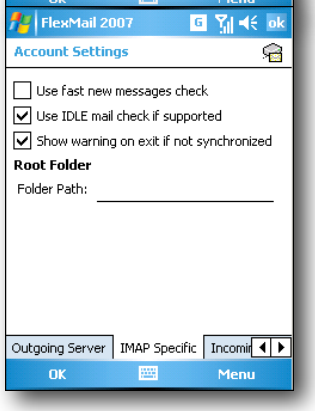


To change deletion rules for IMAP accounts see Server Folders below.

Signature Account Settings

You can add a predefined signature to outgoing messages. A signature can be added to any type of outgoing message. The signature can be entered by typing it in or importing it from a file.

IMAP Specific Account Settings



This tab is available for IMAP accounts only. From this tab you can turn on the IMAP Fast Check which will check the server's folder-size against the last time FlexMail synched and if the folder sizes match FlexMail will ignore the folder for that sync.

You can specify the root path on the server that contains all your folders here. For most accounts this field will be left blank. Your server administrator will let you know if you need to fill it in.

IMAP IDLE

Finally here you can turn on IMAP IDLE support for non-SSL accounts. IMAP IDLE is a technology similar to push email. It creates a separate connection to the mail server for each folder. When something changes on the server such as a new incoming email the server sends a command to FlexMail to do a one way sync and update the local client's data with that change. It is not a two way live sync. Accounts that have IMAP IDLE turned on will have a diamond next to their account in the send/receive menu. If the diamond is grey, IDLE is not active. If it is dark, it is active.

SOCKS Account Settings

You can set the host address, port, SOCKS version and user authentication in this tab. If you are not sure of the setting values ask your administrator.

SSL Account Settings

Connection Type depends on server:

- **Implicit** - means that secure connection will be established first and all data will be transferred via a secure connection.
- **Explicit** - means that POP3 or IMAP connection will be established first and SSL connection will be established over it. You can allow or deny using an insecure connection if a secure connection cannot be established.
- **Protocol Versions** - there are three possible protocol versions: SSL2, SSL3, TLS1. You can select one or more of them to be used during secure connection. If you select two or three protocol versions connection will be established using the most resent of them supported by server. Note that it is impossible to use only SSL2 and TLS1 when not using SSL3. You should enable all three versions if both SSL2 and TLS1 are needed.
- **Security settings** - there are a lot of different algorithms which can be used during an SSL connection. Some of them are relatively insecure and cannot guarantee security. You can tell FlexMail not to use these insecure algorithms.

IMAP Accounts

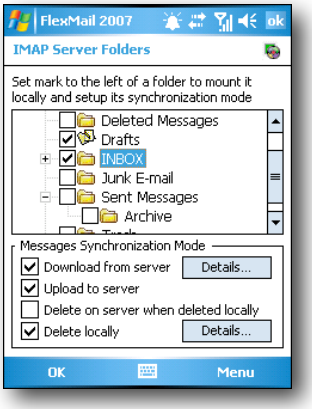
When setting up an IMAP account, you get some additional options over the POP3 accounts. IMAP allows you to have both server folders and local folders.

To create new local folder tap and hold on the IMAP account name or folder and select New Local Folder. Enter new folder name and select the parent folder.

Simply tap and hold on the account name within the folder tree and choose Server Folders to bring up the IMAP Server Folders dialog as described below.

Note: IMAP in FlexMail is offline only. You can not affect messages and folders on server during online connection. You should do everything you need with local folders and then synchronize account.

IMAP Server Folders



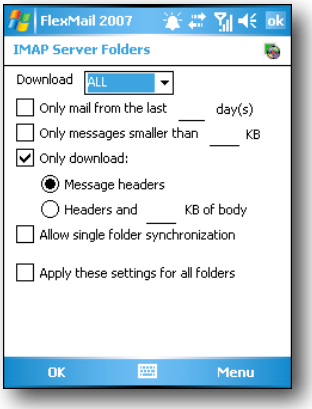
If you want to sync a local folder to a server folder you must assign the local folder to a server folder by choosing it on the IMAP Server Folders page. FlexMail has to download the server folders before you can do anything with them. After you checked the server folder you can specify what will happen to this folder on synchronization. These actions are specified for each folder separately:

- **Download from server** - specifies if messages must be downloaded from server to local folders. There are a myriad of options here including the age, size, headers and more. Just click on the Details button to access it.
- **Upload to server** - you can not only download messages from server but upload them as well

Messages deletion on server and locally can be independent or linked one- or two-sided:

- **Delete on server when deleted locally** - message will be deleted on server during first synchronization after it was deleted locally.
- **Delete locally if deleted on server** - message will be deleted locally during first synchronization after it was deleted on server. More details below.

Download Details

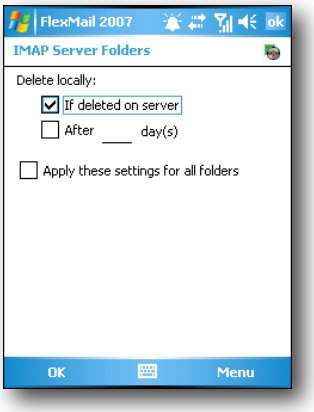


In this screen you can set the specific criterion for which messages get downloaded to your PDA. You can set ALL message, ONLY NEW messages *plus* the age of the message, the size, and what to download. Furthermore you can set this specific folder to be synchronized on its own (see more below) and to apply these settings to all currently synchronized folders.

Single IMAP Folder Synchronization

FlexMail 2007 brings a new ability to set a specific folder to show up in the Send/Receive menu. This allows you to perform a send/receive only on that folder instead of all synchronized folders. This is useful for when you need to check a folder's email quickly or want to minimize online traffic. Simply check this option in the Details window for the Download section of that folder.

Message Deletion Details



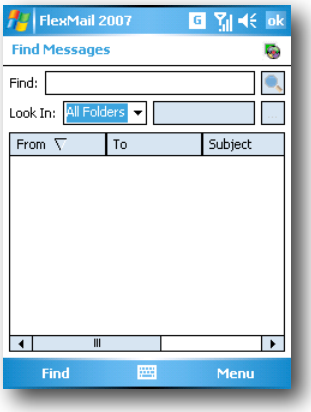
So that your storages on the device don't overflow with old data you can locally delete data separately from deleting it on the server. So for example you can automatically delete mail on the device that is older than 7 days and not delete that on the server. Simply don't check the "Delete on server when deleted locally" checkbox in the Server Folders dialog and select "After __7__ days" in the Details window. Similarly to the Download details you can apply these settings to all folders.

Message List Synchronization

To not incur a full folder message list synchronization make sure that none of the Delete options are checked as they will cause FlexMail to synchronize the server's full message list to determine what to delete.

Folder Searching

Folder searching lets you search for text within all accounts and folders or specific folders. Simply choose Find from the menu and start searching!



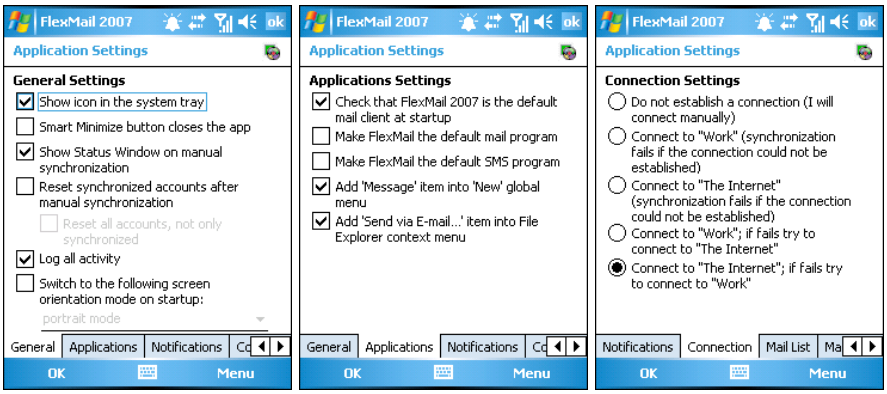
Synchronization and Connection Managing

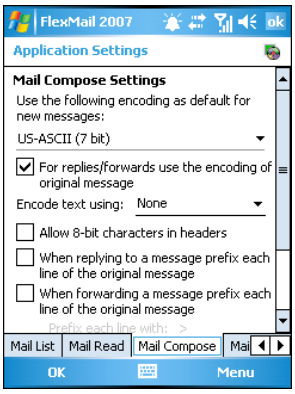
Settings

All settings are divided at several tabs according to their functions.

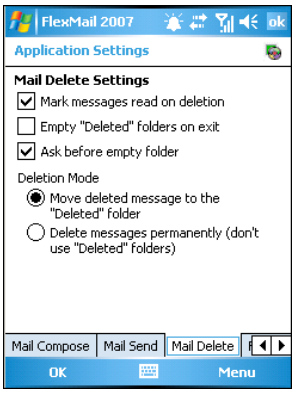
General / Notifications / Connection / Mail Read / Mail Compose / Mail Delete

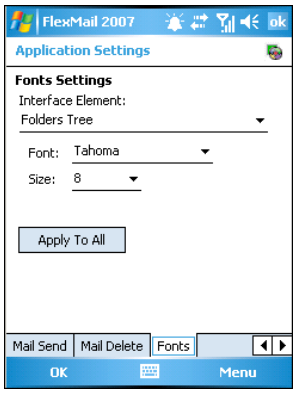
Here are a set of screenshots showing off some of the screens to give you an idea of the breadth of options available to the application in general:




FlexMail 2007
ok
Application Settings
Mail Compose Settings
Use the following encoding as default for new messages:
US-ASCII (7 bit)
For replies/forwards use the encoding of original message
Encode text using: None
Allow 8-bit characters in headers
When replying to a message prefix each line of the original message
When forwarding a message prefix each line of the original message
Prefix each line with: >
Mail List
Mail Read
Mail Compose
Mai
OK
Menu

FlexMail 2007
ok
Application Settings
Mail Send Settings
Immediate send if there is an active connection
Mail Read
Mail Compose
Mail Send
M
OK
Menu


FlexMail 2007
ok
Application Settings
Mail Delete Settings
Mark messages read on deletion
Empty "Deleted" folders on exit
Ask before empty folder
Deletion Mode
Move deleted message to the "Deleted" folder
Delete messages permanently (don't use "Deleted" folders)
Mail Compose
Mail Send
Mail Delete
OK
Menu


FlexMail 2007
ok
Application Settings
Fonts Settings
Interface Element:
Folders Tree
Font: Tahoma
Size: 8
Apply To All
Mail Send
Mail Delete
Fonts
OK
Menu

General Application Settings

Here are general descriptions of some of the options on this page:

- **Show icon in the system tray** - check this option if you want to see FlexMail icon in the system tray of today screen when it is running.
- **Smart Minimize button closes the app** - check this option if you want FlexMail to be closed instead of minimizing when smart minimize button (cross in the right-top corner) is taped.
- **Automatically display folders with unread messages** - if there is one or more unread messages in subfolder all parent folders will be opened as this folder will be visible.
- **Show Status Window on manual synchronization** - check this option if you want to see status window when run synchronization manually. If synchronization was run automatically this window will never be shown.
- **Reset synchronized accounts after manual synchronization** - specifies if timer must be nulled after manual synchronization. It can be unwanted in some cases, for example if you need mail to be checked at defined moments or if all accounts must be synchronized at once. If you want to reset timer after manual synchronization but still need all other accounts to be connected with time period check Reset all accounts, not only synchronized too.

Notifications Application Settings

At this tab you can specify which notification and for how long will be shown.

- **Notify before synchronization at startup** - check this option if you want to be asked to specify which accounts must be synchronized every time at startup.
- **Notify before periodical synchronization** - check this option if you want to be asked to specify which accounts must be synchronized every time when it's time for automatic synchronization.
- **Hide before-sync notifications after __ seconds** - check this option if you want notification before synchronization to hide and synchronization begin automatically if you do not react to it. Accounts specified by other settings will be synchronized.
- **Notify after automatic synchronization** - check this option if you want to be notified after automatic synchronization. You can be notified either after each automatic synchronization or only when new mail has been downloaded.
- **Notify after manual synchronization** - check this option if you want to be notified after manual synchronization. You can be notified either after each manual synchronization or only when new mail has been downloaded.

- **Hide after-sync notifications after __ seconds** - check this option if you want notification after synchronization to hide automatically if you do not react to it.

Connection Application Settings

You can establish one of two possible connections from your device: connection to “Work” and to “The Internet”. This tab allows you to specify which of these connection and in which order will be used.

There are five possible variants:

- connecting manually;
- connect only to “Work”;
- connect only to “The Internet”;
- connect to “Work”, if fails try to connect to “The Internet”;
- connect to “The Internet”, if fails try to connect to “Work”.

Each of these variants can be useful in different cases. For example, it can be undesirable to connect over your work computer. Or you may wish to connect via a mobile phone. You can select the variant most suitable for you.

In the event that you already have an internet connection enabled, then FlexMail will use that connection first. For example if you have your device connected via ActiveSync 3.8 or below, you can use the internet passthrough feature of ActiveSync to connect to your email accounts. If it does not work, open ActiveSync and open its Options menu. Then go to the Rules tab and change the type of passthrough ActiveSync provides. Please note that ActiveSync 4.1 and Windows Mobile 5 no longer support this passthrough option.

Mail Read Application Settings

- **Mark message read after displaying for __ seconds in preview** - check this option if you want messages to be marked as read automatically after they have been previewed for specified time period.
- **Mark message read on opening in message view window** - check this option if you want message to be marked as read on its opening in message window independently on how long this message has been displayed. To open message in message window select it in folder and double tap on it.
- **Read all messages in plain text** - this option specifies if messages in HTML will be displayed as HTML or plain text.
- **Use the following encoding as default for viewing messages** - you can choose encoding that will be applied by default to messages in which encoding is not specified.

Moreover you can ignore encoding specified in message and this one will be applied always.

- **Ignore encoding specified in message headers and use the default** - the encoding specified above will always be applied to messages independently if any encoding is specified in message headers.

Mail Compose Application Settings

At this tab you can choose settings for new messages. You can set default encoding for new messages. For replies/forwards you can use either encoding of original message or encoding you have set as default.

Message text can be encoded using Base 64 or Quoted Printable or it can be transferred without encoding. You can change variant that seems to you the best one.

You can allow or forbid 8-bit characters in headers. Some servers can damage 8-bit characters in headers. If you do not allow 8-bit characters in headers and such character appear it will be transformed according to MIME standard.

You can choose if text must be encoded and if 8-bits characters allowed in headers independently.

Mail Delete Application Settings

There are two possible deletion modes:

- **Mark message read on deletion** - check this option when you want deleted messages to be marked as read independently on other rules. Note that it will be impossible to find out if message was marked as unread before deletion if you check this option.
- **Empty "Deleted" folders on exit** - check this option if you do not want to store deleted messages. Be careful as deleted messages will be removed from the server during the next synchronization if you have setup your account account to do so.

Mail Sending and Receiving

When you need to send or receive mail select the Windows menu and select the necessary action from the contextual menu.

- **Show Status Window** - shows results of last try.
- **Send All** - sends all messages from Outbox folders of all accounts.
- **Receive All** - receives messages for accounts for which option
- **Send and Receive All** - sends and receives messages for accounts which option Include this account when receiving mail or synchronizing is on.

Your list of accounts will display in this menu and you can force a send/receive of a specific account by selecting it.

During the account synchronization the Status window will show all tasks and their success or failure.

Status Window - Tasks

This tab contains the list of tasks during last synchronization and shows which tasks were completed successfully. You can see full information on any errors at the Errors tab if any occurred.

Status Window - Errors

This tab shows information on each error that occurred while processing requested tasks. This information can include account name, server name, protocol and port that were used, if SSL is on or off, error code and verbal description.

Encoding Error Dialog

This dialog appears when you try to save or send a message that contains characters that are not included in the currently selected character set used for the message. In order to not scramble your message we recommend the use of the Unicode character set. Or if you wish, select another character set which contains all of the necessary symbols. Any characters not included within the selected character set will become unreadable by the recipient.

Account Changing Dialog

This dialog appears when you try to save a message with a account that has been changed before the message was sent. You can either move the message to the Drafts folder of the new account or leave it where it was (account will not be changed in this case). If you change the account for a message and send it without saving, it will be moved to the Outbox folder of the newly specified account.

Text Messaging/SMS

On a Pocket PC Phone Edition device FlexMail supports native SMS/Text Messaging accounts. The SMS account is actually handled by the operating system so as work with multiple carriers and provide us with a single solution of working with all SMS capable Pocket PCs. There are several options and actions here that affect how FlexMail and SMS on your Pocket PC work together.

Right from the start FlexMail can send SMS messages from your Pocket PC. There is no need to make FlexMail the default mail application or use any of the integration options to send or see received SMS messages within FlexMail. However as other applications or system components such as the SMS Received notification try to send an SMS they will always call the default

application to do so. FlexMail provides the ability to “integrate” SMS into the system thereby replacing the built in Messaging application. No worries, though, as the built in Messaging application is always in ROM and can be restored simply by unchecking the “integrate” option for FlexMail, closing FlexMail, and then after a minute soft resetting/rebooting your device.

Troubleshooting

Cannot connect to server

FlexMail uses whatever connection settings you have setup. Due to the myriad of settings a mail server can have, properly setting up a account to connect to a mail server can be a daunting task. To complicate matters for FlexMail to connect, your device has to have the proper network connection established. The first thing to check is if you have the correct settings such as:

- Check the spelling of your mail server name and ensure its not missing any periods or domain name parts
- Check to see if you have the proper PORT number for your server.
- If you are using SSL, make sure you are using Explicit or Implicit modes depending on your server. If you are unsure, try both separately.
- If your administrator says you need proxy or socks support, check to make sure you have setup the proxy settings properly
- Sometimes GPRS connections require you to use their own SMTP servers and sometimes SMTP servers you are connecting to may not allow external network connections for sending mail or may require a high level of authentication.

The next step is to check your network connection. Typically in a WIFI or direct ethernet connection you should have all the proper network access you need. However if you are connecting via GPRS, CDMA/EVDO, or other cellular network you will need to go further. Many cellular networks only provide the basic ports for web and possibly IM. Sometimes they allow IMAP or POP3, but not SSL. Some require email proxies and so on. Many times the requirements depend on the level of account subscribed to. Check with your provider for your account.

Crashes and Unexpected Behavior

FlexMail has been tested heavily and is not known to have any reproducible crashes. However as the software reads in internet data from thousands of different kinds of common as well as proprietary mail servers that can house many kinds of data and are configured in many different ways, it is possible for a situation to occur that FlexMail was not designed to handle. In those cases FlexMail may provide an error to you. If this error is reproducible, we ask that you file a support request along with a log via our support site.. FlexMail can create a log of all communications with the server to aid us in troubleshooting. This option exists in the General settings. The log is located in the Data folder where FlexMail is installed.

Errors in SMS functionality - tmail or hangs

FlexMail gives you a window to your SMS folders and if you choose the “Integrate SMS into system” option, will take over the SMS incoming messages and so on. When you integrate SMS into the system FlexMail overwrites the built in tmail.exe application with our own version. The purpose of this is so that if you receive an SMS and choose “Reply” it will open up within FlexMail as the client instead of the Pocket PC Messaging application.

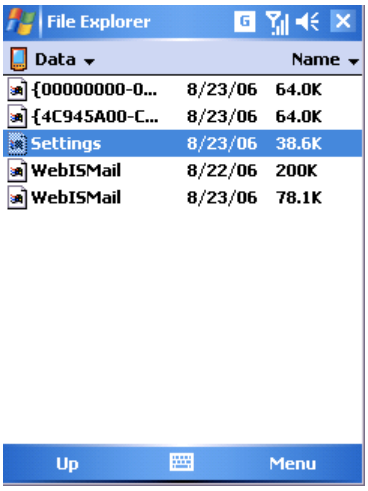
We have also had reports at times that after receiving an SMS FlexMail would not start afterwards. This can happen in low memory situations or other as yet unexplained scenarios. Our developer testing has been done primarily on Palm Treo 700w in the United States and QTek 8125 in Europe.

In both cases the solution is to *not* turn on the “Integrate SMS into System” option. This option is not required for FlexMail to read and send SMS messages.

Advanced

Before making any changes going forward make sure you have a backup of all FlexMail’s settings and data.

Change Folder Storage Location



FlexMail stores its storage per folder in CEDB/EDB databases (depending on the version of Windows Mobile). Windows Mobile takes care of the size of the database, compacting it and so on. The location of these storages is saved in the Settings.ini file as shown to the right here.

To move a folder to a new location simply first locate the folder you want to move in the Data folder usually located in the same place as FlexMail is installed. Take great care to copy down its name which would look like: {4C945A00-C672-01C2-8CEA-6D8BD9E0DAD5}.vol. Move it to the new location. Then open the Settings.ini file and search for that folder name. You should find a line that looks like this:

```
StorageDBFileName=\Program Files\WebIS\Mail\Data\{4C945A00-
C672-01C2-8CEA-6D8BD9E0DAD5}.vol
```

Once you find that, change the path to the new location and save the file. Then restart FlexMail and see if it finds the file. if it does not, you may have overwritten a hidden character right after the equal sign. Use the backup Settings.ini you made and try again.