User Guide

pdQsuite™

with

Eudora® pdQbrowser™

pdQsuite™ User Guide

Click the desired topic:

Introduction

Welcome to the QUALCOMM® pdQsuite™ applications group for the QUALCOMM pdQ™ smartphone and Palm Computing® connected organizer. The pdQsuite applications group consists of the Eudora® for the Palm Computing® Platform e-mail program and the pdQbrowser™ Internet Web browser. (Both are featured applications on the pdQ™ smartphone. For more information on the pdQ smartphone, visit `http://www.qualcomm.com/pdQ.`)
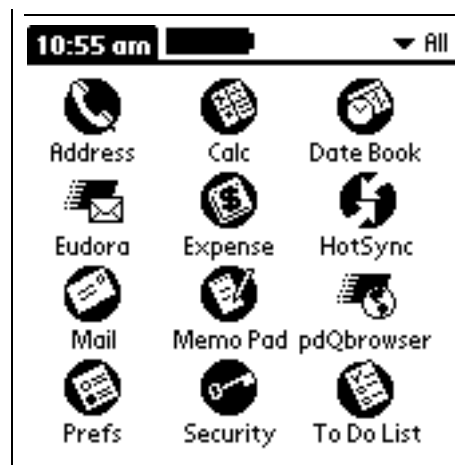
Applications Launcher with Eudora and pdQbrowser icons

System Requirements

To run the Eudora and pdQbrowser applications on your Palm organizer, you need the following:

■ Palm organizer with 350 Kb RAM free

For network operation for mail or Web access:

■ Palm Computing platform modem device, or equivalent way to obtain a network connection

■ Windows or Macintosh desktop computer (only for installation)

For HotSync operation for mail access:

■ Windows and Windows mail client software compatible with the Conduit for pdQsuite™ Eudora® (see the README included with the product for information on compatibility)

Note: If you are not sure which method you should use to get your e-mail, see "Deciding How to Receive your E-mail" on page 6.

Note: The pdQsuite applications do not support hidden private records, that is, individual records in the Eudora and pdQbrowser applications cannot be tagged as private. Also, the pdQsuite applications do not support the infrared capability, that is, records in the Eudora and pdQbrowser applications cannot be beamed.

Setting Up Modem and Network Connections

Before you can use the Eudora or pdQbrowser application, you need to set up your modem and network connection information.

To set up the modem and network connections, refer to the modem preferences, network preferences, and Palm TCP/IP software sections in the documentation for your Palm organizer.

If you wish to use only the Eudora application with a HotSync® operation, you do not have to set up the network.

Installing the Eudora and pdQbrowser Software

Important: Before installing any new software, run a HotSync operation.

To install the Eudora and pdQbrowser applications on your Palm organizer, do the following:

1. Install the Palm Computing Desktop platform software on your desktop PC or Macintosh. (You probably did this when you first got your Palm organizer.)

2. Copy the files **Eudora_1.0.prc** and **pdQbrowser_1.0.prc** to your desktop computer. You can do this from a diskette, a CD, or an electronic seller's Web site.

Note: Your file name may appear slightly different if you have a different version, for example, Eudora_1.05.prc.

3. On your desktop computer, launch the Palm Install Tool found in your Palm Desktop organizer software.

4. Place your Palm organizer in its cradle.

5. To locate and select the Eudora_1.0.prc and pdQbrowser_1.0.prc file(s) on your desktop computer, click **Add**.

6. Once you select the file(s), click **Open**.

7. In the Palm Install Tool window, click **Done.**

8. From your Palm organizer, run a **HotSync** operation. The Eudora and pdQbrowser applications will be transferred from your desktop computer and installed on your Palm organizer.

Note: For information on installing the Conduit for pdQsuite Eudora, see "Installing the Conduit for pdQsuite Eudora" on page 38. For procedures for removing software from your Palm organizer, check your *Palm Computing Organizer Applications Handbook*.

Note: pdQsuite applications must be reinstalled after your Palm computing device has lost power or been hard reset. However, your mail messages and bookmarks will be automatically restored.

Before using the Eudora application, do one of the following:

■ If you are retrieving mail using network mode, set up preferences as described in "Setting Up the Getting Started Preferences for Network Operation" on page 7.

■ If you are retrieving mail using HotSync mode, see "Conduit for pdQsuite Eudora" on page 37. If you aren't sure which mode you should use, see "Deciding How to Receive your E-mail" on page 6.

Getting Help

Information Screen

While you are using the Eudora and pdQbrowser applications, you can view helpful information for the screen that appears. Just tap the information icon ❶ in the upper-right corner of the screen. A text screen appears. Click the up- or down-arrow on the lower-right corner to display more text. A sample information screen appears below.

Information screen

Technical Support

Customers can access technical support information on the pdQsuite product in two ways: from our Web site or over the phone.

Technical support e-mail address: pdqsuite-help@qualcomm.com

Technical support phone numbers:

■ 800-349-4478

■ 619-651-4028

Using ShortCuts

There are ShortCut menu commands in both the Eudora and pdQbrowser applications. You may use the ShortCuts in lieu of tapping the Menu button to display menus and then options. The ShortCuts are displayed to the right of each menu option. To perform a ShortCut, draw a diagonal line from the bottom-left to the top-right of the Graffiti® area of your Palm organizer. Then write the appropriate letter.

Notice that ShortCuts commands appear to the right of the menu options in the example below. This menu shows that in Eudora for the Palm Computing Platform if you draw a diagonal line and write N, you open a new message screen.

Mail menu displaying Eudora ShortCuts

Disconnecting from the Server and the Internet

After checking mail or browsing the Web you can disconnect from the server or Internet if you wish. However, if you are going to use other network applications, you should not disconnect. Be aware that if you don't disconnect, the connection will be dropped after the timeout configured in your Palm Network Preferences screen.

Note: This procedure is used only for disconnecting when you are running the Eudora or pdQbrowser applications in network mode. It does not apply if you are running the Eudora application in HotSync mode. (The pdQbrowser application does not run in HotSync mode.)

To disconnect from the server for the pdQsuite applications, do the following:

1. Tap the **Menu** icon in the lower-left corner of your Palm organizer.

2. Do one of the following:

   ■ From the **Mail** menu (Eudora application), tap **Disconnect**.

   ■ From the **Options** menu (pdQbrowser application), tap **Disconnect**.

   Your server connection should terminate.

Eudora

Welcome to the Eudora 1.0 e-mail application for the Palm Computing® platform! This section includes the following main topics:

Note: Before you can send or receive mail in this application, you need to set up your Eudora Getting Started preferences. See "Setting Up the Getting Started Preferences for Network Operation" on page 7.

Getting Started with the Eudora Application

This section gives an overview of the Eudora for the Palm Computing Platform application, basic information for setting up preferences, how to start and quit the application, and how to change your password.

Overview

The Eudora application is a comprehensive electronic mail (e-mail) program that accesses your Internet Service Provider (ISP), network, or desktop computer to receive and send your e-mail messages from your Palm organizer.

There are two ways to send and retrieve e-mail messages.

■   From your desktop, using HotSync technology

■   From your Palm organizer, connecting via your Palm modem

In the Eudora application, you can write messages and send them with a custom signature. You can receive messages, and reply to or forward these messages, if you wish. To sort and organize your mail, you can set up as many as 15 mailboxes and any number of filters (limited only by memory). When you receive mail, the application will sort your messages using these filters and mailboxes. (There are more features, described later in this user guide.)

Deciding How to Receive your E-mail

You can send and receive your e-mail in two ways with the Eudora application: via the network or using the HotSync option.

Method	Use this method to...
Eudora (network mode)	Use this method to send and receive e-mail by connecting to the Internet or your organization's intranet. This requires a modem of some sort (e.g., phone line or wireless) such as a Palm organizer snap-on modem. In this method, the Eudora application connects to your mail server to retrieve and send messages. **Requirements:** • Your mail must reside on an Internet-standard (POP3/SMTP) mail server. • You must connect your Palm organizer to the network with a modem. **Advantages and Restrictions:** • You can receive and send mail on your Palm organizer anywhere you have access to the network (even at the shopping mall or on the Interstate).
Eudora (HotSync mode)	Use this method to send and receive e-mail via your computer using a MAPI-compliant e-mail program such as Eudora® or Microsoft® Outlook Express. You transfer e-mail to and from your Palm organizer using a HotSync operation. **Requirements:** • You must use a MAPI-compliant e-mail program. **Advantages and Restrictions:** • The HotSync operation is faster and provides better synchronization with existing e-mail messages than in network mode. • You can send and retrieve messages only via your computer. This is not necessarily a mobile operation.

Starting the Eudora Application

To start the Eudora application from the Palm Applications Launcher, tap **Eudora**.

The Eudora In mailbox appears if you are opening the application for the first time. To change mailboxes, tap the arrow to the left of "In" at the top-right of the screen. A check mark to the left of the message header means that it has been read but not deleted.

In mailbox

When you open the Eudora application again, the last screen displayed before you exited appears.

If you would like to know the version of the application you are running, tap the Menu icon, then choose **Options,** and tap **About Eudora**. The version you are now running appears.

Note: You can switch to another application without explicitly quitting the Eudora application. The Eudora application remembers the last screen displayed when you switched applications. When you return to the Eudora application, that screen appears. Also, be aware that if you switch out of the Eudora application while you are retrieving mail via the network, mail retrieval will stop.

Setting Up the Getting Started Preferences for Network Operation

Before you can use the Eudora application in network mode, you need to set up your basic mail preferences. In the Getting Started dialog, you can quickly enter the minimum information necessary to send and receive mail. These include your real name, username, incoming mail server, and possibly a return address.

Note: If you are getting mail using HotSync mode, instead see "Conduit for pdQsuite Eudora" on page 37 for setting preferences. If you aren't sure which mode you should use, see "Deciding How to Receive your E-mail" on page 6.

In addition to the basic preferences set in the Getting Started dialog, you can set more preferences for mail sending and mail checking. For these procedures, see "Setting Up Mail Checking Preferences" on page 29 and "Setting Up Mail Sending Preferences" on page 20.

For convenience, the information you enter in the Getting Started dialog allows you to configure all the essential preferences in one place. Preferences you enter in this dialog appear in other preference dialogs. For example, the return address you enter in the Getting Started dialog is copied to both the Checking Mail and Sending Mail dialogs. Changing information in a field automatically changes the information in other preference dialogs where the same field appears.

Note: The Palm organizer's Network Preferences screen can be accessed from the Options menu in the Eudora application. For information on that screen, see your Palm organizer documentation.

To configure your Eudora preferences in the Getting Started dialog, do the following:

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

   The Eudora menu bar appears.

2. Tap **Options**. The Options menu appears.

3. Tap **Getting Started**. The Getting Started dialog appears.

Getting Started dialog

4. In the **Real Name** field, you generally enter your first and last name. The name you enter here is included in the From field of all your outgoing messages and identifies you to your recipients. (Your name may have already been entered in this field from your Palm configuration.)

5. In the **Username** field, enter the name you use to log in to your e-mail. Your username is the name of your e-mail account on the server. This name is provided by your ISP or your organization's e-mail administrator and usually consists of the text before @ in your e-mail address. For example, if you log in as jmsmith@qualcomm.com, **jmsmith** is your username. (If you are unsure of your username, check with your ISP. If you receive internet service from your employer, check with your corporate information technology department.)

6. In the **Mail Host (POP/SMTP)** field, enter the name of the server where your e-mail messages are stored. This is called the incoming server and sometimes called a POP server. Usually, the mail host is the text after @ in your e-mail address. In some cases, the mail host name may be slightly different. Check with your ISP for this information.

All of your incoming e-mail messages are delivered to your incoming e-mail account, which resides on a computer that runs your incoming e-mail server. Once your messages arrive at your mail account, the Eudora application picks them up and transfers them to your Palm organizer. The name of your incoming e-mail server should look like the following example: `mailserver.qualcomm.com`

Note: Your mail host server can be both your incoming and outgoing server. Simple Mail Transfer Protocol (SMTP) is the outgoing server's protocol to send mail.

7. In the **Return Address** field, which is optional, if your mail host name is *not the same* as the server in your e-mail address, enter your e-mail address on the line.

For example, if J.M. Smith uses a server named mailserver.qualcomm.com for his e-mail, he would enter the following for the fields on this screen:

- Real Name: J. M. Smith

- Username: jmsmith

- Mail host: mailserver.qualcomm.com

- Return Address: jmsmith@qualcomm.com

The address you enter in the Return Address field will appear in the From field of all your outgoing messages from this account. When a recipient replies to a message from this account, the reply is sent to this address. If you do not enter an address in this field, the Eudora application uses your incoming mail account as the return address.

Important: If you do enter an address in this field, first test the address to be sure that mail sent to it is indeed delivered to you. If you use an invalid return address, no one will be able to reply to your mail.

Changing Your Password

Follow these steps to change your password on the incoming mail server, if necessary. Some internet service providers (ISP) do not support this option. If you are unsure, check with your ISP. (If you receive internet service from your employer, check with your corporate information technology department.)

Note: This option does *not* work in HotSync mode.

If you want to change your incoming mail server password, do the following:

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

The Eudora menu bar appears.

2. Tap **Mail**. The Mail menu appears.

Mail

New Message	✒N
Send Mail	✒T
Check Mail	✒Y
Send & Check Mail	✒M
Change Password	✒V
Disconnect	✒D
Delete All in Mailbox	✒O
Empty Trash	✒E

Mail menu

3. From the **Mail** menu, choose **Change Password**. The Change Password dialog appears.

Change Password ℹ️

rmontgomery@worldmail.qualco...

Old password: |

New password:

(OK) (Cancel)

Change Password dialog

4. In the **Old password** field, enter your current password.

5. In the **New password** field, enter your new password.

6. Click **OK**. The Eudora application brings up the network connection, connects to the server, and changes your password.

Checking and Handling Mail

This section includes things you need to know when receiving mail. It includes how to check for and view mail, how to handle attachments, how to sort and file messages, and how to delete messages. It also includes how to create and work with mailboxes to organize your mail.

Checking Mail in Network Mode

When you check for mail, you're connecting your incoming server (POP) to retrieve your incoming messages.

The following procedures are for checking mail in network mode, if you are checking mail using HotSync mode, see "Configuring Synchronization Using the Conduit" on page 43.

Note: Before you can check mail, you need to set up your basic Eudora preferences. See "Setting Up the Getting Started Preferences for Network Operation" on page 7. Also, there are advanced preferences you can set up and other features you can use for mail checking; these are covered in "Advanced Mail Checking Options" on page 29.

To check for mail, be sure your modem is connected and from the **Mail** menu, tap **Check Mail**.

```
┌─────────────────────────────┐
│ Mail                        │
├─────────────────────────────┤
│ New Message           ╱N    │
│·····························│
│ Send Mail             ╱T    │
│ Check Mail            ╱Y    │
│ Send & Check Mail     ╱M    │
│ Change Password       ╱V    │
│ Disconnect            ╱D    │
│·····························│
│ Delete All in Mailbox ╱O    │
│ Empty Trash           ╱E    │
└─────────────────────────────┘
```

Mail menu

A progress window appears showing your dial-up and service connection progress. Your new e-mail message header information appears in your mailboxes.

Note: If no filters are set up for mail to go to a certain mailbox, your messages will go into the In mailbox.

Viewing Mail

The Eudora application is designed to do the best possible job displaying any message you receive regardless of text formatting and attachments. It displays richly formatted text including HTML and other formats. It also displays (and allows you to compose) text in most European and Latin American languages.

After your mail is retrieved, it is listed by e-mail name, subject, and date. You need to select and open your mail messages. To open a message, just tap the message you want to read, and its contents display in a message screen.

If a message has not been completely retrieved, you'll see an indicator at the bottom of the message. Tap on the indicator to retrieve the rest of the message the next time you check mail, up to a limit of 32K bytes. (In some cases, after you retrieve the rest of a message, the presence of additional attachments appears.) In addition, text may be shown with formats such as boldface or underlining that did not appear initially. Only the number of lines entered in the **Fetch first _ lines** field in the Mail Checking Preferences dialog is retrieved. (Be aware that the number of lines displayed on-screen may not exactly match the number of lines set in that preferences field due to varying line lengths, rich formats, and attachments.)

To retrieve the rest of the message, tap between the brackets [ ] at the bottom of the message.

At the top of the message screen is the subject title as well as two horizontal opposite arrows and a box containing a lower and upper case H. By tapping the arrows, you can toggle back and forth between messages without returning to the In box list. If you tap the upper case **H**, all the message headers appear. If you tap the lower case **h**, only the To, Cc, From, Subject and Date headers appear.

Opened incoming message

Handling Attachments

To save space and time, the Eudora application does not display attachments, but it indicates their presence, file name, and type, when possible. Attachment information is usually at the end of a message, and if more than one file is attached to the message, the Eudora application often provides information only on the first one.

Following Links

URLs and links that appear in messages can be opened by tapping on them. Such links are shown with a dashed underline.

If the link is for a web page, pdQbrowser will be launched. If it is an e-mail address, the message composition screen will be opened.

Filing Messages

You can transfer any message you retrieve to a mailbox of your choice. To file a message in a mailbox:

1. Open an e-mail message.

2. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

3. From the Message menu, tap **File in Mailbox.** The Mailbox list appears.

Mailbox List drop-down in an open message

4. Tap the mailbox where you want to file the message. The message is transferred to that mailbox.

Sorting Messages

You can sort your e-mail by date, sender, subject, grouped subject, or priority. To sort your messages in a mailbox, do the following:

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

2. Tap **Options.** The Options menu appears.

3. Tap **Sorting and Columns.** The Sorting and Columns dialog appears.
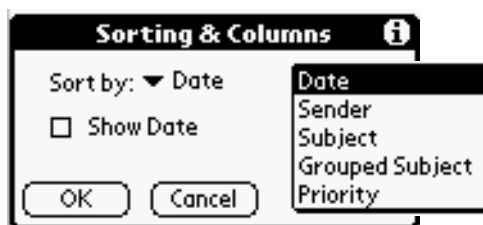
Sorting and Columns dialog with Sort drop-down menu

4. To display the sorting choices, tap the arrow to the right of the **Sort by** field. The drop-down menu appears.

■ **Date**—Sorts messages by date taking into account time zones and displays the most recent message at the bottom of the list.

■ **Sender**—Sorts messages by sender's name and displays them in ascending alphabetical order based on the words in the sender field.

■ **Subject**—Sorts messages by the subject and displays them in ascending alphabetical order based on the words of the subject field.

■ **Grouped Subject**—Groups related messages by like subject, then orders each group by date. This sorting method keeps messages from one "thread" together, and keeps the active threads at the end of the mailbox.

■ **Priority**—Sorts messages by priority (highest to lowest).

Note: This option does not work with messages retrieved via a HotSync operation.

5. Tap the sort option you want to use.

6. If you want to display the day a message was sent or received, tap the **Show Date** check box.

7. Tap **OK.** The messages are sorted.

Copying Text from a Received Message

You can select and copy text from a received message and paste it in a message you are composing or Palm application.

To select and copy text from a received message, do the following:

1. Open a message that resides in any existing mailbox.

2. Highlight the text you want to copy.

3. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

    The Eudora menu bar appears.

4. Tap **Edit.** The Edit menu appears.

Edit menu in an open message

5. From the **Edit** menu, choose **Copy** to copy text from this message and paste elsewhere. (If you want to copy the entire message, choose **Select all,** then **Copy**. The entire message is copied.)

6. If pasting in a new message, use the **Paste** command from the **Edit** menu.

    Note: If text has rich formatting (for example, bold), that formatting is removed when the text is copied or cut.

Deleting Messages

You can delete one message at a time, delete all messages in a mailbox, or empty the Trash to remove deleted messages from the Palm organizer.

Deleting an individual message

To delete one message, do the following:

1. Open the message you want to delete.

2. Tap **Delete**.

The message is moved to your Trash mailbox. If you haven't emptied the Trash in two days and 20 messages have been deleted, you will see a dialog reminding you to empty your Trash. Empty the Trash to permanently delete the e-mail messages.

Deleting all messages in a mailbox

To delete all the messages in a mailbox, do the following:

1. Open the mailbox that contains the messages you want to delete.

2. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

3. Tap **Mail.** The Mail menu is displayed.

4. Tap **Delete All in Mailbox.** Tap **OK** in the Confirm Delete dialog.

   All of the messages are placed in the Trash. If you haven't emptied the Trash in two days and 20 messages have been deleted, you see a dialog reminding you to empty your Trash. Empty the Trash to permanently delete the e-mail messages from the Palm organizer. For information, see "Emptying the Trash," below.

   Hint: If you want to delete all messages in a mailbox except for a few, just use the "Delete All in Mailbox" command. Go to the Trash, and move those messages you want to save to other mailboxes.

   As long as a message is in the Trash, it can still be transferred to another mailbox.

Emptying the Trash

When you delete a message, the message is moved to the Trash, which is simply another mailbox. However, the message remains on the Palm organizer until the Trash is emptied. As long as a message is in the Trash, it can still be transferred to another mailbox.

Emptying the Trash permanently deletes messages from the Palm organizer and frees the memory they were using. You can empty the Trash manually at any time using the procedure below. (If you prefer, you can set a preference to empty the Trash automatically each time you check mail. See "Setting More Mail Checking Preferences" on page 31.)

Note: If you want to remove a message from the Trash so it won't be permanently deleted, use the procedure in "Filing Messages" on page 12 to move the message from the Trash to another mailbox.

To empty the Trash, do the following:

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

2. Tap **Mail.** The Mail menu is displayed.

3. Tap **Empty Trash.**

4. Tap **OK** in the Empty Trash dialog to delete the messages.

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Creating and Working with Mailboxes

Mailboxes provide an efficient way to organize your incoming and outgoing mail. The Eudora application includes three mailboxes—In, Out, and Trash. These three cannot be deleted or renamed, but you can create other mailboxes (up to a total of 15) to sort your mail into logical categories.

When you start the Eudora application the first time, the In mailbox appears. It lists the header information for all your incoming messages.

Displaying and Opening Mailboxes

You can display your list of mailboxes from any mailbox. Notice that the name of the mailbox you're in appears on the top right-hand side of the screen. From this list, you can switch from one mailbox to another.

To display the mailbox list and open a mailbox, do the following:

1. Tap the arrow in the upper-right corner. The list of mailboxes appears. The number beside each name shows how many messages that mailbox contains.

Mailbox list from an opened mailbox

2. From the list, tap the mailbox you want to open.

Creating, Deleting, and Renaming Mailboxes

You can have up to 15 mailboxes, including the In, Out and Trash mailboxes, for storing e-mail messages. You can rename and delete mailboxes whenever you need to. If you delete a mailbox that has messages, the messages are moved to the Trash.

Creating a Mailbox

To create a mailbox, do the following:

1. In the Eudora screen, tap the arrow in the upper-right corner.

2. Tap **Edit mailboxes.** The Edit Mailboxes screen appears.

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Edit Mailboxes

In (1)
Out (0)
Trash (1)

(OK) (New) (Rename) (Delete)

Edit Mailboxes screen

3. Tap **New**.

Edit Mailboxes

In (1)
Out (0)
Trash (1)

Edit Mailboxes

New mailbox:

Business

(OK) (Cancel) ⬆

Edit Mailboxes dialog (new mailbox)

4. Enter the name of the new mailbox.

5. Tap **OK**. The new mailbox is created and shown in the list.

Deleting a Mailbox

To delete a mailbox, do the following:

1. Tap the arrow in the upper-right corner of the Eudora screen.

2. Tap **Edit mailboxes**. The Edit Mailboxes screen is displayed.

Edit Mailboxes screen

3. Tap the mailbox you want to delete.

4. Tap **Delete**. If any messages are in the mailbox, a confirmation message appears.

5. Tap **OK** to delete the mailbox and move the messages to the Trash.

6. Tap **OK** again to exit.

Renaming a Mailbox

To rename a mailbox, do the following:

1. Tap the arrow in the upper-right corner of the Eudora screen.

2. Tap **Edit mailboxes**. The Edit Mailboxes screen is displayed.

3. Tap the mailbox you want to rename. The Edit Mailboxes dialog appears.

Edit Mailboxes dialog (rename a mailbox)

4. In the **Enter a new mailbox name** field, enter the name of the mailbox whose name you want to change.

5. Tap **OK**. The mailbox name is renamed.

6. Tap **OK** again to exit.

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Finding Messages

The Eudora application supports the standard Palm organizer Find operation. All message text and headers are searched during a Find operation. Capitalization and accent marks are ignored.

Sending Mail

This section describes how to set up advanced mail sending preferences, how to create and send a message, how to reply to a message, and how to forward a message.

Setting Up Mail Sending Preferences

To send messages in the Eudora application, you must have access to an SMTP (Simple Mail Transfer Protocol) server. Your outgoing messages are sent to the SMTP server, which delivers them to your recipients.

Note: These preferences are used only if you are sending mail in network mode. If you are sending mail using the HotSync option, see "Conduit for pdQsuite Eudora" on page 37 to learn which preferences apply.

To send mail, you must set up your Getting Started preferences (discussed in "Setting Up the Getting Started Preferences for Network Operation" on page 7). There are additional preferences that you may complete for mail sending. To set mail sending preferences, do the following:

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

   The Eudora menu bar appears.

2. Tap **Options**. The Options menu appears.

3. Tap **Mail Sending**. The Mail Sending Preferences dialog appears. Here, you enter information you need when sending mail.

   Note: You can also access the **Mail Sending Preferences** in a new message by tapping on the **Menu** icon, and from the **Options** menu, choose **Mail Sending Preferences**.

Mail Sending Preferences ⓘ

Real Name:
Robert Montgomery

Outgoing Server (SMTP):
worldmail.qualcomm.com

Return Address (optional):
Robert@qualcomm.com

☐ Send immediate

☐ Keep copies in "Out"

(OK) (Cancel) (More Prefs...)
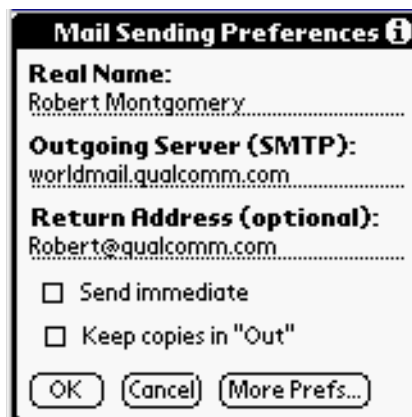
Mail Sending Preferences dialog

4. In the **Real Name** field, enter the name that you want included in the From field of all your outgoing messages. If you entered a real name in the Getting Started dialog, the Real Name is copied to this dialog. For more information, see "Setting Up the Getting Started Preferences for Network Operation" on page 7.

5. In the **Outgoing Server (SMTP)** field, enter the name of the outgoing mail server for your principal e-mail account. All outgoing messages are routed through this server. If you entered a mail host name in the Getting Started dialog, the server name is copied to this dialog. However, if your outgoing mail server name is different than your incoming mail server name, you must change it here.

6. In the **Return Address** field, enter the e-mail address used in outgoing messages and recipients' replies, if this address is different from your incoming mail account. If you entered a Return Address in the Getting Started dialog, the return address is copied to this dialog.

7. Check the **Send immediate** box to have composed messages sent immediately, as long as a network and server connection can be made. If this option is checked, when you tap Send in the message screen, the Eudora application attempts to bring up the network, connect to the server, and send the message.

   If this option is not checked, the message is queued and placed in the Out mailbox marked ready for delivery (Q appears next to queued message in the mailbox).

8. Check the **Keep copies in "Out"** box to keep a copy of each message you send in the Out mailbox. If this option is not checked, outgoing messages are put in the Trash mailbox after they are sent.

9. To continue setting your mail sending preferences, tap **More Prefs** at the bottom of the dialog. The More Sending Preferences dialog appears.

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More Sending Preferences ⓘ

Default domain:
qualcomm.com
....

Auto Bcc address:

....

Time Zone: .... ☑ auto set

Signature: ☑ Use by default
Robert Montgomery...
Ext. 6746..

....

(OK) (Cancel)

More Sending Preferences dialog

10. In the **Default domain** field, enter the domain name (server name) that the Eudora application automatically adds to an unqualified name in messages. An *unqualified name* is a name that doesn't have an @ sign followed by a domain name.

Entering a default domain can save time if you send large numbers of messages to users in the same domain you work in. For example, if your co-workers all have the domain qualcomm.com, you can address messages by entering only their user names, without the @qualcomm.com at the end.

11. In the **Auto Bcc address** field, enter an e-mail address to receive a blind copy of every message you send. For example, if you enter your e-mail address, you can copy all of your outgoing messages to another e-mail account.

12. In the **Time Zone** field, enter + or - and the four digits indicating your timezone offset from UTC/GMT. For example, Eastern Standard time would be -0600. (In some cases you can check the auto set box to have the time zone set from your incoming mail server, however, most mail servers do not support this feature.)

13. In the **Signature** text field (three dotted lines), enter the signature you would like to appear at the end of your e-mail messages. For example, you can enter your name, phone, office location, and so on. If you want to use this signature for every e-mail you send, check the **Use by default** box.

Note: When you add a signature to your message, only your recipient sees it. It does not display at the bottom of your message when you are composing it. It also does not display in the copy filed in your Out mailbox.

14. When finished, tap **OK**.

Creating an Outgoing Message

An outgoing message is a message you send to someone else. You create a new message from the Mail menu.

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon. 🔘

The Eudora menu bar appears.

2. Tap **Mail**. The Mail menu appears.

```
┌─────────────────────────────────┐
│ Mail                            │
├─────────────────────────────────┤
│ New Message            ╱N        │
│ ·  ·  ·  ·  ·  ·  ·  ·  ·  ·  ·  │
│ Send Mail              ╱T        │
│ Check Mail             ╱Y        │
│ Send & Check Mail      ╱M        │
│ Change Password        ╱V        │
│ Disconnect             ╱D        │
│ ·  ·  ·  ·  ·  ·  ·  ·  ·  ·  ·  │
│ Delete All in Mailbox  ╱O        │
│ Empty Trash            ╱E        │
└─────────────────────────────────┘
```

Mail menu

3. From the Mail menu, tap **New Message**. The Message Composition screen appears.

```
┌─────────────────────────────────┐
│ Message Composition             │
├─────────────────────────────────┤
│ To: ...........................  │
│ Cc: ...........................  │
│ Subj: .........................  │
│                                 │
│                                 │
│                                 │
│                                 │
│                                 │
│                                 │
│                                 │
│ (Send) (Save) (Discard) (Details...) │
└─────────────────────────────────┘
```

Message Composition screen

Notice that the new message screen is composed of two sections: the header and composition area. The header is where you put the address information, and the composition area is where you write the actual e-mail message.

4. In the **To** field, enter the e-mail address of the person or person(s) to whom you wish to send this message. If you enter multiple addresses, separate them with commas.

   Note: Only the part of the addresses that fit on one line are displayed in the main composition window. To expand the To or Cc fields, tap **To** or **Cc** or, from the Edit menu, choose **Addresses**. The Message Addresses screen appears. If you have the

To field displayed and need to change to either the Cc or Bcc field, tap the arrow to the left of the To field. The drop-down list shown below appears. Then tap the field you want to see.
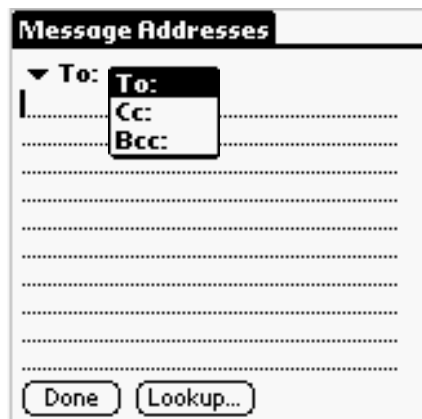
Message Addresses screen with header drop-down list

If you need to look up an e-mail address in your Address Book, do one of the following:

a. From the Message Composition screen, select the **Options** menu and choose **Lookup Addresses**.

b. From the Message Addresses screen, tap **Lookup**. The Address Lookup screen appears containing only records that have text in the **E-mail** field.

   Hint: You can create a personal mailing list by putting several addresses, separated by commas, into the E-mail field of an address book entry.

c. Select the address you want and tap **Add**. The e-mail address will automatically transfer to the selected header field.

d. When finished adding e-mail addresses, tap **Done**. You return to the composition screen.

5. In the optional **Cc** field, enter the e-mail name and address of the persons you would like to receive a copy of this e-mail message. (To look up e-mail addresses, see step 2.)

6. To add a Bcc (blind carbon copy) to this message, do the following steps. This option sends a copy of this message to someone without any other e-mail recipients knowing it.

   a. Tap ⬛ to open the Eudora menus.

   b. Select Show Bcc from the Edit menu.
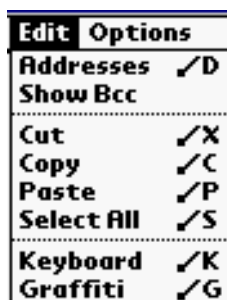
Edit menu from the Message Composition screen

A Bcc line is added to the screen.
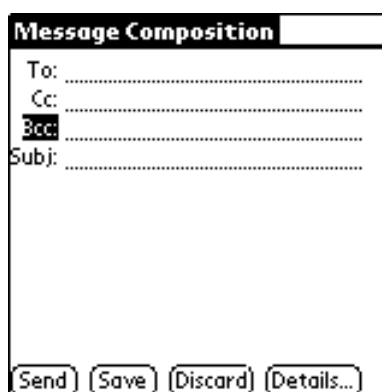
Message Composition screen with Bcc line

   c. Tap in the Bcc line and enter the address(es) of the Bcc recipient(s).

7. In the **Subj** field, enter a short title for this e-mail message.

8. In the composition area, write your message.

Message Composition screen with header and text
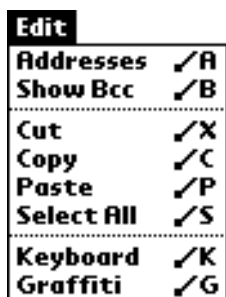
Note: While composing your message, you can access text edit functions from the Edit menu. Just tap **Menu** then **Edit**. You can tap **Undo**, **Cut**, **Copy**, **Paste**, and **Select All** to edit your text. Or tap **Keyboard** to display the keyboard or tap **Graffiti** to display the Palm organizer's Graffiti characters. The Edit menu appears. It functions only when a composition screen appears.

Edit menu from the Message Addresses screen

9. To assign the message a priority and include your signature, tap **Details**. The Message Details dialog appears.

Message Details dialog with Priority drop-down menu

a. In the **Priority** field, tap the arrow to display the drop-down menu. You can select highest, high, normal, low, or lowest priority.

b. Check the **Include signature** box to include your signature. (If you checked the **Use as default box** in the Sending Preferences dialog, you do not need to check this box again.)

c. When finished, tap **OK**.

10. To send the message, tap **Send**. The message is queued in the Out box.

Note: Saved messages listed in the Out box are indicated by asterisks (*). Queued messages listed in the Out box are indicated by the letter **Q**.

If you don't want to send the message now, you can tap **Save** to save the message for later editing. You can also tap **Delete** to delete this message.

Replying to a Message

To reply to the current message, do the following:

1. In the bottom of the message screen, tap **Reply**. The Reply drop-down menu appears.

```
Reply
Reply to all
```
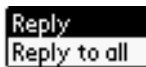
Reply drop-down menu

2. To reply only to the sender of the message, tap **Reply**. To reply to the sender and all persons copied on the message, tap **Reply to all**. A new message screen appears, with the original sender's address automatically placed in the To field of the header.

Message Composition

> To: pdqsuite-help@qualcomm.co...
> Cc: _____
> Subj: Re: Welcome! _____
>
> Thank you for providing this
> information.
> pdqsuite-help@qualcomm.com
> wrote:
>
> From: pdqsuite-
> help@qualcomm.com

(Send) (Save) (Discard) (Details...)

Reply Message Composition screen (with scroll bar)

All of the sender's original text is quoted in the message body. The quoted text is shown with an "excerpt bar," as shown above. When the message is sent, this bar is replaced by ">" characters, the usual way for indicating quoted material in e-mail. To increase the level of quoting, enter a ">" at the beginning or the paragraph. To decrease the level, back space at the start of a paragraph.

The message text in the reply can also be edited as needed. Additional text can be added to the reply just as to any outgoing message.

Note: Recipients using e-mail software programs capable of displaying excerpt bars, see those to the left of message text.

3. Tap **Send** to place the reply in the Out mailbox or tap **Save** to save it for further changes.

Forwarding a Message

Any message can be forwarded to someone else. To forward the current message, complete the following steps:

1. In the bottom of the Message screen, tap **Forward**. A new message screen appears with your address, the original subject trailed by "(fwd)," and the original sender's text quoted in the message body starting with "---begin forwarded text" and "---end forwarded text."

Forward Message Composition screen

2. Make any changes you want, and enter the recipient's address in the **To, Cc,** or **Bcc** fields. The message can then be sent or saved for further changes.

3. Tap the body of the message and edit the content, as needed.

4. Tap **Send** to queue the forwarded message in the Out mailbox or tap **Save** to save the message for further changes.

Note: If you forward a message with attachments, the attachments are NOT included.

Sending Mail

If you have mail queued in your Out mailbox and you select Send Mail while you have a network connection, it will be sent via the network. If you use the HotSync option and have the Conduit for pdQsuite Eudora in HotSync mode, mail will be transferred via your e-mail client.

From the **Mail** menu, tap **Send Mail**. A progress window appears showing your dial-up and service connection progress. After a connection is made, queued messages in your Out box are sent.

Checking and Sending Mail

You can check for mail and send queued messages at the same time. To check and send mail, do the following:

From the **Mail** menu, tap **Send and Check mail**. A progress window appears showing your dial-up and service connection progress. After a connection is made, mail is checked and queued messages in your Out box are sent.

Advanced Mail Checking Options

There are several things you can set up in Eudora to make mail checking more efficient. First, you can set additional preferences to configure how the Eudora application retrieves incoming mail and when messages are deleted from the server. You can also create filters that will automatically place messages in the appropriate mailboxes when they are retrieved.

Setting Up Mail Checking Preferences

The Mail Checking options determine how the Eudora application checks for and receives incoming mail. You can also define when messages will be deleted from the server.

Note: These preferences only apply if you are using the application in network mode; they do not apply if you receive mail in HotSync mode.

To set up your Eudora preferences in the Mail Checking dialog, do the following:

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

   The Eudora menu bar appears.

2. Tap **Options**. The Options menu appears.

3. Tap **Mail Checking**. The Mail Checking dialog appears. Here, you enter information needed for checking mail.

Mail Checking Preferences dialog

4. In the **Username** field, enter the name you use to log into your e-mail account. It is usually the text that appears before @ in your e-mail address. If you entered a username in the Getting Started dialog, the username is copied to this dialog. For more information, see "Setting Up the Getting Started Preferences for Network Operation" on page 7.

5. In the **Incoming Server (POP)** field, enter the name of the server that manages your incoming e-mail. If you entered a server name in the Mail Host field in the Getting Started dialog, the incoming server name is copied to this dialog.

6. If you want to save your password, check the **Save Password** box. If you choose to save your password, you are prompted for your password only the first time you check for mail. If you choose not to save your password, you are prompted every time you check for mail.

   Note: The Eudora application stores your password securely. However, anyone who uses your Palm organizer can check and read your e-mail if you decide to save your password.

   Occasionally, when a mail check fails, and you have the Save Password box selected, you may be prompted to enter your password. This usually occurs on older mail servers when your mailbox is being accessed by another e-mail program while attempting to check for mail.

   Note: To have the application forget your password, deselect **Save Password**.

7. In the **Fetch first _ lines** field, enter the maximum number of lines per message you want to retrieve. By limiting the number of lines retrieved for each e-mail message you can save memory and increase speed. The recommended setting is 25 lines. (If you enter zero, only the *headers* of the message are retrieved. Then, if you want, you can retrieve the entire message later.)

   Eudora is "smart" about retrieving partial messages. It compares the size of the message with the amount entered here, and if the message is only slightly larger than the number of lines requested, it retrieves the whole message anyway.

   Important: Remember, the larger number of lines you enter in this field, the more space you'll use in your Palm organizer. This can slow your mail checking and sending. Also, be aware that the number of lines displayed on-screen when you retrieve mail may not exactly match the number of lines set in this field due to varying line lengths, rich formats, and attachments.

8. In the **Fetch _ most recent messages** field, enter the maximum number of messages you would like to retrieve each time you check for mail. By limiting the number of e-mail messages to be retrieved to your Palm organizer, you can save time when checking your e-mail.

   If there are more messages on the mail server than the number you enter, then only the most recent messages will be retrieved and filtered. When the mail check is complete, a message will tell you how many messages were skipped. You can increase this number and check mail again; the older messages not retrieved earlier will be retrieved.

   This allows you to check mail in a reasonable amount of time on servers that have thousands of messages. If you want to check as much mail as possible, enter 999. However, retrieving or filtering 999 messages can take over an hour's time and may exhaust the space on your Palm organizer.

   If you use filters, the number of messages filtered is restricted, so you may actually retrieve fewer than the number of messages you specify here.

   Note: The Eudora application carefully tracks the messages it has already retrieved or filtered. Only new messages that haven't been previously retrieved or filtered will be filtered and retrieved when you check mail. The largest number of messages are retrieved during the first mail check if you check your mail often.

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Setting More Mail Checking Preferences

It's important to manage your e-mail by periodically removing messages you no longer need that are saved on your incoming mail server. Avoid saving unnecessary e-mail messages on the server. Use the More Mail Checking Prefs screens to set options for deleting messages from the server.

9. Tap **More Prefs.** The More Mail Checking Prefs dialog appears.

More Mail Checking Prefs dialog

10. To empty the trash of old messages each time you check your mail, check the **Empty trash before mail check** box.

11. To remove messages from the incoming server, choose from these options. Tap the check boxes that apply.

- **When fully retrieved—**Check this box if you want to delete e-mail from the incoming server if it has already been retrieved to your Palm organizer. It does *not* delete the following:

  –Messages that have not been fully retrieved due to the **Fetch first ___ lines** line setting

  –Messages that have not been retrieved due to filters

- **When emptied from trash—**Check this box if you want to delete e-mail from the server that you have deleted on your Palm organizer. This option saves you from having to delete the same message more than once if you retrieve mail from more than one computer.

- **After ___ days—**Check this box and enter a number in the field to indicate the maximum number of days to leave e-mail messages on the incoming server before deleting them. Enter a number that corresponds to the time it takes you to check mail from all of your computers. If this number is too small, copies of your mail will not be delivered to all of your computers. If you don't check your mail often, it is recommended that you leave it on the server at least 3 days.

After these days have elapsed, it is no longer possible to retrieve any part of a message. If a message has been on the server for a certain number of days as specified here, the Eudora application will delete it.

Important: Use the same number of days for all computers on which you receive e-mail. If you don't, one computer will delete the mail from the server before you can receive it at another computer. Also, if you don't set an option to delete mail, mail will accumulate on the server.

Note: If you check mail with another e-mail program, such as Windows Eudora Pro®, on a desktop computer, you can deselect all the deletion options in the Mail Checking Preferences dialog.

12. To improve system speed when you are retrieving e-mail, check the **Overlap POP3 commands for better performance** box, unless you get protocol or other errors when retrieving mail (a few servers cannot handle overlapped commands).

13. When finished, tap **OK**. To exit the Mail Checking Preferences, tap **OK** again.

Working with Filters

You can set up the Eudora application to automatically organize your incoming message using *filters*. A filter is like an assistant that takes your mail and sorts or files it as you have specified.

Filters are mainly used for two things:

■ To select which messages to retrieve from the server (for example, retrieve only business messages leaving personal messages on the server)

■ To move messages into mailboxes automatically (for example, to move messages about Project X to a mailbox named "Project X").

Creating a Filter

To create a filter, do the following:

1. In the bottom-left corner of the Palm screen, tap the **Menu** icon.

   The Eudora menu bar appears.

2. From the **Options** menu, tap **Filters**. The Filters screen appears.
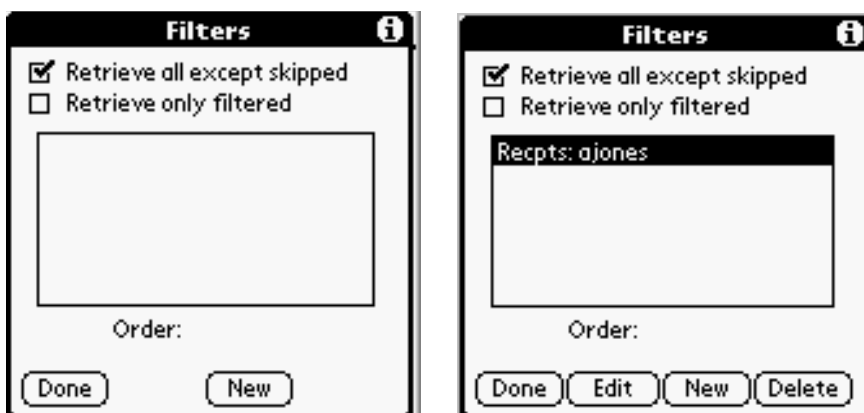
*Filters dialog (right screen shows an existing filter)*

3. Select which messages should be retrieved from the server:

- If you plan to retrieve most of your mail on your Palm organizer, check the **Retrieve all except skipped** box. When you check this box, *all* of your messages are retrieved by the Palm organizer except those you have filtered, which are not retrieved.

- If you are planning to use filters to retrieve only a few messages, such as high-priority messages, check the **Retrieve only filtered** box. When you check this box, *none* of your messages are retrieved except those you have filtered, which are retrieved.

Note: In the **Order** field, tap the up or down arrow to move the currently selected filter up or down in the list. When mail is retrieved, filters are executed top to bottom unless the "Skip Rest" action is encountered in one of the filter actions.

4. To create a detailed filter, tap **New**. The Filter Configuration dialog appears. In this dialog are several drop-down lists for you to choose the criteria for your filter. Use the top part of the screen to enter the criteria match type and the bottom part to enter the filter's actions.
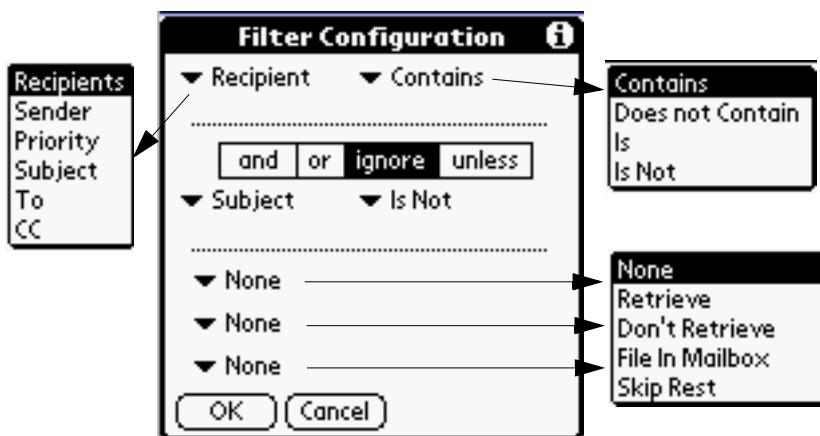
Filter Configuration dialog displaying the drop-down lists

Match Type

Each filter can have one or two "terms" in its criteria match. Each term consists of three things: the header item you want to filter (for example, the To field), text you want to match (for example, an e-mail address), and a word that defines how to match the header to the text (Is, Is Not, Contains, Does Not Contain).

If the filter has two terms, they are connected with a conjunction that links the two terms and defines how they work together to filter a message.

1. From the match type **header** drop-down list ("Recipient" is the default), specify which message header item you want the filter to search. Select an option from the drop-down list.

   The selections are as follows:

   Recipient —Filters messages based on the recipient of the message. The Recipient options searches all possible recipient items (To, Cc).

   Sender—Filters messages based on the sender of the message.

   Priority—Displays the Priority drop-down list for you to select the priority level. Filters messages based on the level you select.

   Note: The priority option does not work with messages retrieved via a HotSync operation using Eudora conduit.

   Subject—Filters messages based on the subject of the message.

   To—Filters messages based on the recipient in the To field.

   CC—Filters messages based on the recipient in the Cc field.

2. From the **match type** drop-down menu ("Contains" is the default), select an option to indicate how the header item is matched with the text you enter in the text line.

   The match options are as follows:

   Contains or **Does not Contain**—Filters messages based on whether the specified header item contains or does not contain the text you enter in the text line.

   Is or **Is Not**—Filters message based on whether the specified header item does or does not exactly match the text you enter in the text line.

3. Enter text on the dotted line to specify the text the filter will search for.

   For example, if you select Subject and Contains in the drop-down lists and enter "computer" in the text line, the filter will search for all incoming messages with the word "computer" anywhere in the subject field.

4. In the **conjunction** boxes, you can link the two terms you previously selected in steps 1 and 2. "Ignore" is the default.

   The conjunction options are as follows:

   ignore—Ignore the second term; if the message matches the first term, filter the message.

   and—If the message matches *both* the first and second terms (but not just one alone), filter the message.

   or—If the message matches either term (or both), filter the message.

unless—If the message matches the first term, filter it unless the message also matches the second term. If the message matches both terms, don't filter it. (Using "unless" lets you exclude certain variations of the first term. For example, if you wanted to filter all messages with the word "computer" in the subject except those that are from a specific sender.

5. To create a second term, repeat steps 1 and 2 using the drop-down lists and text line below the conjunction boxes.

Filter Actions

Now that you have entered the match criteria, what the filter is looking for, you need to set "filter actions," what you want the filter to do with a message that meets the criteria. Select the filter actions from the drop-down lists at the bottom of the Filter Configuration screen. Each filter can do several things to a message that matches the criteria.

1. From the next three drop-down lists, select what you want the filter to do with the message. You can choose from the following options:

   Retrieve—Retrieve messages that match this filter from the server.

   Don't Retrieve—Do not retrieve messages that match this filter from the server. If you've configured Eudora to retrieve all messages except skipped in the Filters screen, identify the messages you don't want retrieved by using filters that have the Don't Retrieve action.

   By setting up multiple filters using the Retrieve and Don't Retrieve filter actions, you can streamline the messages you retrieve to those you want to view on the Palm organizer.

   File In Mailbox—Files messages that match the filter in a selected mailbox automatically. After you select File In Mailbox, select the mailbox from the mailbox drop-down list that appears (the default is "IN") or select New mailbox if you need to create a new mailbox for this filter.

   If you select New mailbox, a prompt appears. Write the name of the new mailbox and tap OK to create it.

   Skip Rest—Skip all further filtering and filter actions. If this action is set, messages that match this filter are not affected by any subsequent filters in the ordered list in the Filters dialog.

Example of a Filter

For example, let's say Paul is a very busy person who receives a lot of mail and only wants to retrieve certain messages onto the Palm organizer. Here is an example of how he might set up his filters.

First, Paul checks the box that says "Retrieve only filtered," so that messages won't be retrieved unless he sets up a filter to get them.

Then, he sets up the following three filters:

To get highest priority messages, he sets up the following filter:

- Match criteria: *Priority, Is, Highest*

- Conjunction: *Ignore*

- (No second match criteria selected)

- Filter actions: *Download, None*, *None*

To get messages people have sent to him or have cc'd to him, he sets up the following filter:

- First match criteria: *Recipients, Contains*

- *his@email.address* (such as, paulex@qualcomm.com)

- Conjunction: *OR*

- Second match criteria: *Recipients, Contains*

- *hisalternate@email.address* (such as, pexample@qualcomm.com)

- Action filters: *Download*, *None*, *None*

Note: This type of filter is useful if you want to retrieve messages sent directly to you, but not those sent to mailing lists.

To get messages from a specific mailing list and put them in a special mailbox he has created, he sets up the following filter:

- Match criteria: *Recipients*, *Contains*

- mailinglist.@email.address (such as, pda-news-wire@mail-list.host.net)

- Conjunction: *Ignore*

- (No second match criteria selected)

- Filter actions: *Retrieve, Transfer To, specific mailbox name (*such as, PDA News), *None*

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Conduit for pdQsuite Eudora

The Conduit for pdQsuite™ Eudora®is a plug-in to the Palm HotSync Manager application that's included with the Eudora® for the Palm Computing® Platform to back up your messages and preferences to your desktop computer's e-mail client program. It also allows you to synchronize Eudora with your desktop's e-mail client. The HotSync options in Eudora work just like the Conduit for pdQsuite Eudora options on your desktop computer.

Note: There are several versions of Eudora for use with different computers and operating systems. These are Eudora for Windows, Eudora for MacOS, and Eudora for the Palm Computing Platform. This section describes how Eudora for the Palm Computing Platform can be synchronized with Eudora for Windows, Microsoft Outlook, and a few other desktop mail programs. In the following text, the term "Eudora" refers to Eudora for the Palm Computing Platform. The term "Windows Eudora" refers to Windows Eudora running on your desktop. The plug-in to the Palm desktop that achieves this synchronization is referred to as the "Conduit for pdQsuite Eudora".

Overview

To decide which mode you should use will depend on how you decide to retrieve new messages with Eudora: via a network connection or via your e-mail client program.

■   If you retrieve your mail via a network connection (via a modem), you should use the conduit in the backup mode. The advantage of retrieving messages via the network connection to your Palm organizer is that you can get your mail when you are away from your desktop computer.

■   If you retrieve your mail from your desktop e-mail client program, you should use the conduit in the synchronization mode. The advantage of transferring messages from your desktop computer to your Palm organizer using the HotSync option is speed and better synchronization with your desktop computer. You can switch from one mode to another any time, although switching may result in duplicate mail messages.

If you need more information on which mode to use to retrieve mail, see "Deciding How to Receive your E-mail" on page 6.

Overview of Conduit Modes

The conduit can be used in two different modes, *backup* and *synchronization*, that correspond to the two ways you may use to get your mail.

■   **Backup**

You can back up mail and preferences to your desktop computer from messages you have retrieved directly from your incoming mail server via a network connection (wireless or modem) to Eudora. After you run a HotSync operation, the backup copies are saved to your desktop computer. These copies are stored and cannot be viewed. A restore occurs automatically after a hard reset of your Palm organizer, or if your Palm organizer loses power.

■ **Synchronization**

You can retrieve and synchronize Eudora for the Palm Computing Platform messages with your desktop computer's e-mail client program, for example, Windows Eudora or Microsoft Outlook. This is an alternative to retrieving messages from the incoming mail server via a network connection. Since there is synchronization, any messages you delete on your Palm organizer will be deleted from your desktop computer and vice versa.

In this mode, any mail queued to be sent is transferred to and sent by your desktop mail client.

Note: The HotSync process, regardless of which mode you choose, always restores your Eudora preferences.

This section includes the following main topics:

■ "Installing the Conduit for pdQsuite Eudora" on page 38

■ "Configuring the Backup from Your Desktop Computer" on page 41

■ "Configuring Synchronization Using the Conduit" on page 43

Installing the Conduit for pdQsuite Eudora

You can install the Conduit for pdQsuite Eudora from a CD or from the installer you download from the Internet.

To install the conduit, do the following:

1. On your computer, place the CD that contains the conduit application in your CD ROM drive. The Conduit for pdQsuite Eudora Welcome window appears.

   Important: If the opening window does not appear, go to your Start menu, and choose Programs. Then choose Windows Explorer. Once your Windows Explorer screen displays, look for your CD ROM drive (usually the D or E drive) and select it. Double-click **pdQsuite Eudora conduit 1.0.exe**.

   If you are installing from the Internet, follow the instructions for downloading. Access Windows Explorer, find the conduit application, then double-click **pdQsuite Eudora conduit 1.0.exe**. The Conduit for pdQsuite Eudora Welcome window appears.

Note: Your file name may appear slightly different if you have a different version, for example, pdQsuite Eudora conduit 1.02.exe.
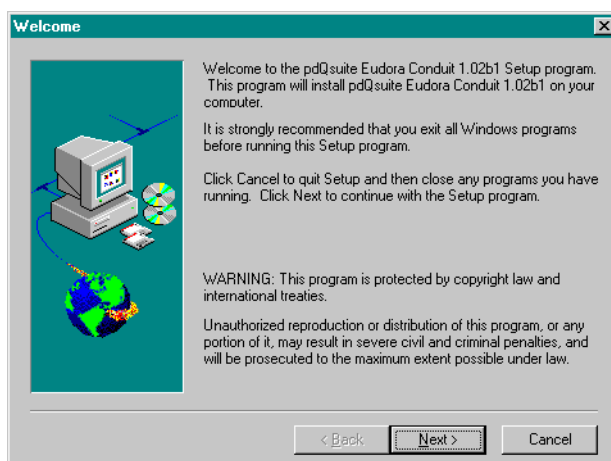
Conduit for pdQsuite Eudora Welcome window

2. To display the HotSync configuration dialog, click **Next**. To cancel the installation, click **Cancel**. The HotSync configuration dialog appears.
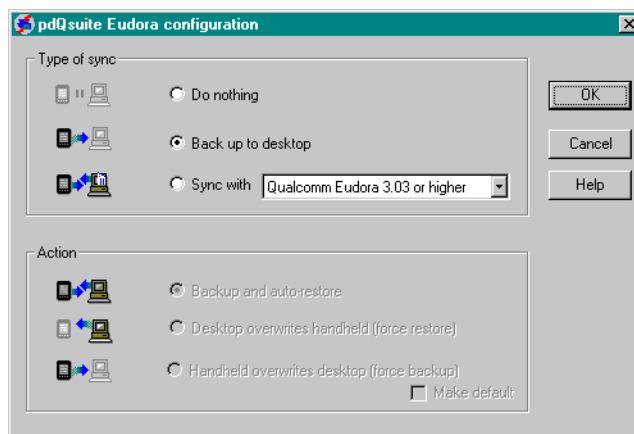
HotSync Configuration dialog

3. If you don't want to back up or sync Eudora to your desktop computer, select **Do Nothing**.

■ To back up your messages *without* synchronizing them with your computer's e-mail program, click **Back up to desktop.**

■ To back up your messages *and* synchronize them with applications such as Windows Eudora or Microsoft Outlook Express, click **Sync with.** From the list, select the appropriate e-mail program.

4. When finished, click **OK**. Your conduit application is installed.

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Configuring Backup Preferences Using the Conduit

You can use the conduit's backup feature to automatically save messages and preferences from Eudora on your Palm organizer to your desktop computer each time you perform a HotSync operation. When running the Conduit for pdQsuite Eudora in backup mode, the messages you have stored on your Palm organizer will be copied to your desktop computer as a backup. Only new and changed messages are backed up in order to save time.

The backup mode also has an auto-restore feature. If you lose all data on your Palm organizer, the Conduit for pdQsuite Eudora will automatically notice this occurred and restore your preferences and messages. Losing all data occurs only if you leave batteries out of the Palm organizer for the period of time specified in your Palm documentation or you complete a hard reset on the device.

You may also force a complete restore or back up at your discretion. You can restore messages and preferences to your Palm organizer from your desktop computer or you can overwrite an existing backup from your Palm organizer to your desktop computer.

The following sections explain how to configure the backup preferences from your desktop computer or your Palm organizer, as well as how to force a restore and force a backup.

When first installed, the conduit defaults to backup mode.

Configuring the Backup from Your Desktop Computer

To set up the Conduit for pdQsuite Eudora in the backup mode for a general-purpose backup, do the following:

1. If your HotSync Manager application is active on your taskbar, click ![icon]. If the HotSync icon does not appear on your taskbar, open the **Start** menu, choose **Programs**, and then your Palm Desktop organizer software. Choose **HotSync Manager**. The HotSync icon should appear on the taskbar.

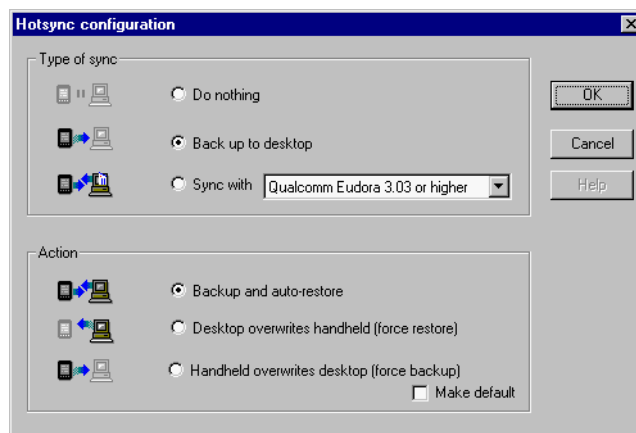**2.** Click the HotSync icon ![icon]. The HotSync menu appears.
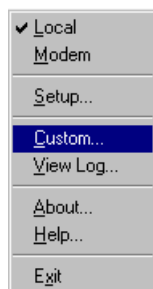
HotSync menu

3. From the HotSync menu, choose **Custom**. The Custom dialog appears.
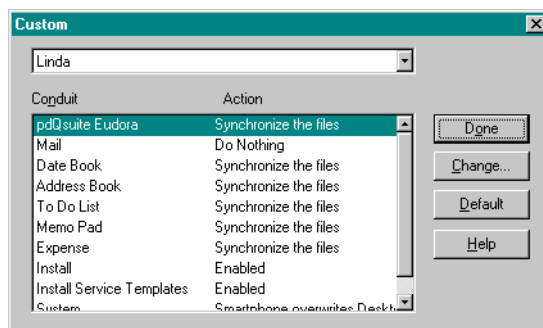
HotSync Custom dialog

4. In the Custom dialog, select **pdQsuite Eudora** and click **Change**. The HotSync Configuration dialog appears.
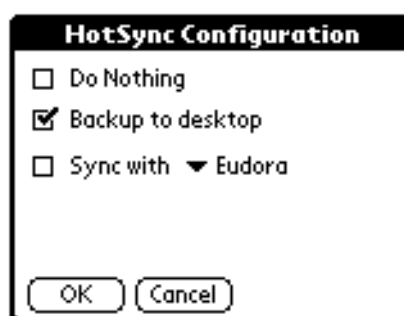
HotSync Configuration dialog

5. In the Type of Sync section, select **Backup up to desktop**.

6. In the Action area of the dialog, select **Backup and auto-restore**.

7. In the Action area, select **Make default** or your action setting will revert after one HotSync operation.

8. When finished, click **OK**. Now, every time you run a HotSync operation, your mail will be backed up. Also, a restore will be performed automatically if a hard reset or power loss occurs to your Palm organizer.

Configuring the Backup from Your Palm Organizer

As an alternative to changing your backup configuration from your desktop computer, you can also change it from the Palm organizer. The two methods are provided for your convenience. If you change the configuration on both your Palm organizer and your desktop computer, the configuration most recently changed is used.

While in Eudora select **HotSync** from the Options menu to get the following screen and then choose Backup to desktop. (Note that some options available on the desktop HotSync Configuration screen are not on the Palm organizer.)

HotSync Configuration screen (Backup mode)

Note: For more information on backing up, see "Configuring the Backup from Your Desktop Computer" on page 41.

Forcing a Restore

If you wish, you can force a restore; however, this will overwrite all the mail and preferences on your Palm organizer with the mail and preferences from your most recent backup. To force a restore, do the following:

1. In the Action area of the dialog, select **Desktop overwrites handheld (force restore)**.

2. In the Action area, make sure **Make default** is NOT selected.

3. When finished, click **OK.** Then run a HotSync operation and the restore will be performed. On subsequent HotSync operations, the action will go back to what it was previously.

Forcing a Backup

If you wish to back up your preferences and messages overwriting your most recent backup, do the following:

1. In the Action area of the dialog, select **Handheld overwrites desktop (force backup)**.

2. In the Action area, make sure **Make default** is NOT selected.

3. When finished, click **OK.** Then run a HotSync operation and the backup will be performed. On subsequent HotSync operations, the action will go back to what it was previously.

Configuring Synchronization Using the Conduit

As an alternative to retrieving mail via a network connection (modem or wireless), you can use the HotSync option to retrieve new messages from your desktop computer and transfer them to your Palm organizer. For example, you can use the HotSync option to synchronize Eudora with your desktop computer's e-mail client program. Only messages that reside in the "In" mailbox are synchronized. So if you delete a message on your desktop computer, it will be deleted in your Palm organizer and vice versa.

Note: Before using the Eudora application in HotSync mode it is important that you select the HotSync action "Do Nothing" for other mail applications that run on the Palm organizer (for example, the standard Palm Mail application).

Note: Be aware that you can use HotSync mode and network mode to get mail on the same Palm organizer. If both connect to the same mail server, you may have duplicate messages.

You can do the following with the Conduit for pdQsuite Eudora in synchronization mode:

■ Read and delete Eudora messages from your desktop computer.

■ Send messages via your desktop e-mail client that you've composed using Eudora.

■ Set up filters in Eudora to control which messages are copied to your Palm organizer.

■ Limit messages to a specified number of most recent messages.

■ Limit the amount of each message first copied to your Palm organizer and retrieve the rest later.

## Configuring Synchronization from Your Desktop Computer

To set up your Conduit for pdQsuite Eudora in the synchronization mode, do the following:

1. If your HotSync Manager is active on your taskbar, click 🗲. If the HotSync icon does not appear on your taskbar, open the **Start** menu, choose **Programs**, and then your Palm Desktop organizer software. Choose **HotSync Manager**. The HotSync icon should appear on the taskbar.

2. Click the HotSync icon 🗲. The HotSync menu appears.
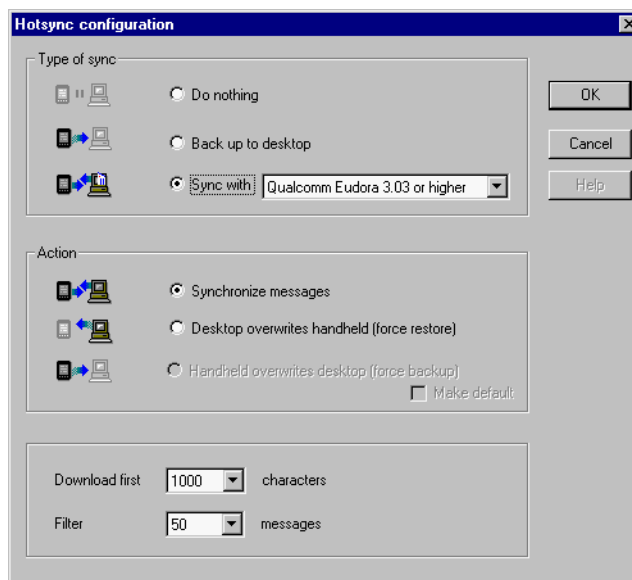

HotSync menu

3. From the HotSync menu, choose **Custom**. The Custom dialog appears.
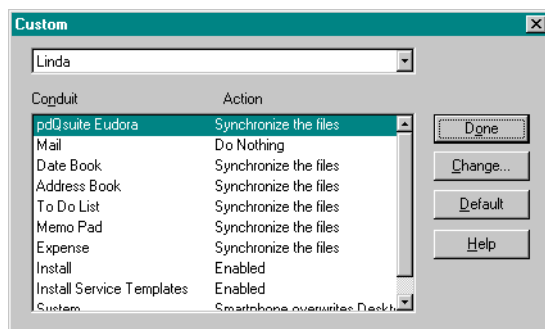
the HotSync Custom dialog

4. In the Custom dialog, select **pdQsuite Eudora** and click **Change**. The HotSync Configuration dialog appears.

HotSync Configuration dialog

5. Select **Sync with.** (If it wasn't selected, the options displayed will change to those shown above.)

6. Select your desktop e-mail client from the drop-down list. If it is not listed, you might try **Generic MAPI**. This works if your e-mail client supports MAPI. (See the release notes in the Conduit for pdQsuite Eudora README file for a list of mail clients known to work.)

7. To synchronize messages, in the Action area, select **Synchronize messages**.

8. To make your action selection the default setting, select **Make default**.

9. In the **Download first _ characters**, select the number of characters from the drop-down list you wish to download per message.

10. In the **Filter _ messages**, select the number of messages you want filtered during the synchronization. It is useful to limit the number of messages if you have a large number in your desktop e-mail client's In mailbox, for example, more than 200. If you don't use filters, this is the number of messages that will be copied to your Palm organizer.

11. When finished, click **OK**.

Overwriting Mail and Preferences on the Palm Organizer

You can configure the conduit to overwrite all of the messages and preferences on your Palm organizer with the messages stored on your desktop mail client. After making sure there is no mail you need, use this option if the mail on your Palm organizer is no longer needed. For example, any messages you've composed on your Palm organizer and not sent will be overwritten. Any messages that you've retrieved directly from the incoming mail server via the network (not via HotSync) will be erased.

To overwrite your mail and preferences on your Palm organizer, do the following:

1. Select **Sync with.**

2. Select your desktop e-mail client from the drop-down list.

3. To overwrite your Palm organizer's messages and preferences, in the Action area, select **Desktop overwrites handheld (force restore)**.

4. In the Action area, make sure **Make default** is NOT selected unless you want to overwrite every time you do a HotSync operation.

5. When finished, click **OK**. The mail and preferences in your Palm organizer will be overwritten with messages from your desktop e-mail client the next time you do a HotSync operation. The preferences will be those that you most recently backed up.

Configuring Synchronization from Your Palm Organizer

As with backup, you can also set the HotSync configuration from either your desktop computer or your Palm organizer.

The two methods are provided for your convenience. If you change the configuration on your Palm organizer and your desktop computer, the configuration most recently changed is used.

While in Eudora select **HotSync** from the Options menu to display the following screen. Then choose the appropriate options as described in "Configuring Synchronization from Your Desktop Computer" on page 44. To set up the pdQsuite Eudora HotSync option in backup mode, do the following:
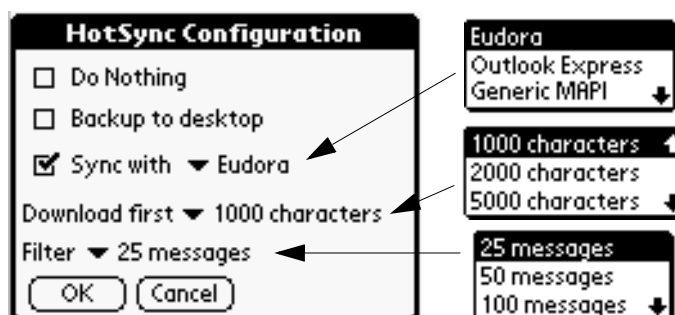
HotSync Configuration screen showing drop-down lists (Synchronization)

Additional Information on Preferences and Filters

The following sections give additional information on which preferences and filters work in HotSync mode.

Preferences when using the HotSync Option

Most preferences for sending and receiving mail for the Eudora application *don't* apply when you are using HotSync mode. The preferences that *do* apply are shown below:

Getting Started and Sending Preferences:

- Real Name

- Return Address

Sending Mail Preferences:

- Keep copies

- all options in More Sending Preferences dialog (includes Default domain, Auto-Bcc, Time Zone, and Signature)

Important: The Checking Mail preferences *don't* apply when using HotSync mode. Instead the program uses the HotSync preferences described in "Configuring Synchronization Using the Conduit" on page 43.

Filtering When Synchronizing Using the HotSync Option

Filters are applied to messages received in HotSync mode as they would be with messages retrieved using network mode, with one exception; Filtering on Priority does *not* work when you synchronize in HotSync mode due to MAPI limitations.

pdQbrowser

The pdQbrowser™ application is a Web browser that allows you to set up and access Web addresses on the Internet from your Palm organizer. The pdQbrowser application is simple to use. Just set up the Web addresses of your desired Internet sites. For each Web address you enter, a bookmark is set up and displayed on the Bookmarks screen. Select the bookmark you want and connect.

Important: Before you can use the pdQbrowser application, you must first set up your modem and network preferences in your Palm organizer. Please refer to the "Setting Up Modem and Network Connections" section for more information.

Note: If you need to find out what version of the application you are currently running, tap **Menu**; then tap **Options**; and then tap **About**. The version appears.

This section includes the following main topics:

- "Adding a Bookmark" on page 49

- "Editing or Deleting a Bookmark" on page 51

- "Connecting to the Internet" on page 51

- "Working in the pdQbrowser" on page 53

- "Maintaining pdQbrowser Preferences" on page 54

Starting and Quitting the pdQbrowser Application

To start the pdQbrowser application, from the Palm Applications Launcher, tap **pdQbrowser**. The Bookmarks screen appears.

Note: If you are connected to your server, the last Internet site you accessed appears instead of the Bookmarks screen. To display the Bookmarks screen, just tap the Bookmarks button at the bottom-left of the screen.

Bookmarks screen

To quit pdQbrowser, do the following:

1. While in pdQbrowser, tap the Applications icon.

   You exit pdQbrowser and the Applications Launcher screen appears.

2. If you are still connected to the network and will not be using other network applications, such as Eudora, you can disconnect from the network. (See "Disconnecting from the Server and the Internet" on page 4.)

Adding a Bookmark

To enter a new Web address and create a new bookmark, do the following:

1. From the Applications screen, tap **pdQbrowser**. The Bookmarks screen appears.

   Note: If you are connected to your server, the last Internet site you accessed appears instead of the Bookmarks screen. To display the Bookmarks screen, just tap the Bookmarks button at the bottom-left of the screen.

Bookmarks screen

2. To set up a new Web address, tap New. The Create Bookmark dialog appears.

   Note: Notice that the cursor is placed between the periods in the URL field.

Create Bookmark dialog

3. In the **URL** field, enter the name for the Internet site you wish to access, for example, CNN. The `http://www` and the `.com` are automatically added to the name. Notice that the name you enter in the URL field displays in the Name field. You may edit the name field if you wish. Whatever displays in the Name field appears in the bookmark list on the Bookmarks screen.

   Note: URL means Uniform Resource Locator. When the term URL is used, it refers to a Web address.

4. In the **Category** field, tap the down arrow to display the category choices. The Category drop-down menu appears. Do one of the following:

   ■ If the category that best describes this Internet site appears in the drop-down menu, select it; then go to step 8.

   ■ To edit an existing category or create a new category, go to step 5.

Bookmark Category drop-down menu

5. If you need to add a new category or rename an existing category, select **Edit Categories** from the Category drop-down menu. The Edit Categories screen appears.

Edit Categories screen

6. To add a new category, tap **New**. (You can have up to 15 bookmark categories.) To rename a category, select the existing one and tap **Rename.** The Edit Categories dialog appears.

```
┌─────────────────────────────────┐
│        Edit Categories          │
│ Enter a new category name:      │
│ Entertainment                   │
│ ...............................  │
│ ( OK ) ( Cancel )            ↑  │
└─────────────────────────────────┘
```

New Categories dialog

Note: If you tapped **Edit Categories**, the dialog directs you to rename the category.

7. In the Edit Categories dialog, enter the name of the new category or edit the existing category name. Then tap **OK**.

8. When you have finished creating the bookmark, click **OK.** The Bookmarks screen appears.

Note: To display bookmarks for a specific category, tap the down-arrow at the top-right of the Bookmarks screen. The category list appears. Choose the category of the bookmarks you want to see.

Editing or Deleting a Bookmark

After you enter the Web address for an Internet site creating a bookmark, you can change or delete it. To edit or delete a bookmark, do the following:

1. In the Bookmarks screen, tap ❶ for the bookmark you want to modify or delete. The Bookmark Details dialog appears.

   Notice that you must tap the ❶ rather than the bookmark name to open the Bookmark Details screen. If you tap the name, the Palm organizer attempts to connect to that Web page. If that happens, you can return to the Bookmark Details screen from the Web page by tapping Bookmarks at the bottom of the screen.

2. Do one of the following:

   ■ Edit the information you want to change.

   ■ Tap **Delete** to delete the selected bookmark . A warning dialog appears. Tap **OK** to confirm the deletion.

3. Tap **OK** when you have finished.

Connecting to the Internet

Once you have bookmarks defined, you are now ready to connect to the Internet and to the bookmark's particular Web site. However, you can also connect to the Internet using an address that is not set up as a bookmark. This is done via a menu option.

Before you can connect to the Internet, you must have the following:

■ Modem preference set up correctly

■ Network preferences set up correctly

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■ Internet Web address (URL). Your bookmarks should already contain this information.

Please refer to the "Using ShortCuts" on page 4 and "Setting Up Modem and Network Connections" on page 2 for more information.

Connecting Using a Bookmark

You can connect directly to the Internet from one of your preset bookmarks. To connect to the Internet using a bookmark, do the following:

In the Bookmarks screen, tap on the name of the bookmark. The Service Connection Progress window appears showing you the progress of your phone connection.

Important: Once you are connected to the Internet, only text will be retrieved onto your Palm organizer, no graphics. You can scroll the text using the scroll bar on the right side of the screen. You can do normal Web functions as well.

Once on the Internet, you can tap the arrows at the bottom-left of the screen to go back or forward. Also, you can move to other Web sites by tapping any bold text, which are links.

To get details about the site address you're on, tap **Details**. The Page Details screen appears. In this screen, you can tap **Bookmark this Page** to create a new bookmark, or you can tap **Refresh this Page** to reload this screen. When finished, tap **OK**.

Connecting Using an Address that Is Not a Bookmark

If you don't have a bookmark set up for a certain Web address, but you wish to access that Web site, do the following:

1. Tap the **Menu** icon located at the bottom-left corner of your Palm organizer. 🔘

2. From the **Options** menu, tap **Visit Location**. The Visit Location dialog appears.
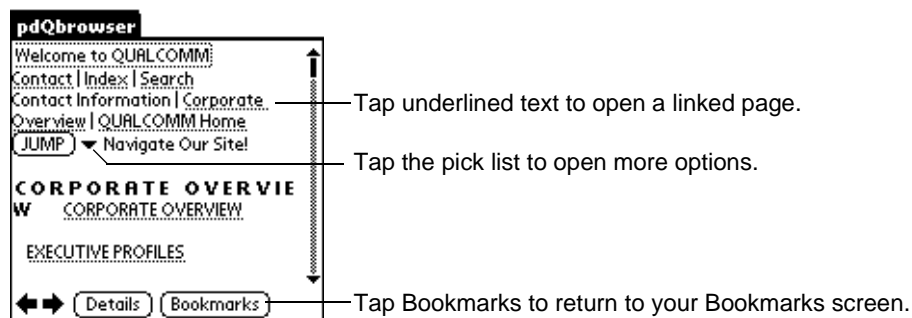

Visit Location dialog

3. The cursor is positioned between the two periods in the **URL** address field for you to enter the name of the Web site.

4. Tap **OK**. The Service Connection Progress window appears showing you the progress of your phone connection.

   Once connected to the Internet, you should be at the desired Web site.

Working in the pdQbrowser

Tips

Here are a few tips to use when using the pdQbrowser application to visit a Web site:

Tap underlined text to open a linked page.

Tap the pick list to open more options.

Tap Bookmarks to return to your Bookmarks screen.

Web page example

- Tap the **scroll bar** on the right of the screen to scroll through text.

- Tap the arrows on the bottom of the screen to move forward and backward.

- Tap bolded, dotted-underlined text to open a linked page or site.

- Tap **Bookmark** to return to your Bookmarks list.

- Tap **Details** to learn more about a site. (The Page Details screen appears.)

- From the Page Details screen, tap **Bookmark this Page** to add a bookmark.

- From the Page Details screen, tap **Refresh this Page** to reload the site.

- If you are finished searching the Internet and are not going to use other network applications, you may want to disconnect from the network. (If you don't disconnect, the connection will be dropped based on the timeout setting in the Palm organizer's Network Preferences dialog. For more information, see "Disconnecting from the Server and the Internet" on page 4.)

Copying Web Site Text to Other Programs

If you find information on the Web site that you would like to include, for example, in an e-mail message, you can do this using your Palm organizer. Remember, there is only 1K memory limit on the Palm organizer's clipboard.

To copy text from the Web to another Palm application, do the following:

1. Highlight the desired text from the Web site.

2. Tap the **Menu** icon located at the bottom-left corner of your Palm organizer.

3. From the **Edit** menu, tap **Copy**. The copied text is placed on the Palm organizer's clipboard.

   You can paste the text in any text receptive program on your Palm organizer.

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Maintaining pdQbrowser Preferences

You can change how much cache memory you want on your Palm organizer to control your access speed to the Internet. *Cache* memory is the amount of memory available for an application to use. If you assign a high cache size to pdQbrowser, you can store more Web pages and save network interaction time. However, that memory cannot be used by other applications. The default cache limit is 300K.

Note: If you tend to have a lot of free memory on your Palm organizer and are a heavy Web user, you may want to increase the maximum cache limit. However, if your Palm organizer runs low on memory, you may want to consider lowering the maximum cache limit.

You can also manually delete the cache. Remember that the least-recently-viewed entries in the cache are automatically deleted when the cache size limit is reached. However, you may want to delete the cache manually to eliminate the possibility of getting an old copy of a Web page.

To display the pdQbrowser Preferences dialog, do the following:

1. Tap the **Menu** icon located at the bottom-left corner of your Palm organizer.

2. From the **Options** menu, choose **Preferences**. The pdQbrowser Preferences dialog appears.

pdQbrowser Preferences dialog

3. To add a proxy server, tap the box next to Proxy. The default is none. The Proxy Settings dialog appears.

A proxy server is used to provide access outside a corporate "firewall." You probably need to add a proxy server only if your Network Preferences are set to dial a modem inside a corporate network.
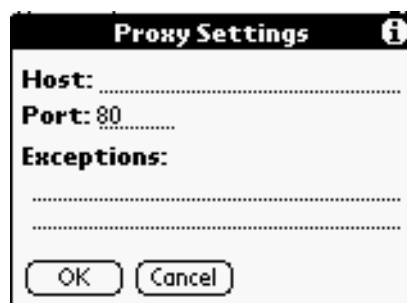
Proxy Settings dialog

a. In the **Host** field, enter the name of the proxy server.

b. In the **Port** field, enter the number of the port for the proxy server.

c. In the **Exceptions** field, write the names or IP addresses of the servers that can bypass the proxy server. Separate them with commas.

4. In the **Maximum Cache Size** field, you can enter the memory size of the cache.

5. If you want to delete the cache, tap **Delete Cache**.

6. When finished, tap **OK**.

Glossary

Address Book. The Palm™ Address Book is where you keep information about individuals or groups that you correspond with.

Alias. Another name for an existing user's address.

Application Configuration Access Protocol (ACAP). ACAP is a protocol which allows applications to store and retrieve arbitrary configuration data from a central server.

Attachments. Any file can be attached to and sent with a message. Most of the time, an attached document functions like a "rider" to the e-mail message, and does not appear within the message text. Instead, the name of the document appears automatically in the Attached field in the message header. Eudora does not retrieve attachments but will display the name of the attachment in the message.

Authenticated Post Office Protocol (APOP). APOP is an MD5-based login command that does not send passwords in clear text over the network.

Blind Carbon Copy (Bcc). In this header field, you enter e-mail addresses or nicknames of people to whom a blind copy of the message is to be sent. These recipients are not displayed in the message header, and the recipients in the To or Cc fields will not know that a copy went to these addresses. In Eudora, Bcc is used to copy a message to yourself.

Body. The part of an e-mail message that contains the main text of the message. The body can contain text, graphics, sound, and video clips.

Browser. A World Wide Web client that is able to send and receive messages using HTTP and read and format HTML documents. pdQbrowser is a Web browser.

Client. A computer or software program that accesses resources over the Internet. It is also an application that requests a server to perform a function. In the Internet mail environment, the term client indicates a mail user agent, for example, Eudora.

Daemon. Daemons are generally server programs. They run continuously and are available when clients wish to initiate a session.

Distribution list. A group of recipients to whom users can refer by a common name (for example, a distribution list called Marketing). When users address a message to a distribution list, all members of the distribution list receive the message.

Domain Name System (DNS). The naming service used by Internet Mail to find the World Wide Web. It maps domain addresses to IP addresses so Internet messages can be delivered to a particular server.

Envelope. The part of an e-mail message that contains the information needed to forward a message to the recipients. The envelope is important to messaging servers and is not usually seen by users.

File Transfer Protocol (FTP). Using this protocol, you can transfer files over the Internet.

Filters. A filter in Eudora sorts your mail as it is being retrieved. You set up filter parameters for your specific needs, for example, all messages from your father can be filtered to your mailbox named DAD.

Finger. This is a directory services protocol. The Finger protocol is a server that allows you to search for a person's information, such as e-mail address, phone number, etc.

Forward. This is a Eudora function where you can forward an incoming message to another person.

Gateway. In general, software that translates information between one protocol and another.

Header. The part of an e-mail message that precedes the message. It contains information such as the originator, recipient, and subject of the message. Also, it is used as an individual header file, such as the To header.

Home page. An HTML document that resides in a data directory and is the primary starting point for anyone navigating that directory.

Hypertext Markup Language (HTML). HTML is used to create Web pages. A Web client interprets HTML and displays documents and graphics accordingly. HTML also allows document authors to establish hypertext links between documents in various locations on the Internet and to create forms and image maps that enable users to interact with Web documents.

Hypertext Transfer Protocol (HTTP). HTTP is the standard way of transferring information across the World Wide Web. It supports a variety of media and file formats across a variety of platforms.

Internet. A giant, global network made up of many smaller networks all connected using the TCP/IP protocol. The Internet is the network of networks which spans the globe. TCP/IP is generally the network and transport protocol stack used to connect networks, but protocol translating gateways enable non-TCP/IP networks to connect to the Internet as well.

Internet directory. A directory that runs over TCP/IP and is widely implemented on the Internet. A directory implementing Ph, LDAP, and Finger is an Internet directory.

Internet Engineering Task Force (ETF). IETF is the standards-setting body of the Internet.

Internet Service Provider (ISP). An ISP is the organization or company that provides you with Internet access and e-mail availability.

IP address. The address that serves as a unique identifier of computers on the Internet. It is a sequence of four small integers (each less than 256). When written, the numbers are separated by periods, for example: 210.170.2.45. The DNS converts the more familiar domain names to IP addresses.

Java. This is a programming language that allows software developers to write programs to run on any computer platform, regardless of the operating system.

List Management Agent. An agent that manages distribution lists on behalf of users.

Mail Application Program Interface (MAPI). A Microsoft standard way for plugs-ins to work with e-mail clients.

Mailbox. A location that stores messages for a single user.

Mailing List. This is usually a special interest group you can join on the Internet to receive and send information. Once you belong to a mailing list, you can receive messages anyone sends to this list. If you send e-mail to the mailing list, every member of the list receives your message.

Message store. A collection of mailboxes.

Multi-Purpose Internet Mail Extensions (MIME). MIME is the standard Internet attachment decoding method best used for recipients with MIME-compliant e-mail readers, regardless of what operating system they are using. MIME is a set of extensions to the Internet Mail standards that supports the inclusion of multi-part and multimedia files, such as sound and video, in e-mail messages.

Network. A group of connected computers that can communicate with one another. Networks enable computers to share files and resources and exchange messages.

Ph. Ph (Phone book) is a protocol providing an online, fully indexed, fast access white-pages directory service developed and freely distributed by the Computer and Communications Services Office at the University of Illinois at Urbana.

POP3. The Post Office Protocol 3 is a protocol that provides a simple, standardized way for users to access mailboxes and download messages to their computers. POP3 is also called the Incoming server.

Postmaster. A special type of user responsible for maintaining the mail delivery system for a particular group of computers. A postmaster is responsible for following up on queries from users and other postmasters. Internet standards require that the postmaster account be valid at every domain.

Request for Comments (RFC). In the Internet community, RFCs are a numbered sequence of documents generally describing protocols for Internet communication. An Internet standard protocol is also given a STD number in addition to an RFC number. Only RFCs with a STD number are standards of the IETF. Some RFCs are historical or experimental and are not standards. Others have not yet reached standard status. Still others provide documentation about the Internet itself.

Server. An entity that provides a network service. A server can be hardware (such as a file server), software (such as a mail server), or services (such as a transportation service). A mail server is a program that accepts, relays, and delivers mail.

Signature. A signature is a few lines of text automatically added to the end of an outgoing message when it is sent. A signature can be whatever you want, but it is mostly used to give contact information (telephone, address, etc.). You only use one signature at a time in a message.

Simple Mail Transfer Protocol (SMTP). SMTP is a protocol widely implemented on the Internet for exchanging e-mail messages. SMTP is also called an Outgoing server.

Transmission Control Protocol/Internet Protocol (TCP/IP). TCP/IP is a set of protocols for computer network communication. The protocols provide conventions for connecting networks and routing traffic between them. It supports local area networks as well as interconnections between local area networks. TCP/IP protocols are described in IETF RFCs and in numerous reference works.

Username. A character string by which users are known, for example ldempster. Username is also called Login name.

World Wide Web. Also known as the Web, the World Wide Web is a graphical interface to Internet resources. Web refers to the set of hypermedia pages accessible via the Internet.

Appendix

Appendix

pdQsuite Specifications for Developers

The Eudora for the Palm Computing Platform and pdQbrowser applications both can be used as part of other applications and, in some cases, can be used to build simple applications.

Eudora mailto: URL handling

The mailto: URL is a way to start up the composition of a mail message with the headers and body initialized. For example, it enables you to pre-address a message, or to create a simple form by inserting text in the body or subject of a message.

Mailto: URLs may be placed as anchors for links on web pages or in HTML mail messages where the user can tap on them. A mailto: link also may be created by a program and then sent to Eudora. For example, an application could have a button labeled "suggestion" that starts the composition of a pre-addressed mail message when tapped.

Note: The Internet standard for mailto: URLs requires that they always be processed interactively. That is, when you launch Eudora with a mailto: URL it will bring up the mail composition screen for the user to finish the composition and tap the send button. There is no way to non-interactively put a message in the send queue with a mailto: URL, nor will this control return to the application that called Eudora to handle the link. (Batch sending is planned for a future release of Eudora.)

The mailto: URL handling in Eudora conforms to RFC 2368, *The mailto URL scheme*. The requisite hex and HTML encoding specified therein is required. Though the non-US-ASCII characters are forbidden in the standard, they may be passed to Eudora. These are interpreted as Windows Code Page 1252 characters, a super set of ISO-8859-1. Certain characters in URLs are deemed "unsafe" in RFC 1738, *Uniform Resource Locators*. These must be hex encoded.

Only the following fields are supported:

<u>To:,Cc:</u>

Full RFC-822 syntax is supported. This includes specification of the full name, multiple address, and even full group syntax. Note that spaces and commas must be hex encoded. Following are some examples of encoded mailto: URLs with address:

`mailto:Karl@SD.COM` - Sends mail to Karl @ SD.COM.

`mailto:?to=Joe%20Smith%20<jsmith@xx.com>` - Sends mail to the fully formatted address 'Joe Smith <jsmith@xx.com>'.

`mailto:?to=xx@yy.com%2Caa@bb.com%2Cgg@hh.com?cc=rr@ss.com` - Sends mail with xx@yy.com, aa@bb.com, and gg@hh.com in the To: field and rr@ss.com in the Cc: field. (%2C is hex for a comma.)

`mailto:?to=My%20Friends%3Ajoe@z.com%2Cjane@z.com%2Cjeff@z.com%3B` - Uses RFC-822 group syntax to send mail to joe@z.com, jane@z.com, and jeff@z.com. (%3A is hex for a colon, and %3B is hex for a semicolon.)

Subject:

No formatting requirements are placed on the subject. Hex encoding of space, comma, percent, and other unsafe characters is required by RFC 1738.

X-Priority:

The value for this must be a single character, "1", "2", "3", "4" or "5". "1" is highest, "3" is normal, and "5" is lowest.

Body:

There are no restrictions other than proper hex encoding of special characters. Line breaks should be encoded as '%0d%0a'. The size of the body is limited by available memory. A 1Kb body should be acceptable in any case.

pdQbrowser HTML Capabilities

HTTP Cookies

■ Maximum cookie size is 1Kbyte.

■ Maximum size for all cookies is 6 KBytes.

■ When maximum size is exceeded, prejudice is shown against larger cookies. This rule is applied: any cookies larger than 140 bytes will be deleted first, followed by the least-recently-used cookie.

■ "Expire at end of session" cookies are expired in eight hours because a "session" in PalmOS is different from a "session" in desktop operating systems.

HTTP Basic Authentication

■ Passwords are displayed literally, not as "*" characters.

■ HTTP keeps a single-entry cache of user name and password values. This cache does not outlive the application instance (i.e., switching applications will erase this information).

HTTP Miscellaneous Features

■ A proxy server can be configured. Host name, port, and list of "exception" domain suffixes can be specified. Only HTTP URLs are proxied.

■ Redirection is supported.

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■ The "Refresh:" header is supported as long as no delay (or a delay of 0) is specified. Note: HTML <META HTTP-EQUIV=...> tags are not supported. Only "Refresh" headers actually in the HTTP response will be understood.

HTML Capabilities

Note: HTML capabilities apply to viewing HTML in Eudora and pdQbrowser.

HTML v3.2 syntax is fully supported. Most capabilities implied by HTML v3.2 are also supported, but some are not, such as text styles which are beyond the capability of the device (e.g., color).

The following features are NOT supported:

■ Images, image maps, TYPE=FILE input fields, scripting (e.g., JavaScript)

■ Java (APPLET), Netscape plug-ins (EMBED), ActiveX, Cascading Style Sheets (CSS)

■ META HTTP_EQUIV=..., and FRAMESET (not supported the way frames are normally displayed)

The following features ARE supported:

■ Forms

■ Lists

■ Blockquotes

■ Rudimentary FRAMESET navigation capability

Text styles / character-level elements

■ Two different text sizes are supported: (1) PalmOS regular font and bold font mapped to HTML sizes 1 through 3 and (2) Large font mapped to sizes 4 through 7. Some HTML elements to which this applies are FONT SIZE=..., BIG, SMALL, and H1 through H6.

■ Normal and boldface text are supported. (To synthesize large+bold overstrike the large font.)

■ Linked text is displayed with a dashed underline.

■ <U> results in solid underline.

■ <I> (and similar tags) result in dashed underline.

■ Fixed-width text and color are NOT displayed.

Paragraph styles / block-level elements

■ Lists are supported.

■ BLOCKQUOTEs are supported.

- BLOCKQUOTE CITE or TYPE=CITE text is represented by a vertical bar in the left margin. ("TYPE=CITE" is a Netscape-ism; a "CITE" attribute, or "CITE=..url..", is a preferred method.)

- While fixed-width fonts are not supported, XMP, PRE, LISTING, and PLAINTEXT are parsed properly (spaces and new lines are significant).

- Tables are not supported, but table tags (TABLE, TD, TR, etc.) are recognized and used to generate line breaks and spaces for readability.

- COMMENT, SCRIPT, and STYLE elements are treated the same: Their contents are ignored.

Character set handling

pdQbrowser supports Unicode character references for characters in the PalmOS character set (e.g., "♠" for spades, "•" for bullet), and ISO standardized names for ANSI CP1252 as well as Latin-1 characters (e.g., "•" and "Ÿ"). It also understands entity names "spades", "hearts", "diams", and "clubs" for the characters Palm added to CP1252. An exhaustive description of the supported character set is in "charset.html".

Forms support

The following control types are supported (everything in HTML v2.0):

```
INPUT TYPE=TEXT
INPUT TYPE=PASSWORD (*)
INPUT TYPE=CHECKBOX
INPUT TYPE=RADIO
INPUT TYPE=SUBMIT
INPUT TYPE=RESET
INPUT TYPE=HIDDEN
INPUT TYPE=IMAGE (*)
SELECT MULTIPLE (*)
SELECT single selection, single line - displayed as a popup trigger
SELECT single selection, multiple line - displayed as a list
TEXTAREA (*)
```

Notes:

- `INPUT TYPE=PASSWORD` input fields don't show asterisks for the entered text; instead they show exactly the text entered, due to the uncertain nature of Graffiti input, and because it is easy to keep the device private.

- `INPUT TYPE=IMAGE` is handled as a regular SUBMIT button, as is standard for text-based browsers.

- `SELECT MULTIPLE` is shown by Windows browsers as a list box which allows selection of zero or more items using the Control or Shift key. PalmOS has no such native mutiple-selection list object. PdQbrowser represents `SELECT` options as separate check boxes. The resulting set of controls has identical behavior to, but a very different appearance from what a desktop browser would show.

■ `TEXTAREA` doesn't display scroll bars. To scroll, move the pen down inside the field, then drag it above or below the field). Also, `TEXTAREA` doesn't pay much attention to the sizing attributes specified in the HTML source; these will require some tweaking and tuning.

■ When you tap on a control that is partially scrolled off the top or bottom of the document windows, the control will be scrolled into view before it is activated.

Known bugs/issues in Forms:

■ You can't enter text into fields while the document is loading.

■ There are some known drawing errors that occur during activation of list objects. These are rare and very hard to duplicate.

■ A form can be submitted even if the document did not finish loading, leaving the form potentially incomplete.

FRAME support

Each FRAME element is displayed as a link to the framed document. The links are named "Frame 1", "Frame 2", etc. The title of the document is displayed before the first FRAME link. This allows pdQbrowser to navigate sites which otherwise would be dead ends.

Miscellaneous Features

■ "http:\\host\a\b\c" will be silently changed to http://host/a/b/c. Authors should not rely on this because it is simply to reduce the number of bogus support calls.

■ Caching: Most recently-retrieved documents are retained in a PalmOS database. Maximum cache size can be specified by the user.

■ Maximum size of URL + form data is 1600 bytes.

■ If unsupported features are present in a web page, a message to that effect will be displayed. If a page is blank and the only unsupported feature is scripting, a message to that effect will be displayed.

Debugging Features

A URL scheme named "x-memo" accesses the contents of Memo Pad files. The format is as follows:

```
x-memo:CategoryName/Record;Params
```

CategoryName is the name of a category in Memo Pad. If "Category/" is omitted, all categories are searched.

Record is (1) a numeric position within that category (indices start at 1), or (2) a record 'name', represented as the initial paragraph of the record.

Params is optional. If given, Params can consist of one or more of the following parameters, each separated by semicolons (";"):

- "slow" or "slow=<x>": Limits the speed at which data is delivered to x bytes per second (default is 100)

- "x=<n>": Causes the memo contents to be repeated n times (1<=n<=100)

- "p": Forces type to "text/plain" (default is "text/html")

- "type=<mime type>": Forces type to <mime type>, which may include semicolon characters (but not spaces for now). Due to its syntax, if "type=..." is given, it must be the last parameter.

An example URL is "x-memo:HTML/1;x=2;slow", which means load the first memo in the HTML category as text/html, duplicate its contents, and limit the loading speed to 100 bytes per second.

Another example URL is "x-memo:Flowed;type=text/plain;format=flowed", which will look for the first memo whose first paragraph consists entirely of "Flowed", and then process the *rest* of the memo as data of type "text/plain; format=flowed".

If the document's base URL is "x-memo:category/name", a relative link to "xxx" will evaluate to the URL "x-memo:xxx".

A
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