User Guide

Eudora Internet Suite™

with

Eudora®

EudoraWeb™

Welcome to the QUALCOMM® Eudora Internet Suite™ (EIS) applications group for the Palm Computing® devices. The Eudora Internet Suite applications group consists of the Eudora® email program and the EudoraWeb™ browser.
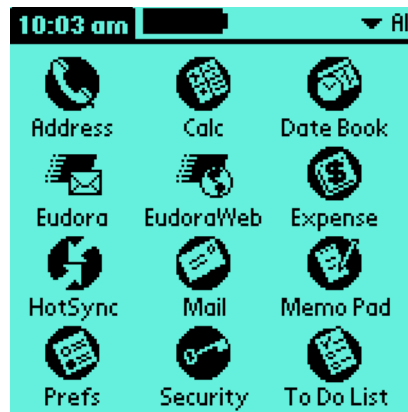
Applications Launcher with Eudora and EudoraWeb icons

System Requirements

To run the Eudora and EudoraWeb applications on your Palm device, you need the following:

■ Palm device with 650 KB RAM free. The Palm VII wireless service is not supported.

■ Palm OS 3.0 or higher software

For network operation mail or web access:

■ Palm Computing platform modem device, or equivalent way to obtain a network connection, or mobile phone with data service

■ An Internet Service Provider (ISP)

■ Windows or Macintosh desktop computer (only for installation)

For HotSync operation mail access:

■ Windows and Windows mail client software compatible with the Eudora Mail Conduit (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 email, see .

Note: The Eudora Internet Suite applications do not support hidden private records, so individual records in the Eudora and EudoraWeb applications cannot be tagged as private.

Understanding EIS Security

Though handheld Palm devices are efficient and convenient forms of communication, their technology presents security threats to the information they access, store, and distribute. Unlike paper-based information, electronic data can be easily intercepted, disclosed, altered, or destroyed unless specific security measures are taken.

EIS uses encryption technology to make information unreadable without proper decryption methods. It sends this encrypted data securely over the Internet. When receiving encrypted information, EIS reverses the process and uses decryption technology to change the data into its readable form.

To secure data against attacks, EIS uses a public key encryption method called RSA, which is named after its inventors. If a public key is used to encrypt the data, a private key must be used to decrypt it. Conversely, if a private key encrypts the data, a public key decrypts it.

RSA uses simple math of large prime numbers to create an encryption method that is very difficult to break. The strengths of the RSA method are authenticating users, securing data against unauthorized attacks, and stopping unintentional breaches of security by authorized users.

EIS supports versions 2 and 3 of SSL and version 1 of TLS in both the Eudora and EudoraWeb applications. These are the same versions of the protocols used in desktop browsers such as Netscape and Internet Explorer.

Note: The original pdQsmartphone does not support SSL due to memory limitations.

Through SSL and TLS, EIS includes session resumption, the streamlined process that enables you to reuse information from a previous SSL session with a server without having to go through an entire SSL setup again. EIS allows true end-to-end security and does not require proxy.

The SSL implementation, including TLS, is in a library shared by Eudora and EudoraWeb. This shared library reduces the size of EIS and makes it possible to remove the SSL library if you don't need it or if you want to reduce the space EIS occupies on your Palm device. The SSL library is about 108Kb in size.

To remove the SSL library, tap **Menu** from the application launcher, then tap **Delete**. Tap sslplus; the SSL library is deleted. If you want to reinstall the SSL library, rerun the installer.

To review the list of certificate authorities, tap **About Security** from the Options menu in either Eudora or EudoraWeb. Tap **Trusted Certificates** to see the root certificates.

Trusted Certificates dialog box

To see the security detail of a certificate authority, tap one of the certificate issuers. The
Security Details dialog box opens, listing the certificate authorities.

Security Details - Certificate Subject dialog box

Tap the arrow to access the drop-down menu and tap either **Certificate Validity** to view
valid dates or **Certificate Fingerprint**.

Security Details - drop-down menu

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Security Details - Certificate Validity dialog box
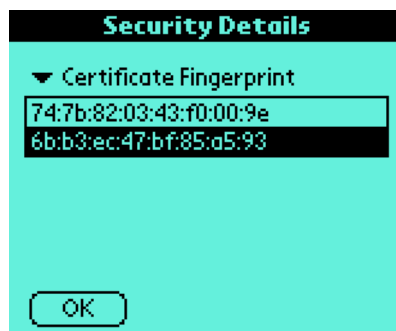
Security Details - Certificate Fingerprint dialog box

Installing the Eudora, Eudora Mail Conduit, EudoraWeb, and EudoraWeb Conduit Applications on Windows

Important: Before installing any new software, run a HotSync operation to back up data.

To install the Eudora, EudoraWeb, Eudora Mail Conduit, and EudoraWeb Conduit applications on your Palm device and the Eudora Mail Conduit and EudoraWeb Conduit applications on your desktop computer:

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

2. Save the file **EIS_2.1.exe** to your desktop computer.

Note: Your file name may appear slightly different if you have a different version.

3. The Eudora Internet Suite installer should start automatically. If it doesn't, double click **EIS_2.1.exe**.

4. Follow the instructions on your screen.

Note: Eudora Mail Conduit and EudoraWeb Conduit installation is optional. See "Understanding Eudora Mail Conduit Features and Modes," on page 61 and "Configuring the EudoraWeb Conduit" on page 86 for details.

5. From your Palm device, run a **HotSync** operation.

The Eudora and EudoraWeb applications transfer from your desktop computer to your Palm device.

Note: For EIS to function properly, the date and time on your Palm device must be set accurately. If you receive an error message stating `Unable to securely verify identity of host site. Site's certificate expired or not yet valid.`, check the date and time on your Palm device.

Note: For removing software from your Palm device, check the procedures in your *Palm Computing Device Handbook*.

Note: Eudora Internet Suite 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 your Email Account in Network Mode" on page 12.

■ If you are retrieving mail using HotSync mode, see "Eudora Mail Conduit" on page 61. If you aren't sure which mode you should use, see "Deciding How to Receive Your Email" on page 10.

Installing the Eudora and EudoraWeb Application on Macintosh

Important: Before installing any new software, run a HotSync operation to back up data.

To install the Eudora and EudoraWeb applications on your Palm device:

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

2. Do one of the following:

   ■ If you are downloading software from the Internet, open the.sit file. Select each of the.prc files you want to install.

   ■ If you are using a Macintosh CD-ROM and the installer does not start automatically, click on the installer.

3. Follow the screen instructions.

4. From your Palm device, run a **HotSync** operation.

The Eudora and EudoraWeb applications transfer from your Macintosh to your Palm device.

Note: There is no conduit software for Macintosh.

Note: For removing software from your Palm device, check the procedures in your *Palm Computing Device Handbook*.

Note: Eudora Internet Suite 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.

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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 your Email Account in Network Mode" on page 12.

- If you are retrieving mail using HotSync mode, see "Eudora Mail Conduit" on page 61. If you aren't sure which mode you should use, see "Deciding How to Receive Your Email" on page 10.

Getting Help

Information Screen

While using the Eudora and EudoraWeb browser applications, you can view helpful information for the screen that appears. Just tap the information icon [i] 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.
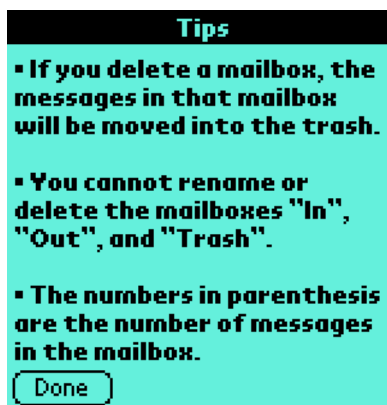
Information screen

Technical Support

You can access technical support information on the Eudora Internet Suite product from our website at www.eudora.com.

Using ShortCuts

There are ShortCut menu commands in both the Eudora and EudoraWeb 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 device. Then write the appropriate letter. For example, to open a new message, draw a diagonal line and write N.

Mail menu displaying Eudora ShortCuts

Setting Up Modem and Network Connections

Before you can use either the Eudora or EudoraWeb application, you need to set up your modem or network connection information. To do this, refer to the modem preferences, network preferences, and Palm TCP/IP software sections in the documentation for your Palm device. The **Modem** and **Network** preferences dialog box screens are located in your Palm device's **Preferences** application, which are accessed through the Application Launcher.

Both Eudora and EudoraWeb also allow you to configure network preferences from their specific applications, using the same Palm Preferences procedures. From either application, tap the **Menu** icon in the lower left corner of your Palm device. Tap the **Options** menu, then **Network Preference**s (Eudora) or **Network...** (EudoraWeb) to access the network configuration dialog box screens.

Note: To use the network connection with EIS, you must subscribe to an ISP or have access to wireless modem or data services. You may also need to set up the connection type, if it's not set up already.

Note: If you want to use the Eudora application with the HotSync operation only, you do not have to set up modem and network connections.See "Deciding How to Receive Your Email," on page 10 for a comparison of HotSync and network operations.

Disconnecting from the Server and the Internet

After checking mail or browsing the web, you can disconnect from your server or the Internet. You can also set up Eudora to automatically disconnect, which is limits your long-distance charges. See "Setting Up Mail Sending Preferences" on page 23 for details. 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 EudoraWeb applications in network mode.

To disconnect from Eudora or EudoraWeb:

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

2. Do one of the following:

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

   ■ From the **Web** menu (EudoraWeb application), tap **Disconnect**.

   Your server or Internet connection terminates. See "Setting Up Mail Sending Preferences," on page 23 to set up Eudora to disconnect automatically after checking or sending mail.

Note: If you want to view the technical specifications, access the software developer's specification document through our website at `www.eudora.com`.

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Eudora

Welcome to the Eudora 2.0 email application for the Palm Computing® platform! This section includes the following main topics:

- "Getting Started with the Eudora Application" on page 9

  Note: Before you can send or receive mail in this application, you need to set up your Eudora Getting Started preferences. See "Setting Up your Email Account in Network Mode" on page 12.

- "Using Multiple Accounts" on page 17

- "Checking and Handling Mail" on page 31

- "Creating and Sending Messages" on page 37

- "Working with Mailboxes" on page 47

- "Organizing your Messages" on page 52

Getting Started with the Eudora Application

This section includes the following information you need to begin using Eudora:

- An overview of the Eudora application

- Basic information for setting up a new email account

- How to start and quit the application

Overview

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

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. To sort and organize your mail, you can set up as many as 15 mailboxes and any number of filters, limited only by memory capacity. When you receive mail, the application sorts your messages using these filters and mailboxes. Additional features are described later in this user guide.

Deciding How to Receive Your Email

You can send and receive your email in two ways with the Eudora application, through either a network connection or HotSync methods.

Method	Use this method to...
Modem/ wireless	Use this method to send and receive email by connecting to the Internet or your organization's intranet. This requires either a Palm compatible modem, a wireless device such as an OmniSky modem, or a mobile phone with data service. With 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 device to the network with a modem. **Advantages:** • You can receive and send mail on your Palm device anywhere you have access to the Internet.
HotSync	Use this method to send and receive email via your computer using a MAPI-compliant email program such as Eudora®, Microsoft® Outlook, or Outlook Express. You transfer email to and from your Palm device using a HotSync operation. **Requirements:** • You must use desktop Eudora or a MAPI-compliant email program. **Advantages and Restrictions:** • The HotSync operation is faster and provides better synchronization with existing email messages than in network mode. • You can send and retrieve messages only via your computer. This is not necessarily a mobile operation.

The following illustration presents a graphical comparison of the two methods. For more detailed information, see .
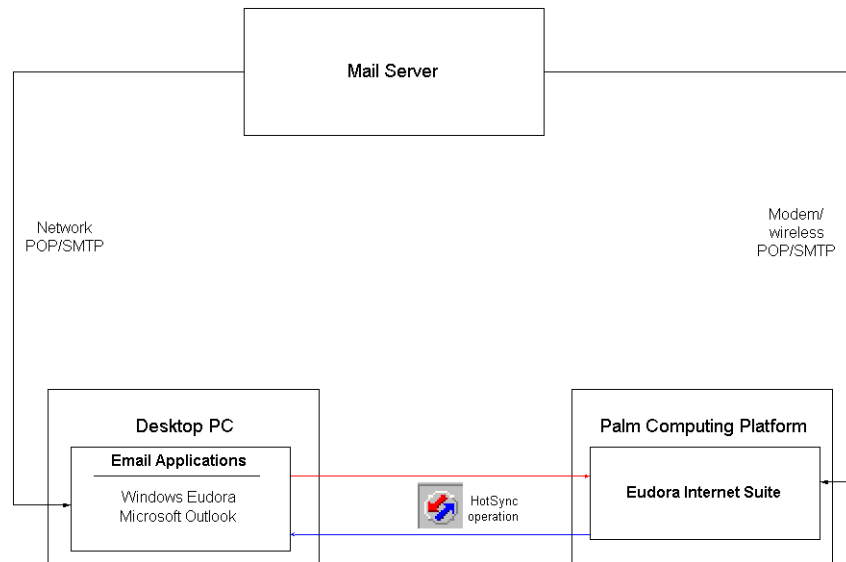
Network and HotSync operations

Starting the Eudora Application

To start Eudora 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 dot to the left of the Who field means that it has not been read.

In mailbox

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

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

Setting Up your Email Account in Network Mode

Before you can use the Eudora application, you need to set up your basic email account preferences. From the New Account dialog box, you have two options by which you can give Eudora its required information.

Use the step-by-step Account Wizard to guide you through the process of data collection, or go directly to the Advanced option to quickly enter detailed information necessary to send and receive mail. The essential data fields include your real name, username, incoming mail server, and, possibly, a return address.

Note: If you receive mail through the HotSync mode, see "Eudora Mail Conduit" on page 61 for setting preferences. If you unsure of which mode to use, see "Deciding How to Receive Your Email" on page 10.

In addition to the basic preferences set in the Getting Started dialog box, you can set more preferences for mail sending and mail checking. For these procedures, see "Setting Up Mail Checking Preferences" on page 20 and "Setting Up Mail Sending Preferences" on page 23.

For convenience, the information you enter in the New Account dialog box allows you to configure all the crucial preferences in one place. Preferences you enter in this dialog box appear in other preference dialog boxes. For example, the return address you enter in the New Account dialog box is copied to both the Account Send and Receive dialog boxes. Changing information in a field automatically changes the information in other preference dialog boxes where the same field appears.

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

Using the Step-by-Step Account Wizard

To configure your Eudora preferences using the step-by-step Account Wizard:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon. The Eudora menu bar appears.

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

3. Tap **New Account**. The Account Creation dialog box opens.
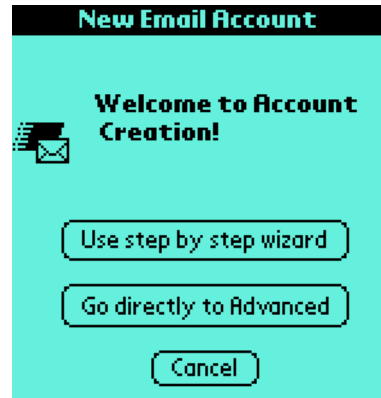
Account Creation Welcome dialog box

4. Tap **Use step by step wizard**. The Your Name dialog box opens.
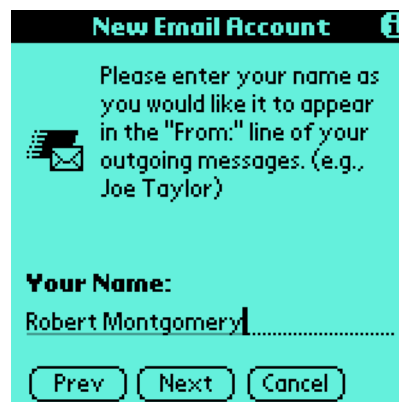
Your Name dialog box

5. In the **Your Name** field, you generally enter your first and last name. (Your name may have already been entered in this field from your Palm device configuration.)

6. Tap **Next** to go to the next screen or **Prev** to go back one screen. The Email Address dialog box opens.

Email Address dialog box

7. In the **Email Address** field, enter the address as it appears in the From field of all the outgoing messages from your account.

   Important: Test your email address to be sure that mail sent to it is indeed delivered to you. If you use an invalid email address, no one will be able to reply to your mail.

8. Tap **Next**. The **Username** dialog box opens.

Username dialog box

9. In the **Username** field, enter the name of your email account on the server. This name is provided by your ISP or your organization's email administrator and usually consists of the text before @ in your email 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.)

10. Tap **Next**. The **Incoming Server** dialog box opens.
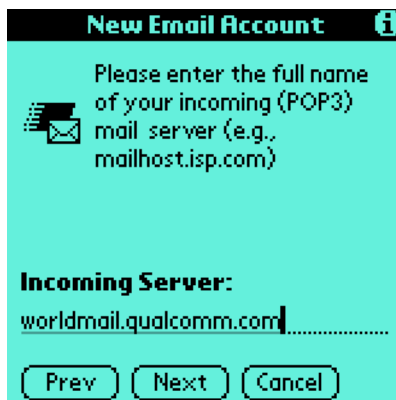
Incoming Server dialog box

11. In the **Incoming Server** field, enter the name of the server where your email messages are stored. This is called the incoming server and sometimes called a Post Office Protocol (POP) server. Usually, the mail host is the text after @ in your email address. In some cases, the mail host name may be slightly different. Check with your ISP for this information.

All of your incoming email messages are delivered to an incoming email account, that resides on the computer running your incoming email server. Once your messages arrive at your mail account, the Eudora application picks them up and transfers them to your Palm device. The name of your incoming email server should look like: `mailserver.qualcomm.com`.

12. Tap **Next**. The **Outgoing Server** dialog box opens.

Outgoing Server dialog box

13. In the **Outgoing Server** field, enter the name of the server responsible for exchanging email messages.

Note: In some cases, 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.

14. Tap **Next**. The **Account Name** dialog box opens.

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Account Name dialog box

15. In the **Account Nam**e field, enter a name for this account which differentiates it from any other account you set up. For example: School, Work, Personal, Home, or Hobbies.

16. Tap **Next**. The new account completion dialog box opens.
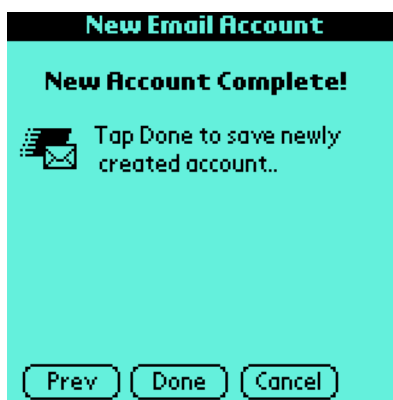
New Account Completion dialog box

17. Tap **Done**. Your Eudora email preferences are now configured on your Palm device.

Using the Advanced Option to Set Up Your Email Account

If you want to set up your email account quickly:

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

The Eudora menu bar appears.

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

3. Tap **New Account**. The Account Creation dialog box opens.
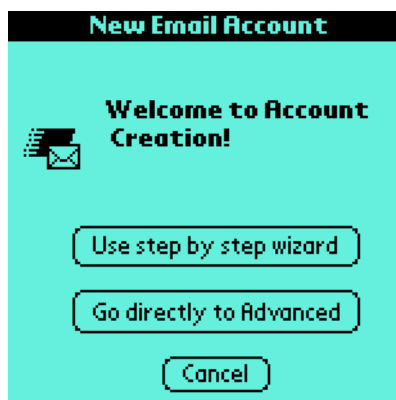
New Account dialog box

4. Tap **Go directly to Advanced**. Several tabs appear that allow you to configure your account preferences. To use the other tabs, see "Setting Up Mail Checking Preferences" on page 20, "Setting Up Mail Sending Preferences" on page 23, and "Configuring Security" on page 27 for details.

Using Multiple Accounts

Eudora can create a maximum of 10 unique accounts to accommodate your changing email needs. For example, you may have different email accounts for work, home, and school purposes.

You can set up Eudora to send and receive email from each of these accounts, without having to quit and restart Eudora. You can check and send mail for all your accounts at once or for selected accounts.

This section includes the following information to manage your multiple accounts:

■ How to create and delete accounts

■ How to set up mail checking preferences for your accounts

■ How to set up mail sending preferences for your accounts

■ How to manage security issues for your accounts

■ How to change the passwords on your accounts

You can use the step-by-step wizard to create each account; see "Setting Up your Email Account in Network Mode" on page 12 for details. Once you have used the wizard to create a few accounts, you may want to skip right to the advanced account creation tabs. You can access these tabs through the New Account creation screen or through the Account option.

Understanding the Accounts Screen

Use the Accounts screen when you want to add an account to your list, modify the preferences for an existing account, or delete an account from your list.

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To view the Accounts dialog box screen:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon. The Eudora menu bar opens.

2. Tap **Options**. The Options menu opens.

3. Tap **Accounts**. The Accounts dialog box screen opens.
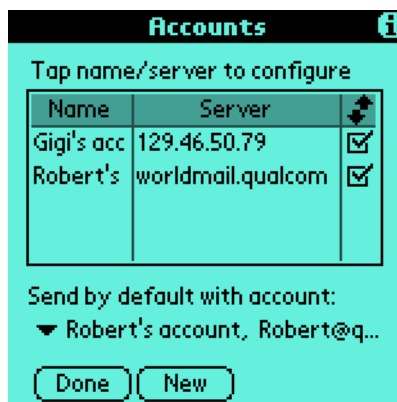
Accounts dialog box

The Accounts screen lists all the accounts you have configured for checking and sending email. It shows the descriptive account name and server for each account and allows you to manage which accounts Eudora uses when sending and checking mail.

To edit the details of an account, tap on the account in the list. The Account:Name window opens, showing four tabs: Basic, Receive, Send and Security. Each tan contains account information you supplied when you created the account. See "Creating a New Account" on page 19, "Setting Up Mail Checking Preferences" on page 20, "Setting Up Mail Sending Preferences" on page 23, and "Configuring Security" on page 27. for details on the account tabs. You can change any information and tap **OK** to implement the changes.

To delete an account, tap on the account in the list. A delete account button is available at the bottom of each account tab.

The check boxes in the right column control which accounts Eudora uses to send and check mail. When you choose to send, check, or send and check mail, Eudora sends, checks, or sends and checks for mail for all the accounts in your list with checked boxes. See sections "Sending Mail" on page 46, "Checking Mail" on page 32, and "Checking and Sending Mail" on page 47 for details on these functions.

You can check and send mail for accounts with unchecked boxes by using the Check One Account menu option. Using this functionality, you can maintain a list of accounts that you check regularly and some other accounts that you check infrequently. See "Checking One Account" on page 33 for details on this option.

At the bottom of the Accounts screen is a drop-down menu to select a default account that Eudora automatically uses to compose a new message and forward an existing message. When you reply to a message, the account used is the one by which it was received. See "Creating an Outgoing Message" on page 37, "Replying to a Message"

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on page 45, and "Forwarding a Message" on page 45 for details regarding how to change the account Eudora uses to send a message after you have started composing it.

Creating a New Account

To create a new account:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon. The Eudora menu bar opens.

2. Tap **Options**. The Options menu opens.

3. Tap **Accounts**. The Accounts dialog box opens.

4. Tap **New**. The New Account Name dialog box opens.

5. In the **Account descriptive nam**e field, enter a name for this account which differentiates it from any other account you set up. For example: School, Work, Personal, Home, or Hobbies and tap **OK**. The Basic tab opens.

Basic tab dialog box

6. In the optional **Return Address** field, enter your email address, if your mail host name is not the same as the server in your email address.

   For example, if Robert Montgomery uses a server named worldmail.qualcomm.com for his email, he would enter the following for the fields on this screen:

   ■ Return Address (optional): Robert@qualcomm.com

   ■ Username: rmontgomery

   ■ Incoming Server (POP): worldmail.qualcomm.com

   ■ Outgoing Server (SMTP): worldmail.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 username and incoming mail server as the return address.

Important: If you 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.

7. In the **Username** field, enter the name you use to log in to your email. Your username is the name of your email account on the server. This name is provided by your ISP or your organization's email administrator and usually consists of the text before @ in your email 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.)

8. In the **Incoming Server** field, enter the full name of the server where your email messages are stored. This is called the incoming server and sometimes called a Post Office Protocol (POP) server. Usually, the mail host is the text after @ in your email address. In some cases, the mail host name may be slightly different. Check with your ISP for this information.

   All of your incoming email messages are delivered to an incoming email account that resides on the computer running your incoming email server. Once your messages arrive at your mail account, the Eudora application picks them up and transfers them to your Palm device. The name of your incoming email server should look like the following example: `worldmail.qualcomm.com`

9. In the **Outgoing Server** field, enter the full name of the mail server responsible for exchanging email messages.

   Note: Your server can be both your incoming and outgoing server. SMTP is the outgoing server's protocol to send mail.

10. Tap **OK**. The basic Eudora information is configured on your Palm device.

11. Tap **Done** to exit the Account dialog box.

Setting Up Mail Checking Preferences

The **Check** tab under the **Accounts** option allows you to determine how the Eudora application checks for and receives incoming mail. You can define when messages are deleted from the server.

Note: These preferences apply only 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 **Receive** tab:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon. The Eudora menu bar appears.

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

3. Tap **Accounts**. The Accounts dialog box opens, and a list of valid accounts appears. Tap the account for which you want to specify mail checking functions. The **Accounts** dialog box opens for the account you selected.
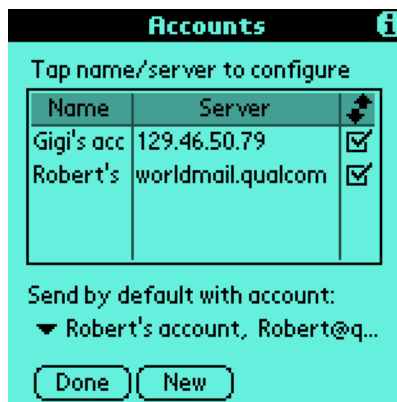
Accounts dialog box with account selected

4. Tap the **Receive** tab. The **Receive** dialog box opens.

Receive tab dialog box

5. 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 email message you 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 the number of lines you enter in this field, the more space you use in your Palm device. This can slow your mail checking and sending. Note that the number of lines displayed onscreen 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.

6. In the **Fetch _ most recent messages** field, enter the maximum number of messages you want to retrieve each time you check for mail. By limiting the number of email messages to be retrieved by your Palm device, you can save time when checking your email.

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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 are retrieved.

This function 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 and may exhaust the space on your Palm device.

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.

7. To improve system speed when you are retrieving email, tap the **Overlap POP3 commands** box, unless you get protocol or other errors when retrieving mail. A few servers cannot handle overlapped commands.

8. To empty the Trash of old messages each time you check your mail, tap the **Empty Trash before Check** checkbox.

To set options for deleting messages from your server:

1. From the **Receive** tab dialog box, tap **Server Deleting Options**. The Server Deleting Options dialog box opens.

Server Deleting Options dialog box

2. To remove messages from the incoming server, tap the check boxes that apply.

■ **When fully retrieved** — Tap this box if you want to delete email from the incoming server if it has already been retrieved to your Palm device. 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** — Tap this box if you want to delete email from the server that you have deleted on your Palm device. 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** — Tap this box and enter a number in the field to indicate the maximum number of days to leave email 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 do not check your mail often, it is recommended that you leave it on the server at least 3 days.

Note: 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 email. If you do not, one computer will delete the mail from the server before you can receive it at another computer. Also, if you do not set an option to delete mail, mail will accumulate on the server.

Note: If you primarily check mail with another email program, such as Windows Eudora Pro® on a desktop computer, you can deselect all the deletion options in the Server Deleting Options dialog box.

3. Tap **OK**. To exit the **Server Deleting Options** dialog box, tap **OK** again.

4. Tap **Done** to exit the Accounts dialog box.

Setting Up Mail Sending Preferences

To send messages in the Eudora application, you must have access to an SMTP 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 to determine which preferences apply.

To set mail sending preferences:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon.The Eudora menu bar opens.

2. Tap **Options**. The Options menu opens.

3. Tap **Accounts**. The Accounts dialog box opens, listing name and server information for all of your accounts.
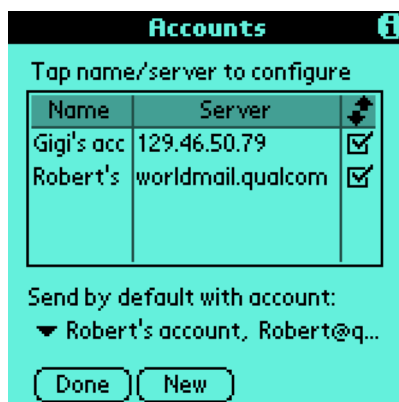
Account dialog box
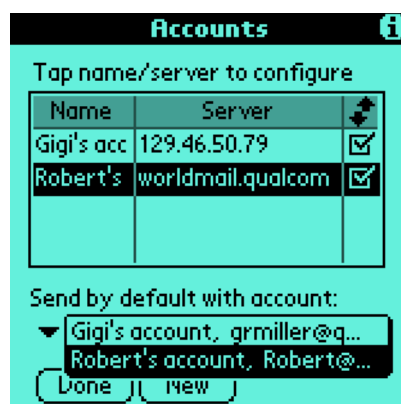
4. Tap the arrow under **Send by default with account** to access a drop-down menu of accounts. Tap the account name to select as the default account. Eudora uses the default account when you compose messages, however, you can change the account name before sending any message. See "Creating an Outgoing Message" on page 37 for details regarding message composition.

Accounts dialog box with default send drop-down menu

5. Tap the account you want to open and tap the **Send** tab. The Send tab opens.
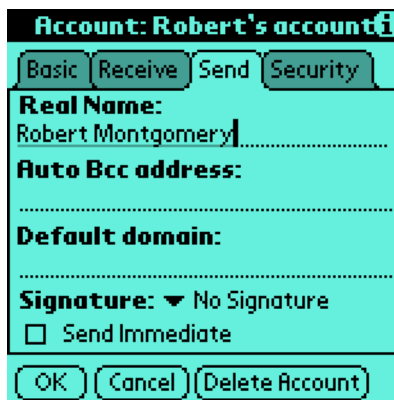
Mail Sending Preferences dialog box

6. 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 Your Name dialog box, the Real Name is copied to this dialog box. For more information, see "Setting Up your Email Account in Network Mode" on page 12.

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

8. 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 does not 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 coworkers all have the domain `qualcomm.com`, you can address messages by entering only their user names, without having to add the `@qualcomm.com` at the end.

Note: You do not have to use the @ symbol.

9. From the **Signature** drop-down list, select the signature you would like to appear at the end of your email messages. See "Creating an Outgoing Message" on page 37 for details on setting up signatures.

Signature drop-down list

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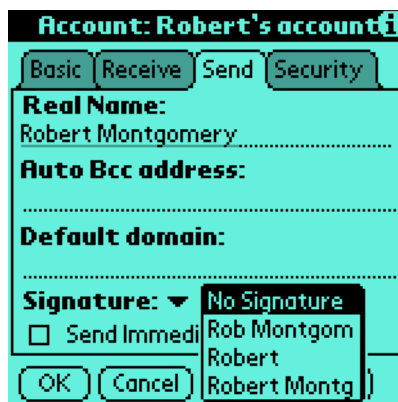
Note: When you add a signature to your message, only your recipient sees it. It does not display at the bottom of your message when you are composing it. It also does not display in the copy filed in your Out mailbox.

Note: If you use the **Signatures** feature on desktop Eudora when sending mail <u>and</u> select a signature to use as a default on Palm Eudora, your outgoing message reflects both signatures when sent during a HotSync operation.

10. Click **Send Immediate** to send your messages after creation. If you leave the box unchecked, your outgoing messages are queued for later delivery.

Note: You must have a network connection to use this feature.

11. Tap **OK** to exit the Send tab.

12. Tap **Done** to exit the Accounts screen.

To continue setting your mail sending preferences:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon.The Eudora menu bar appears.

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

3. Tap **General Send/Check**. The General Mail Send/Check dialog box opens.
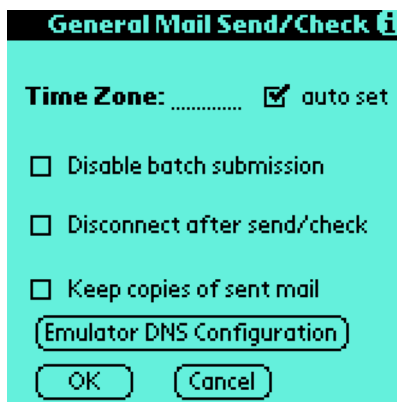
General Mail Send/Check dialog box

4. 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.) If you want the TimeZone entered to be used all the time, click **autoset**.

5. Tap **Disable batch submission** to prevent Eudora from sending messages in batch mode.

6. Tap **Disconnect after send/check** to disconnect automatically from the server after you send or check messages. See "Disconnecting from the Server and the Internet" on page 7 for a detailed discussion of this topic.

7. Tap **Keep copies of sent mail** to retain a copy of all messages you send.

8. If you're using a Palm Emulator, do the following:

a. Tap **Emulator DNS Configuration** to send and receive mail through your Emulator.

b. Type the IP address of your DNS server in the **Emulator DNS Information** dialog box.

Emulator DNS Information dialog box

c. Tap **OK**.

9. When finished, tap **OK**.

Configuring Security

Eudora has several security features designed to protect the connection between your Palm device and the mail server. Your password is the initial security gate through which potential email messages pass on their way to delivery. However, the mail server only recognizes your password; it cannot verify whether you actually typed it in. While your email is moving between your Palm device and the mail server, your email is potentially visible to anyone who may have access to your server.

To safeguard the transmission of your email messages, Eudora for the Palm device incorporates the same security technology as Eudora 5.1. If your email account resides on an SSL-enabled server, Eudora uses SSL and TLS technology to authenticate your mail servers, verify the integrity of the message, and ensure the privacy of your email's content through encrypted communication.

To configure the security settings:

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

   The Eudora menu bar opens.

2. Tap **Options**. The Options menu opens.

3. Tap **Accounts**. The Accounts dialog box opens.

4. Tap the account you want to open and tap the **Security** tab. The Security tab opens. The dialog box is split between **Incoming (POP)** and **Outgoing (SMTP)** server information.
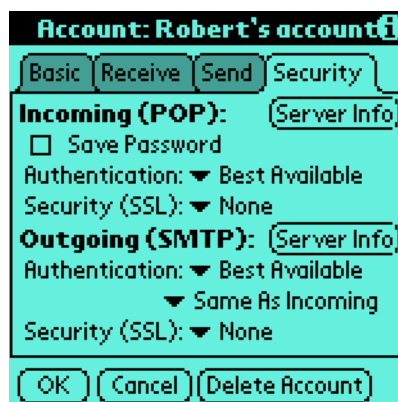
Security tab dialog box

5. Tap **Server Info** for either the incoming or outgoing server to open the **Security Details** dialog box and view the available server certificates.By tapping the **Trust this certificate** check box, you place a check in the check box and override the following trust errors if encountered when the server sends the certificate:

    ■ The certificate is not signed by a trusted certificate authority.

    ■ The certificate is expired or not yet valid.

    ■ The certificate does not match the server hostname.

    This check box only overrides trust errors for the certificate used with this account. To stop trusting the certificate, tap the check box to remove the check.

    Note: You can also override trust errors by tapping **Yes** in the SSL Trust Error dialog box if Eudora opens it after attempting a server connection. See "Checking and Sending Mail" on page 47 for details. When you tap **Yes**, Eudora automatically checks the **Trust this certificate** check box.


Security Details dialog box

6. Tap **Save Password** for the incoming server if you want to save your password.

    If you choose to save your password for the incoming server, Eudora prompts you for your password the first time you check your mail. If you saved your password and want Eudora to forget it because you are loaning your Palm to someone else, uncheck the Save Password field.

7. Tap the incoming server's **Authentication** drop-down menu for a list of authentication types and select the one required by your server. By selecting **Best Available**, you allow Eudora to automatically select the most secure authentication type offered by the server. The preferred POP authentication method is **CRAM-MD5**. If **CRAM-MD5** is not available, Eudora automatically uses **PLAIN**.
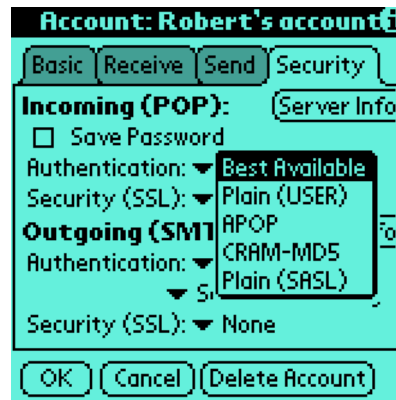
Security tab with incoming server authentication drop-down menu

8. Tap the incoming server's **Security (SSL)** drop-down menu for a list of SSL types and select the one required by your server. The type of SSL you use determines how your Palm device and the mail server encrypt and exchange messages.

9. Tap the outgoing server's **Authentication** drop-down menu for a list of authentication types. Eudora can log in to an SMTP server when sending mail, just like it does for receiving mail. However, not all SMTP servers require or allow such authentication. By selecting **Best Available**, you allow Eudora to automatically select the most secure authentication type offered by the server. The preferred SMTP authentication method is **CRAM-MD5**. If **CRAM-MD5** is not available, Eudora automatically uses **PLAIN**, then **Login**.

10. If the SMTP server requests a password from the Eudora application, tapping one of the following options from the outgoing server's secondary authentication menu tells Eudora how to respond.

■ **Don't Authenticate** — Ignore the server's request for a password and send messages anyway. Some servers require password authentication, so the messages will not be sent.

■ **Same As Incoming** — Use the incoming username and password to authenticate. This is the default setting.

■ **Password Prompt** for username and password with a dialog box. If you select this option and tap the Save Password checkbox in the dialog box, Password Saved replaces Password Prompt as one of the options in the menu.
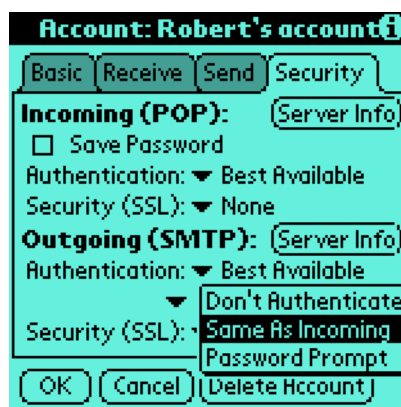
Security dialog box with secondary authentication drop-down menu

11. Tap the outgoing server's **Authentication** drop-down menu for a list of authentication types.

12. Tap the outgoing server's **Security (SSL)** drop-down menu for a list of SSL types and select the one required by your server. The type of SSL you use determines how your Palm device and the mail server encrypt and exchange messages.

13. Tap **OK** to configure your security settings.

Changing Your Password

Follow these steps to change your password on the incoming mail server, if necessary. Some ISPs 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: You must know your existing password to change it.

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

If you want to change your incoming mail server password:

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

The Eudora menu bar appears.

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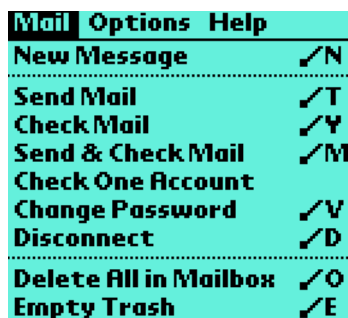
Mail menu

3. From the **Mail** menu, tap **Change Password**. The Change Password dialog box opens.

Change Password dialog box

4. From the **Account** drop-down menu, tap the account for which you want to change the password.

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

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

7. Tap **OK**. The Eudora application brings up the network connection, connects to the server, and changes the password of the account you selected.

Note: Password changes in Eudora are not secured even if you configured the account for SSL.

Checking and Handling Mail

This section includes the following information you need to know when receiving mail:

■ How to check for and view mail

■ How to handle attachments

■ How to follow URL links

■ How to beam messages

■ How to view the message details

■ How to add the addresses from messages you receive to your Palm address book

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Checking Mail in Network Mode

When you check for mail, you are connecting your incoming server (POP) to retrieve your incoming messages. Eudora allows you to simultaneously check for mail sent to all your accounts.

The following procedures check mail in Network mode. If you are checking mail using HotSync mode, see "Configuring for Synchronization" on page 63.

Note: Before you can check mail, you need to set up your basic Eudora preferences. See "Setting Up your Email Account in Network Mode" on page 12. There are advanced preferences you can set up and other features you can use for checking mail; these are covered in "Setting Up Mail Checking Preferences" on page 20.

Checking Mail

To check for mail, make sure that your modem is connected. From the **Mail** menu, tap **Check Mail**.

Mail menu

Eudora checks the mail for each account you checked in your account list. If you do not want Eudora to check mail for a particular account, tap **Skip Account** in the dialog box.

Eudora prompts you for the password for each account. 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 passwords securely. However, anyone who uses your Palm device can check and read the email sent to any account if you save that account's 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 email program while attempting to check for mail.

Note: If you want Eudora to forget your password, deselect **Save Password**.

Progress windows for each account open, showing your dial-up connection and filtering progress. When Eudora receives a secure connection, a lock icon appears next to the progress bar; two lock icons appear when using strong encryption. See "Configuring

Security" on page 27 for instructions on viewing security details. Your new email message header information appears in your mailboxes, and Eudora disconnects from the network when the mail check is complete.

Note: If no filters are set up for mail to move to a certain mailbox, your messages automatically move into the In mailbox.
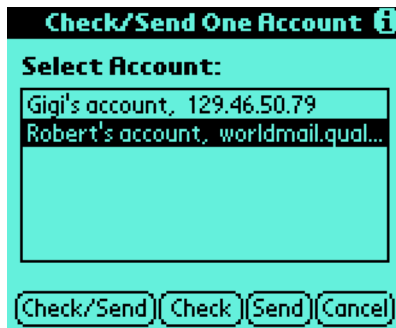
Checking One Account

Eudora also allows you to send, check, and send and check mail for one account, independent of all the others in your account list. From **Mail** menu, tap **Check One Account**.

Mail menu

Eudora opens a dialog box, prompting you to select the account for which you want to send, check, or send and check mail. Select **Check/Send**, **Check**, or **Send**. Eudora prompts you for the account password and opens progress windows for each function.

Check One Account dialog box

Viewing Mail

The Eudora application is designed to do the best possible job of 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, depending on the Palm character set.

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After your mail is retrieved, it is listed by status, email name, subject, and date. 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 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 32 KB. In some cases, after you retrieve the rest of a message, the presence of additional attachments appears.

Text may be shown with formats such as boldface or underlining that did not appear initially. Eudora retrieves the number of lines entered in the **Fetch first _ lines** field in the Receive tab of the Account dialog box.

Note: The number of lines displayed on-screen may not exactly match the number of lines set in the Receive tab 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.When you next perform a HotSync operation, the rest of the message will be retrieved.

The left side of the message screen's header shows the message number in relation to the total message count in the mailbox. At the right side of the header, there are two horizontal opposite arrows and a box containing a lower- and upper-case H and an upper case R. By tapping the arrows, you can toggle back and forth between messages without returning to the In box list.

If you tap the lower-case **h**, Eudora displays one line of the To, Cc, From, Subject, and Date headers. If you tap the upper case **H**, all lines of each message header appear. If you tap the **R**, Eudora interprets and displays all lines of each message header in raw, unprocessed form, for example, in Hypertext Markup Language (HTML) format.

Notice that header lines such as From, To, and CC are underlined with a dotted line. When you tap on the underlined portion of the header, Eudora opens the Message Composition dialog box and allows you to compose and send a message. See "Creating an Outgoing Message" on page 37 and "Sending Mail" on page 46 for details.
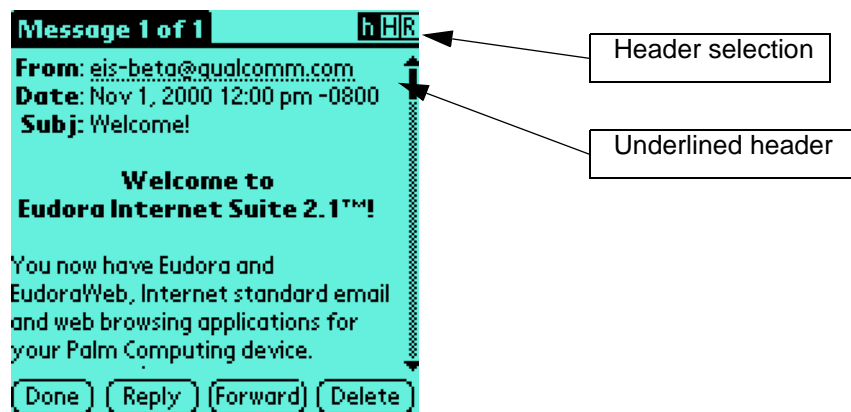
Opened incoming message

Handling Attachments

To save space and time, the Eudora application does not display attachments, but it indicates their presence, filename, 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

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

If the link is for a web page, EudoraWeb is launched. If it is an email address, the message composition screen is opened.

Beaming Messages

You can use the infrared beaming functionality of your Palm device to transfer messages to another Palm. From the Message menu, tap **Beam Message**, and the message transfers to the other Palm device.

Viewing Message Details

You can monitor the size and priority type of any message you receive. To view the message details:

1. Open an email message.

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

3. From the Message menu, tap **Message Details**. The Message Details dialog box opens and shows the following information:

■ Size of the message on the server

■ Size of the downloaded message

■ Whether or not the message is still on the server

■ Which account was used to fetch the message

■ Which account was used to reply to the message
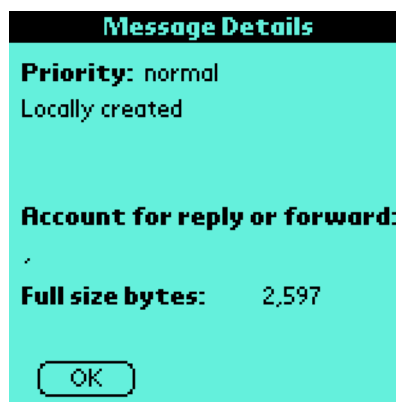
Message Details dialog box

4. Tap **OK** to exit.

Adding Addresses to the Address Book

Your Palm device has a separate Address application in which you maintain an address list for quick mail exchange. Eudora includes the email address of anyone from whom you receive a message. To add an address to your address list when viewing your mail:

1. Open an email message.

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

3. From the Message menu, tap **Add to Address Book**. The Address Book dialog box opens, displaying the return address of the message sender.

Add to Address Book

eis-support@qualcomm.com

(Add) (Close)
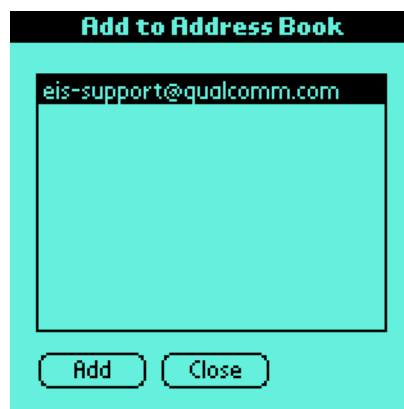
Add to Address Book dialog box

4. Tap **Add** to include the address in your Palm Address list. See your Palm device documentation for details regarding this Palm application.

   Note: You can add more information manually.

Creating and Sending Messages

This section includes the following information necessary to create and send messages:

■ How to create and send a message

■ How to manage signatures

■ How to reply to a message

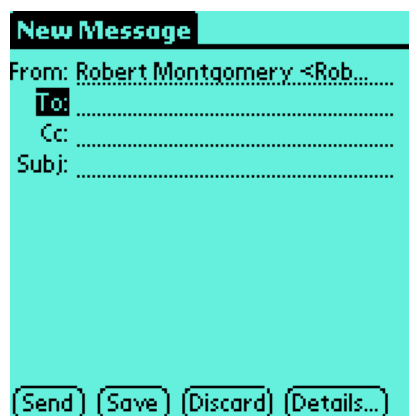■ How to forward a message

Creating an Outgoing Message

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

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon. The Eudora menu bar appears.

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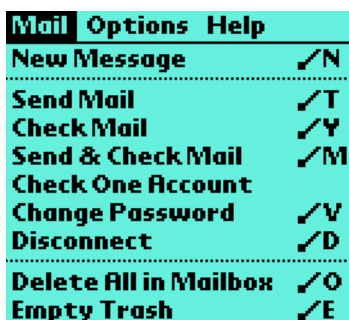
Mail menu

3. From the **Mail** menu, tap **New Message**. The **New Message** dialog box opens.


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 email message.

4. Eudora automatically enters the real name and return address selected as the default account. If you created multiple accounts and want to use another one, tap the **From** field and select the account from the drop-down list.

5. In the **To** field, enter the email address of the 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, tap **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.
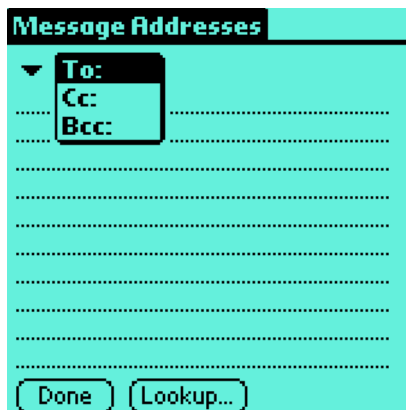

Message Addresses screen with header drop-down list

If you need to look up an email address in your Address Book:

a. From the **New Message** screen, tap the **Options** menu and choose **Lookup Address**, or, from the **Message Addresses** screen, tap **To:**. The **Message Addresses** screen opens. Tap **Lookup.** A short cut to your Palm address book opens showing records that have text in the **Email** field.

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

b. Select the address you want and tap **Add**. The email address will automatically transfer to the selected header field. You must do this for each address.

c. When finished adding email addresses, tap **Done**. You return to the **New Message** screen.

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

7. 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 email recipients knowing it.

a. Tap the **Menu** icon to open the Eudora menus.

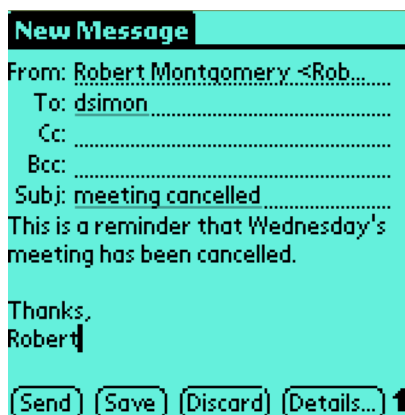**b.** From the **Edit** menu, tap **Show Bcc**.
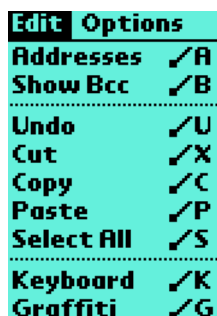
Edit menu from the New Message screen

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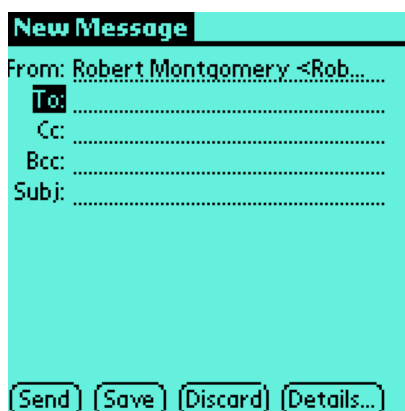
New Message screen with Bcc line

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

8. In the **Subj** field, enter a short title for the email message.

9. 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, which functions only when a composition screen appears. 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 device's Graffiti characters.
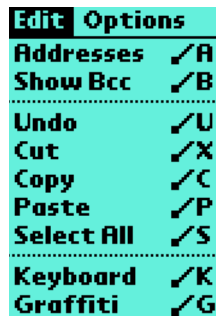
Edit menu from the Message Addresses screen

10. To assign the message a priority, include your signature, or assign encoding, tap **Details**. The Message Details dialog box appears.

New Message Details dialog box

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

New Message Details dialog box with Priority drop-down menu

b. In the **Signature** field, tap the arrow to display the drop-down list. Select the signature you want to use for this message. See "Managing signatures" on page 42 for details.

New Message Details dialog box with Signature drop-down list

c. In the **Encoding** field, tap the arrow to display the drop-down list. Select 8-bit or Quoted printable encoding; the system default is Quoted printable. Some servers do not support 8-bit encoding and return such messages. However, a few mail readers do not support Quoted printable encoding, and the recipient sees invalid characters in the message.

New Message Details dialog box with Encoding drop-down list

d. When finished, tap **OK**.

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

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

If you do not want to send the message now, you can tap **Save** to save the message for later editing. You can also tap **Discard** to delete this message.

Managing signatures

A signature is a few lines of text, usually contact information, that is automatically added to the end of an outgoing message. You only use one signature at a time, but you can create as many different signatures as you want.

To add signatures to your signature list:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon. The Eudora menu bar appears.

2. Tap **Options**, then **Signatures**. The **Edit Signatures** dialog box opens.

Edit Signatures

Signature Name: ▼ Rob Montgomery
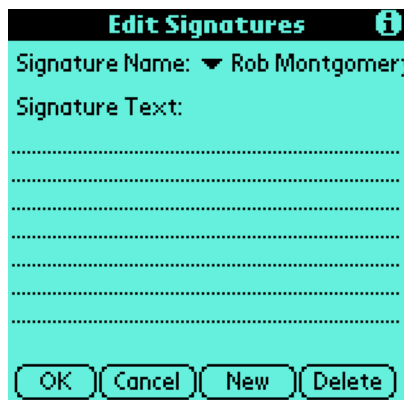
Signature Text:

Edit Signatures dialog box

3. Do one of the following:

■ To add a signature to your list, tap **New** and enter the new signature name in the
**Create Signature Name** dialog box. Tap **OK**.

Create New Signature

Signature Name:

Robby

Create New Signature dialog box

■ To add or change signature text information, enter the new information in the
Signature Text area.

Edit Signatures

Signature Name: ▼ Rob Montgomery

Signature Text:

Extension 22555
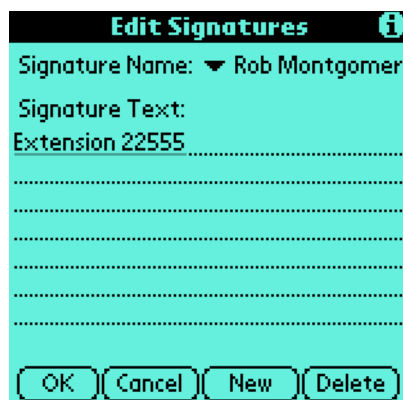
Edit Signatures dialog box with Signature Text information

■ To delete a signature, select one from the **Signature Name** drop-down menu and click **Delete**. Tap **OK** to remove the signature name from your list.
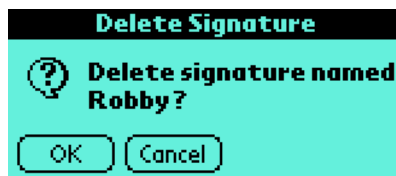

Delete Signature dialog box

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.

To select and copy text from a received message:

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 device screen, tap the **Menu** icon. The Eudora menu bar appears.

4. Tap **Edit.** The Edit menu opens.
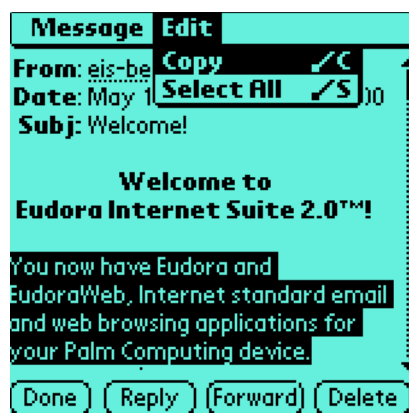
Edit menu in an open message

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

6. If pasting in a new message, open a new message. In the composition window, tap 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.

Replying to a Message

To reply to the current message:

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

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. Eudora automatically enters the original sender's address in the To field and your real name and return address in the From field of the header.
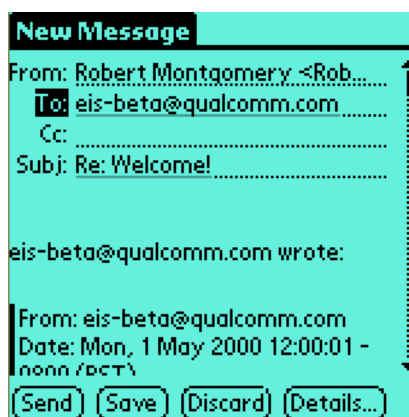
Reply New Message screen (with scroll bar)

All 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 email. 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 it can to any outgoing message.

Note: For recipients using email software programs capable of displaying excerpt bars, the bars are displayed to the left of the message text. All others will see the >.

Note: Due to limitations of simple MAPI, Reply To headers are not handled for messages received through HotSync operations.

3. Tap **Send** to place the reply in the Out mailbox, or tap **Save** to save it for further changes. Tap **Details** to change priority and signature information.

Forwarding a Message

Any message can be forwarded to someone else. To forward the current message:

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."
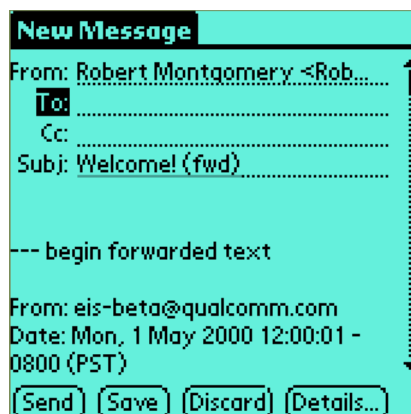
Forward New Message screen

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.

4. Tap **Send** to queue the forwarded message in the Out mailbox, or tap **Save** to save the message for further changes. Tap **Details** to change priority and signature information.

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 Eudora Mail Conduit in HotSync mode, mail will be transferred via your email client.

From the **Mail** menu, tap **Send Mail**. A progress window appears showing the dialup and service connection progress for each account checked in your account list. When Eudora receives a secure connection, a lock icon appears next to the progress bar; two lock icons appear when using strong encryption, specifically Triple DES or 128-bit RC4. See "Configuring Security" on page 27 for instructions on viewing security details. After the connections are made, Eudora sends all queued messages for each account.

Checking and Sending Mail

You can check for mail and send queued messages at the same time. Eudora also allows you to check and send mail for each of your accounts.

From the **Mail** menu, tap **Send & Check mail**. For each account with unsaved passwords, Eudora prompts you for the passwords.

Progress windows for each account open, showing your dialup and service connection progress. When Eudora receives a secure connection, a lock icon appears next to the progress bar; two lock icons appear when using strong encryption. See "Configuring Security" on page 27 for instructions on viewing security details. After Eudora makes the connections, it checks incoming messages and sends queued messages from your Out box.

When Eudora connects to an SSL server, it decides whether or not to trust the server certificate. If Eudora does not trust the certificate, a trust error occurs, and Eudora opens a dialog box.

SSL Trust Error dialog box

Tap **No** if you do not want to override the trust error or **View** to look at the security details for the certificate. Tap **Yes** to mark the certificate as trusted for the account you are using. Eudora trusts the certificate until you delete the account, change the server, or remove the check in the **Trust this certificate** check box when viewing the certificate's security details from the account security configuration dialog. See "Configuring Security" on page 27 for details.

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 an additional 15 mailboxes to sort your mail into logical categories.

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

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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 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.The dot next to the mailbox names indicates that there are unread messages in the mailbox.

Mailbox list from an opened mailbox

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

Configuring Mailboxes

Each mailbox screen is divided into columns. For each mailbox, you can determine which of the following columns you want to display:

■ **Status** — Type of outgoing message

■ **Who** — Name of the individual sending the message

■ **Subject** — Contents of the email subject line

■ **Date** the message was sent

■ Valid message statuses are:

▪ — Unread

R — Replied to

F — Forwarded

S — Sent

Q — Queued to be sent

E — Error (send error)

* — Outgoing message saved, not queued to be sent

*In mailbox with default categories*

When you open any mailbox for the first time, you see the categories divided into the default configuration as shown above. The status category is at the far left and is unmarked on the category title bar. The sender is second from the left and marked Who on the title bar. The subject category, marked Subject, in the title bar is in the middle; if the box is checked, the messages are sorted by group subject. See "Sorting messages" on page 53 for details.The date is in the column second from the right marked Date.

To change the category types displayed on your Palm:

1. Tap the mailbox you want to configure from the drop-down list in the upper right corner.

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

3. Tap **Options**.

4. Tap **Show Columns**. The Show Columns dialog box appears.
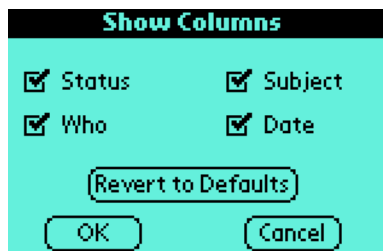
Show Columns dialog box

5. Tap to check the boxes of the category you want to see on the mailbox screen. Eudora displays columns for those categories you checked. If you want the default configuration of your mailbox screen restored, click **Revert to Defaults**.

6. Tap **OK** to change the columns or **Cancel** to exit.

Note: You can also access the Show Columns screen by tapping on the ▤ icon.

You can change the width and position of the columns in any mailbox. To change the width of a particular column, place your stylus to the right of the column on the vertical right-hand dividing line. A horizontal arrow appears, enabling you to move the line to the left or right.

To change the position of columns in the mailbox display, tap the column title and drag the column to the right or left. The column and its contents move to the desired location, and the other columns move right or left accordingly.

Creating a Mailbox

You can create up to 15 mailboxes, including the In, Out and Trash mailboxes, for storing email messages. To create a mailbox:

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

2. Tap **Edit mailboxes**. The **Edit Mailboxes** dialog box screen opens.

Edit Mailboxes screen

3. Tap **New**.

Edit Mailboxes dialog box (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

If you no longer need a mailbox, you can delete it. If you delete a mailbox that has messages, the messages are moved to the Trash. To delete a mailbox:

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

2. Tap **Edit mailboxes**. The **Edit Mailboxes** dialog box screen opens.

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.

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Renaming a Mailbox

You can rename a mailbox at any time. To rename a mailbox:

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

2. Tap **Edit mailboxes**. The **Edit Mailboxes** dialog box opens.

3. Tap the mailbox you want to rename. The **Edit Mailboxes** dialog box opens.

Edit Mailboxes dialog box (rename a mailbox)

4. In the **Enter a new mailbox name** field, enter the new name of the mailbox.

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

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

Note: Your filters update with the new mailbox name.

Organizing your Messages

Eudora offers a variety of methods to help you monitor and manage your incoming messages. This section includes the following information you need to keep your messages organized and readily accessible:

- How to find a message

- How to sort messages in a mailbox

- How to file a message in a mailbox

- How to delete messages

- How to use filters

Finding Messages

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

Sorting messages

You can sort your messages in the following ways:

- **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

Note: Eudora sorts read messages first, then unread messages.

To sort messages, tap the column title by which you want to sort. Eudora underlines the title indicating that the column is the sort criteria.


Messages sorted by date

If you tap the box next to the Subject title, a check mark appears, and Eudora groups messages first by common subject. Then, Eudora sorts those grouped subject messages in date and time order.

Filing Messages

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

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1. Open an email message.

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

3. From the Message menu, tap **File in Mailbox**. The mailbox list opens.
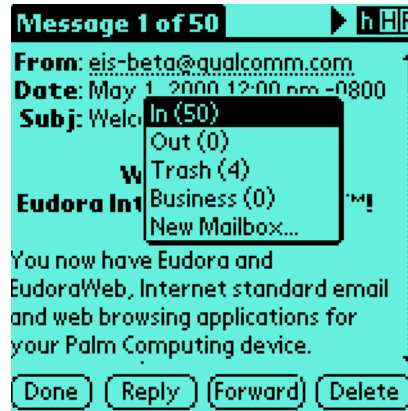
Mailbox List drop-down menu in an open message

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

To file several messages simultaneously:

1. Tap the mailbox you want to view from the drop-down list in the upper right corner of the Eudora screen.

2. Highlight the messages you want to file by dragging your stylus over them. After you drag your stylus across more than one message, a drop-down menu opens.
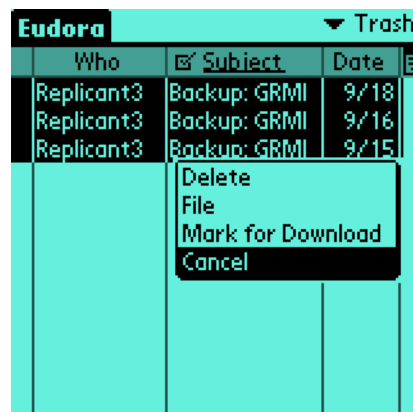
Trash mailbox with filing drop-down menu

3. Tap one of the following from the drop-down menu:

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- **Delete** — Deletes selected messages

- **File** — Displays a drop-down list of your mailboxes and allows you to select one to which you transfer the selected messages

- **Mark for Download** — Eudora marks the selected messages and fully downloads them when you next check your mail

- **Cancel** — Cancels the action for the selected messages

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 device.

Deleting an Individual Message

To delete one message:

1. Open the message you want to delete.

2. Tap **Delete**.

   The message is moved to your Trash mailbox. If you have not emptied the Trash in 2 days and 20 messages have been deleted, you will see a dialog box reminding you to empty your Trash. Empty the Trash to permanently delete the email messages.

Deleting all Messages in a Mailbox

To delete all the messages in a mailbox:

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

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

3. Tap **Mail**. The Mail menu appears.

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

   All of the messages are placed in the Trash. If you haven't emptied the Trash in 2 days and 20 messages have been deleted, you see a dialog box reminding you to empty your Trash. Empty the Trash to permanently delete the email messages from the Palm device. For information, see "Emptying the Trash," below.

   Note: If you want to delete all messages in a mailbox except for a few, 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 mailbox, it can 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 device until the Trash is emptied. As long as a message is in the Trash, it can still be transferred to another mailbox.

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Emptying the Trash permanently deletes messages from the Palm device and frees memory. 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 Up Mail Checking Preferences" on page 20.

Note: If you want to remove a message from the Trash so that it will not be permanently deleted, use the procedure in "Filing Messages" on page 53 to move the message from the Trash to another mailbox.

To empty the Trash:

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

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

3. Tap **Empty Trash**.

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

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 automatically sorts or files it as you have specified. Eudora supports the functionality of a single filter or a combination of various filters. Eudora can support over 1,000 different filter combinations.

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")

Note: You need Eudora Mail Conduit 2.0 or later to run filters correctly when performing a HotSync operation.

Creating a Filter

To create a filter:

1. In the bottom left corner of the Palm device screen, tap the **Menu** icon. The Eudora menu bar appears.

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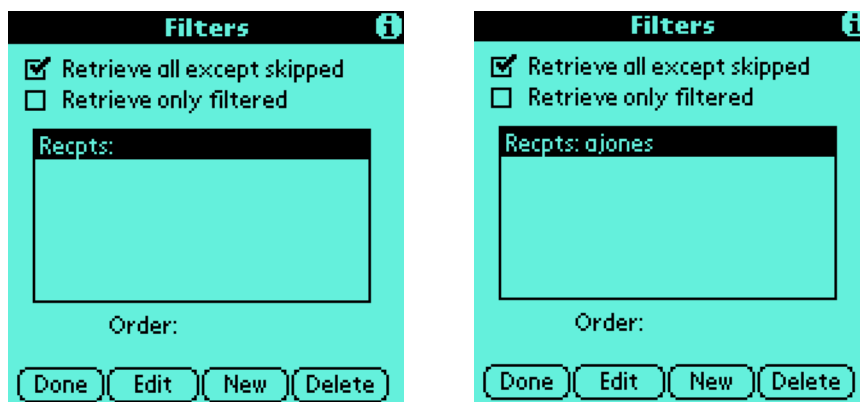
Filters dialog box (right screen shows an existing filter)

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

- If you plan to retrieve most of your mail on your Palm device, tap the **Retrieve all except skipped** box. When you check this box, *all* your messages are retrieved by the Palm device except those you have filtered.

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

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 box appears. In this dialog box 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.
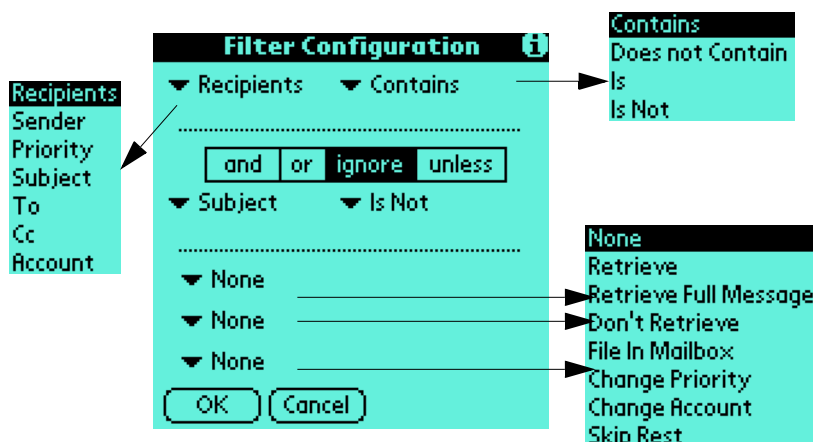
Filter Configuration dialog box displaying the drop-down lists

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Match Type

Each filter can have one or two "terms" in its criteria match. Each term consists of three things:

- Header item you want to filter (for example, the To field)

- Text you want to match (for example, an email address)

- Word that defines how to match the header to the text (for example, Is, Is Not, Contains, Does Not Contain)

Note: Since drop-down menus do not have specific names, descriptive names are used in the following steps.

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.

To match types:

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

   The selections are:

   - **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 (From)

   - **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 the Eudora Mail 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

   - **Account** — Filters messages based on the account you select

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 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 options are:

- **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, do not 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, or what the filter is looking for, you need to set "filter actions," or what you want the filter to do with a message that meets the criteria. Select the filter actions ("None" is the default) from the three drop-down lists at the bottom of the **Filter Configuration** screen. Each filter can do several things to a message that matches the criteria.

From the next three drop-down lists, tap what you want the filter to do with the message. Choose from the following options:

- **Retrieve** messages that match this filter from the server.

- **Retrieve Full Message** — Retrieve the full message from the server, even if it is larger than the number of lines specified in the Receive tab of the Account dialog box.

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

Note: 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 device.

- **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.

Change Priority — Assigns the selected priority level to messages. If you select a set level from the drop-down menu, messages are set to that priority.

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 box.

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 device. 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.

He sets up the following three filters:

1. To get highest priority messages:

   ■ Match criteria: *Priority, Is, Highest*

   ■ Conjunction: *Ignore*

   ■ (No second match criteria selected)

   ■ Filter actions: *Download, None, None*

2. To get messages people have sent to him or have cc'd him:

   ■ 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.

3. To get messages from a specific mailing list and put them in a special mailbox he has created:

   ■ 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*

Eudora Mail Conduit

The Eudora Mail Conduit is a software application installed on your PC that works with your Palm Desktop and HotSync software. It synchronizes messages between Eudora on your Palm device and the email software on your PC such as Windows Eudora or Microsoft Outlook. It also backs up all messages and preferences stored on your Palm device in case you lose your Palm device data.

Note: Palm Eudora's HotSync capabilities are optimized to work with Windows Eudora version 4.3.2 or higher. You can download Eudora 4.3.2 or higher free of charge from our website at www.eudora.com.

This section includes the following main topics:

- "Understanding Eudora Mail Conduit Features and Modes" on page 61
- "Configuring for Synchronization" on page 63
- "Using Preferences and Filters" on page 65
- "Configuring for Backup" on page 66

Understanding Eudora Mail Conduit Features and Modes

The section "Deciding How to Receive Your Email," on page 10 describes two methods for receiving and sending email. The Eudora Mail Conduit has two operational modes that correspond to these methods, Synchronize with <your email program> and Back up to Desktop. You configure the conduit with one of these modes.

The configuration you choose determines what actions occur on your Palm Eudora when you perform a HotSync operation on your Palm device. You can also configure the conduit to do nothing if you want to disable it without uninstalling it from your PC.

You can switch between the synchronize and backup modes. You can also configure your conduit in the synchronize mode and still use a modem or wireless connection to retrieve messages from your mail server. These messages are backed up by the conduit. You should be aware, however, that, if both your desktop computer and Palm device access the same mail server, you will receive duplicate messages on both platforms.

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

- **Synchronize with <Your Email Program>**

  This mode allows you to synchronize your Palm device messages with a desktop email application like Windows Eudora or Microsoft Outlook. When you perform a HotSync operation, the Eudora Mail Conduit first requests that your desktop email application check for new mail. The conduit transfers any mail you receive in your desktop mail software to the Eudora application on your Palm device and transfers messages you compose on your Palm device to your desktop mail software. Your desktop mail software sends those messages over the Internet.

True synchronization is performed between your desktop email and the Eudora application on your Palm device. However, the In mailbox is the only desktop mailbox or folder through which you can access or synchronize messages.

Note: If you move a message out of the In mailbox or folder on your PC, the Eudora Mail Conduit removes it from your Palm device. For the Eudora Mail Conduit to delete a message from your desktop computer, you must check the **Deletion of mail on Palm Eudora causes deletion on desktop** box on the Eudora Mail Configuration dialog box. See "Configuring Synchronization from Your Desktop Computer" on page 63 for details. From your desktop computer, delete the message from any folder and empty the Trash.

The Eudora Mail Conduit allows you to control which messages are transferred to your Palm device. For example, you can have hundreds of messages in the In mailbox on your desktop and receive dozens of new ones each day, while significantly limiting the number you receive on your Palm device. The conduit provides three limiting features:

1. Number of messages—You can limit the number of messages transferred to your Palm device to a specific number of the most recent messages. For example, if you have 200 messages in the In mailbox on your desktop, you can configure the conduit to transfer only 25 of the most recent messages.

   Note: If you configure the conduit to limit the number of messages transferred to 25, a maximum number of 25 messages is transferred during one HotSync operation. If your PC has more than 25 new messages since you last performed a HotSync operation, some new messages are not transferred. If your Palm device has less than 25 messages, some older messages from your PC are transferred to your Palm device. HotSync ensures that you have at least 25 messages on your Palm device, but it will never transfer more than 25 in one operation.

2. Filters—Filters are a very efficient and powerful way to limit the number of messages transferred. You can use specific criteria, such as the sender or subject of the message, to dictate which messages are transferred.

   Note: If you set the filter on Palm Eudora from your desktop computer to a specific number of messages (for example, 25), the most recent messages that pass the filter criteria are transferred during HotSync up to the number of messages specified. If the All Messages option is selected, all messages that pass the filter criteria are transferred during HotSync.

3. Size—You can limit the transfer to a specific number of bytes per message. By using this feature, you don't have to worry about large messages filling your Palm device. After reading the truncated version on your Palm device, you can request that the rest of the message be transferred when you HotSync.

   To summarize, synchronization with your desktop mail client is a good way to retrieve messages on your Palm device to read when you're away from your PC. By maintaining the information on your Palm device, you can have recent and important messages available for reference.

■ **Back Up to Desktop**

As discussed in the section "Deciding How to Receive Your Email" on page 10, you can retrieve your new mail directly on your Palm device through a modem or wireless connection to your mail server. If you use this mode, it is important to back up your

messages on your desktop PC in case you lose your Palm device or the data contained on it. By configuring the Eudora Mail Conduit in the backup mode, you can ensure the availability of your information without synchronizing to your mail client.

Note that messages are copied to your desktop for security purposes only. There is no way to view them.

Configuring for Synchronization

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 device (for example, the standard Palm Mail application).

Configuring Synchronization from Your Desktop Computer

To set up your Eudora Mail Conduit in the synchronization mode:

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 device software. Choose **HotSync Manager**. The HotSync icon appears on the taskbar.

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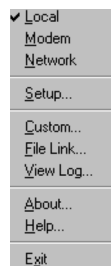
HotSync menu

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

HotSync Custom dialog box with Eudora Mail

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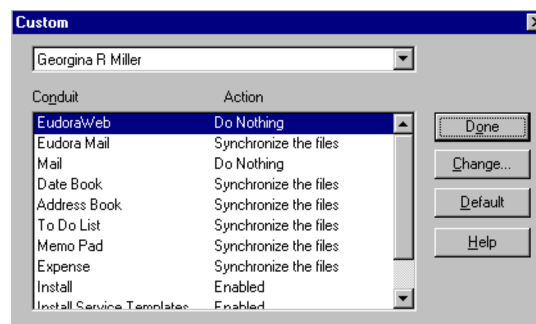
4. In the Custom dialog box, select **Eudora Mail** and click **Change**. The Eudora Mail Configuration dialog box appears.

Note: You can also access the Eudora Mail Configuration dialog box from the Windows **Start** menu by selecting **Eudora Internet Suite**, then **Eudora Mail Conduit**.

Note: Windows Eudora users can access the Eudora Mail Configuration dialog box from the Palm Desktop menu bar by selecting **HotSync**, then **Custom**.
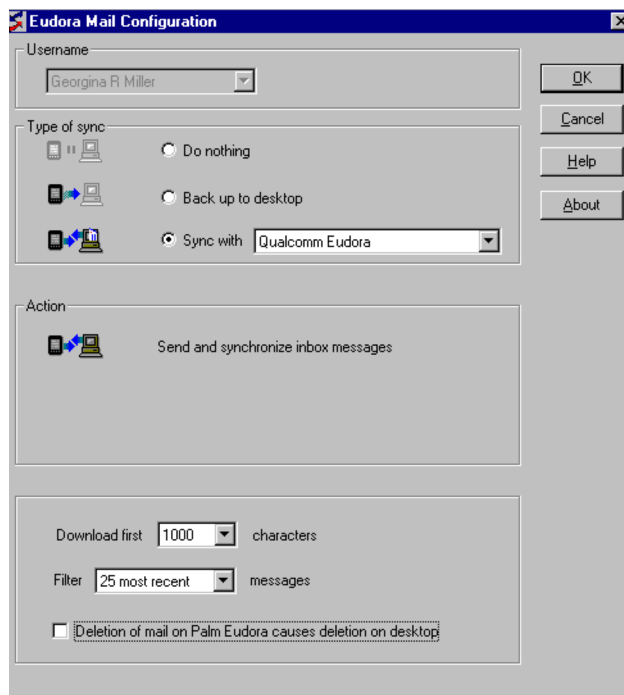
Eudora Mail Configuration dialog box

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

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

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

8. In the **Filter _ most recent messages**, select the number of messages you want filtered during synchronization. By limiting the number of messages filtered, you limit the number of messages copied to your Palm device. This process is especially useful if you have a large number of messages in the In mailbox of your desktop email client.

9. By selecting **Deletion of mail on Palm Eudora causes deletion on desktop**, you ensure that email messages deleted from your Palm device are also deleted from your desktop computer's email In mailbox during synchronization. This selection is turned off by default.

10. When finished, click **OK**.

Note: HotSync speed depends on several variables, including the number of messages in your desktop computer's inbox, your desktop computer's speed, and the number of messages in your Palm device. HotSync speed slows if you have a lot of messages on either your desktop computer or Palm device or if your desktop computer's speed is slow. However, for a typical email user, synchronization completes in less than a minute, so HotSync should not be affected adversely.

Note: If the Eudora Mail Conduit detects a corrupt or ill-formed message during synchronization, it stops the process. Check the `eismlog.txt` file in the Eudora Mail folder for the message log. By reviewing the contents of the file, you can determine the offending message.

Configuring Synchronization from Your Palm Device

You can also configure the HotSync Manager from your Palm device.The HotSync options in Eudora are the same as the Eudora EMail Conduit options on your desktop computer.

Both methods are provided for your convenience. If you change the configuration at different times on your Palm device and your desktop computer, the configuration most recently changed is used.

While in Eudora, tap **Menu** and tap **HotSync** from the **Options** menu to display the following screen. Then choose the appropriate options as described in .
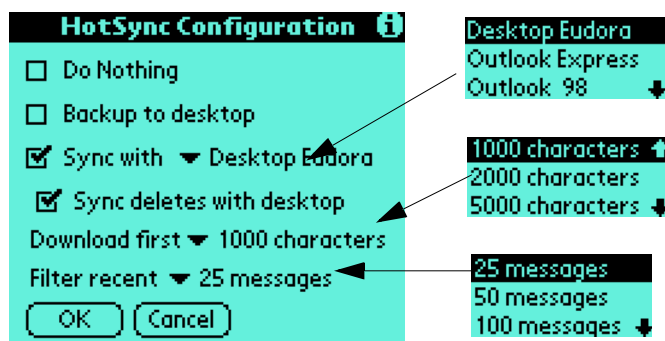
HotSync Configuration screen showing drop-down lists (synchronization)

Using 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. The preferences that *do* apply are shown below:

Sending Mail Preferences:

■ Keep copies

■ All options in the More Sending Preferences dialog box (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 .

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.

Configuring for Backup

You can use the conduit's backup feature to automatically save messages and preferences from Eudora on your Palm device to your desktop computer each time you perform a HotSync operation. When running the Eudora Mail Conduit in backup mode, the messages you have stored on your Palm device will be copied to your desktop computer as a backup. Only new and changed messages are backed up in order to save time. The main advantage of this process is that your Palm device's memory will never be consumed with lots of messages, even if you have thousands of them stored on your desktop computer.

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

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

The following sections explain how to configure the backup preferences from your desktop computer or your Palm device, as well as how to force a restore and a backup. When first installed, the conduit defaults to backup mode.

Configuring the Backup from Your Desktop Computer

To set up the Eudora Mail Conduit in the backup mode for a general purpose backup:

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 device software. Choose **HotSync Manager**. The HotSync icon appears on the taskbar.

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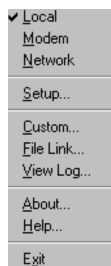
HotSync menu

3. From the **HotSync** menu, choose **Custom**. The Custom dialog box appears.
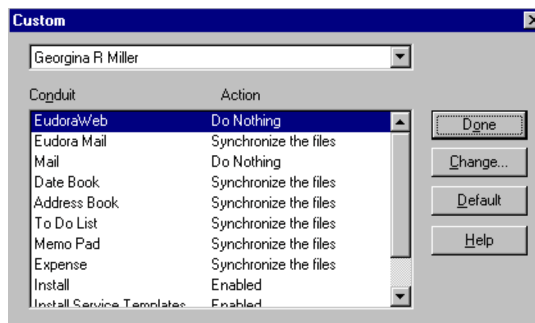
HotSync Custom dialog box with Eudora Mail

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

Note: Windows Eudora users can access the Eudora Mail Configuration dialog box from the Palm Desktop menu bar by selecting **HotSync**, then **Custom**.
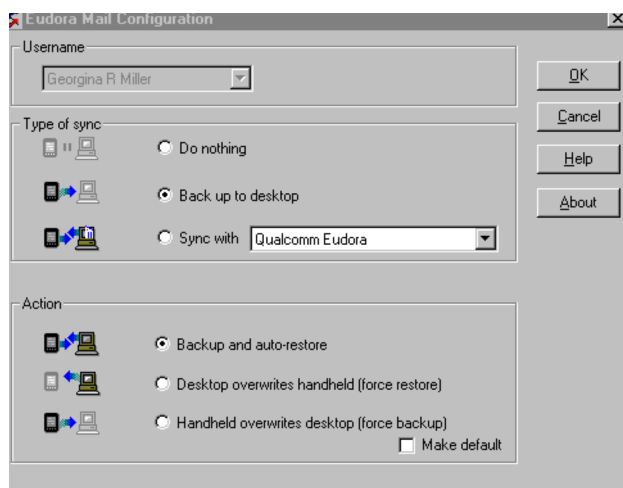

Eudora Mail Configuration dialog box

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

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6. In the **Action** area of the dialog box, 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 device.

Configuring the Backup from Your Palm Device

As an alternative to changing your backup configuration from your desktop computer, you can also change it from the Palm device. The two methods are provided for your convenience. If you change the configuration on both your Palm device 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 device.)
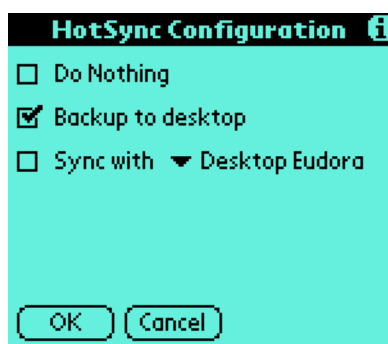
HotSync Configuration screen (Backup mode)

Note: For more information on backing up, see "Configuring the Backup from Your Desktop Computer" on page 66.

Forcing a Backup

To back up your preferences and messages overwriting your most recent backup:

1. In the **Action** area of the dialog box, 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 revert to what it was previously.

The EudoraWeb™ application is a web browser that allows you to set up and access web addresses on the Internet from your Palm device. The EudoraWeb application is simple to use: just set up the web addresses for 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 EudoraWeb application, you have to configure the modem and network preferences in your Palm device. See "Setting Up Modem and Network Connections" on page 7 for more information.

You can transfer bookmarks between your PC and your Palm device through the HotSync operation in the EudoraWeb Conduit. Since EudoraWeb supports infrared beaming functionality, you can also transfer bookmarks between two Palm devices.

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

This section includes the following main topics:

■ "Starting and Quitting the EudoraWeb Application" on page 69

■ "Adding a Bookmark" on page 70

■ "Beaming Bookmarks" on page 72

■ "Understanding EudoraWeb Security" on page 75

■ "Editing or Deleting a Bookmark" on page 78

■ "Connecting to the Internet" on page 79

■ "Working in EudoraWeb" on page 81

■ "Maintaining EudoraWeb Preferences" on page 83

Starting and Quitting the EudoraWeb Application

To start the EudoraWeb application from the Palm Applications launcher, tap **EudoraWeb**. 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.
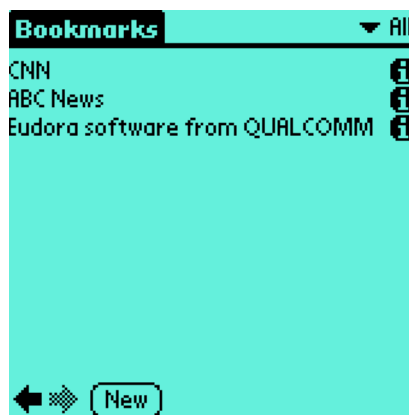
Bookmarks screen

To quit EudoraWeb:

1. While in EudoraWeb, tap the **Applications** icon.

You exit EudoraWeb, and the **Applications** 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 7.)

Adding a Bookmark

To enter a new Web address and create a new bookmark:

1. From the Applications screen, tap **EudoraWeb**. 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 box opens.

Note: Notice that the cursor is placed between the periods in the Uniform Resource Locator (URL) field.

Create Bookmark dialog box

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, however you can change them to different prefixes and suffixes as needed, for example, .org or .edu. 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: 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 one, select **Edit Categories** from the **Category** drop-down menu. The **Edit Categories** screen appears.
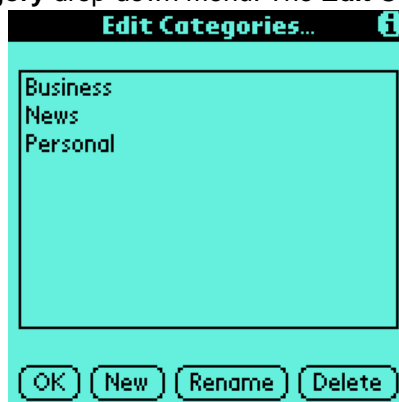
Edit Categories screen

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 box appears.

New Categories dialog box

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

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

8. When you have finished creating the bookmark, tap **OK**. The **Bookmarks** screen opens.

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.

Beaming Bookmarks

EudoraWeb lets you use your Palm device's infrared beaming function to transfer the bookmarks you've selected from your Palm to someone else's Palm device. Through EudoraWeb, you can beam the following:

■ All bookmarks in the EudoraWeb application database

■ All bookmarks in a category

■ Individual bookmarks

Note: You must disconnect from the network before beaming any bookmarks, as EudoraWeb cannot beam bookmarks when connected to the network.

To beam all the bookmarks in your Palm device's database:

1. From the **Bookmarks** screen, tap the Menu icon and the **Web** drop-down menu.
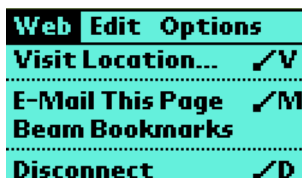
Beam Bookmarks menu item

2. Tap **Beam Bookmarks**. The Beaming Bookmarks dialog box opens.

Beam Bookmarks all categories dialog box

3. Tap **OK.** EudoraWeb beams all the bookmarks in your list to another Palm device.

After the bookmarks are received by the other Palm device, a dialog box opens, allowing the receiver to accept or reject the bookmarks. If accepted, the receiving Palm device adds the bookmarks to the database and displays in the bookmark list.

Note: If the receiving Palm device is version 3.5 or greater, it prompts the receiving user to select the bookmark category in which to place the received bookmarks.

To beam bookmarks by category to another Palm device:

1. From the **Bookmarks** drop-down menu, tap the category you want to beam.

Bookmark categories drop-down menu

2. Tap the Menu icon and the **Web** drop-down menu.

Web Edit Options
Visit Location... /V
E-Mail This Page /M
Beam Bookmarks
Disconnect /D
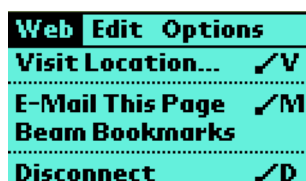
Beam Bookmarks menu item

3. Tap **Beam Bookmarks**. The Beaming Bookmarks dialog box opens.

Beam Bookmarks
(?) **Beam bookmarks in category News?**
(OK) (Cancel)

Beam Bookmarks category dialog box

4. Tap **OK.** EudoraWeb beams the bookmarks in the chosen category to another Palm device.

If there are no bookmarks in the category, an error message appears. If there are one or more bookmarks in the category, a confirmation message appears.

5. Tap **OK** to complete the beam or **Cancel** to quit.

To beam an individual bookmark to another Palm:

1. In the **Bookmarks** screen, tap ❶ for the bookmark you want to beam. The **Bookmarks Detail** dialog box screen opens.

Bookmark Details
Name: Eudora software from QUALCOMM
URL: http://www.eudora.com/
Category: ▼ Business
(Beam)
(OK) (Cancel) (Delete...)
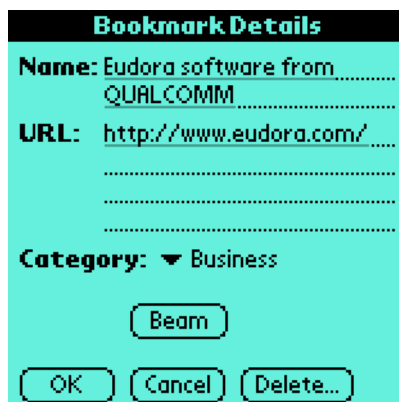
Bookmark Details dialog box

2. Tap **Beam** to transfer that bookmark to another Palm device.

Note: If you are connected to the network, the EudoraWeb beaming function may not work due to a current Palm limitation on the serial port. If you are unable to beam bookmarks and receive a message from EudoraWeb stating "Unable to initialize library," just disconnect from the network, beam your bookmarks, and reconnect to the network.

Alternatively, you can do all your beaming tasks when not connected to the network. See "Disconnecting from the Server and the Internet" on page 7 and "Setting Up Modem and Network Connections" on page 7 for details on network connections.

Understanding EudoraWeb Security

The Internet is a public network of computers, designed to share information among all its users. Information is exchanged across public communication lines and through numerous connections. Unsecured Internet use is about as private as shouting to someone across a crowded room; there are many opportunities for eavesdropping and data manipulation.

EudoraWeb incorporates SSL's security features to protect the transmission of information. SSL is a set of operating rules regarding strong encryption, data integrity, and authentication for computers connected to the Internet. EudoraWeb uses the same SSL technology found in many common desktop Web browsers such as Netscape and Internet Explorer.

Note: EudoraWeb is not able to proxy SSL/TLS secured requests. If you configure EudoraWeb to use a proxy server (see "Maintaining EudoraWeb Preferences" on page 83 for details), the secured connection fails. The connection never completes, and you will not receive an error message.

To access a specific website's security information:

1. From the **Bookmarks** screen, tap a website name from the list. To connect to a website using SSL, the URL must begin with `https://`, which you can check by tapping 🔓 . After the connection is complete, a lock icon appears in the footer of the frame.
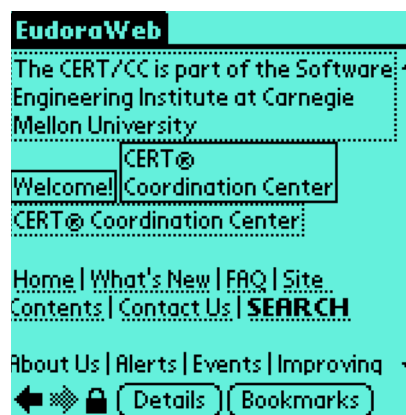
2. To review security details about the website connection, tap the lock icon or tap **Details** to access the Page Detail dialog box and tap **Security**. The Security Details dialog box opens, listing the security certificates for the website.
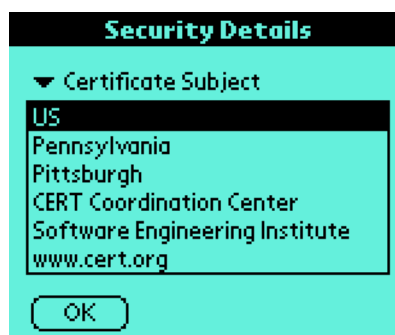
Security Details dialog box

3. Tap **Certificate Subject** for the certificate about which you want security information. A drop-down menu appears, listing various security variables.

Security Certificate drop-down menu

4. Tap **Certificate Validity** to see valid server certificate dates.

Certificate Validity dialog box

5. Tap **Certificate Fingerprint** to see valid server certificate fingerprint data.
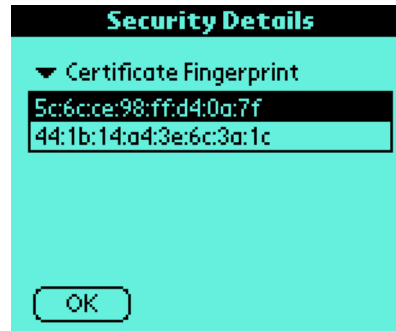
Certificate Fingerprint dialog box

6. Tap **Security Protocol** to see the type of security used by the server certificate.
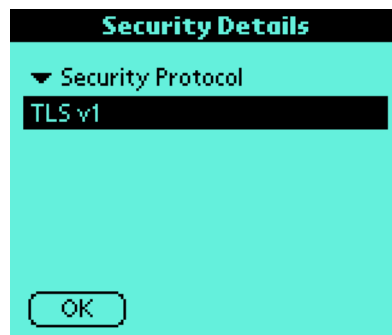
Security Protocol dialog box

7. Tap **Key Exchange** to see the method used by the server certificate. Valid key exchange methods are RSA and Elliptic Curve DSA.

Key Exchange dialog box

8. Tap **Encryption** to see the cipher used by the server certificate. EIS supports the following ciphers: RC4 (128 bit), RC4 (40 bit), RC4(56 bit), DES, and Triple DES.

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Encryption dialog box

9. Tap **Hash** to see the hash method used by the server certificate. EIS supports the following hash methods: MD5 and SHA1.

Hash dialog box

When EudoraWeb attempts a connection to an SSL server, it decides whether or not to trust the server certificate. If EudoraWeb does not trust the certificate, a trust error occurs. EudoraWeb allows you to override the following trust errors:

■ The certificate is not signed by a trusted certificate authority.

■ The certificate is expired or is not yet valid.

■ The certificate does not match the hostname.

After you tap **Yes** in the dialog box to continue, EudoraWeb marks the certificate as trusted and immediately tries to connect to the site again.

Note: A trust override in EudoraWeb remains in effect for 24 hours from the time the connection is made. To stop the trust override before the 24 hours expire, you must delete the cache memory. See "Maintaining EudoraWeb Preferences" on page 83 for details.

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:

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1. In the **Bookmarks** screen, tap 🛈 for the bookmark you want to modify or delete. The Bookmark Details dialog box opens.
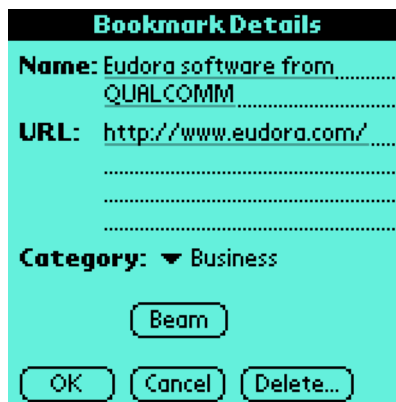
Bookmark Details dialog box

Note: You must tap the 🛈 rather than the bookmark name to open the **Bookmark Details** screen. If you tap the name, the Palm device 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 box appears. Tap **OK** to confirm the deletion.
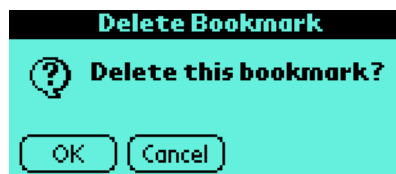
Delete Bookmark dialog box

3. When you have finished, tap **OK**.

Connecting to the Internet

Once you have bookmarks defined, you are now ready to connect to the Internet and to the bookmark's particular website. 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

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

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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:

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

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 websites by tapping any underlined text entries, 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 **Refresh this Page** to reload this screen. When finished, tap **OK**.

Connecting Without a Bookmark

If you do not have a bookmark set up for a web address, but you wish to access that website:

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

2. From the **Web** menu, tap **Visit Location**. The Visit Location dialog box opens.

Visit Location dialog box

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. To access commonly used prefixes and suffixes, tap **Shortcuts**. From the drop-down menu, tap the prefix or suffix to insert at the current selection in the URL filed.

Shortcuts drop-down menu

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

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

Working in EudoraWeb

Tips

Here are a few tips to use when using the EudoraWeb application to visit a website:
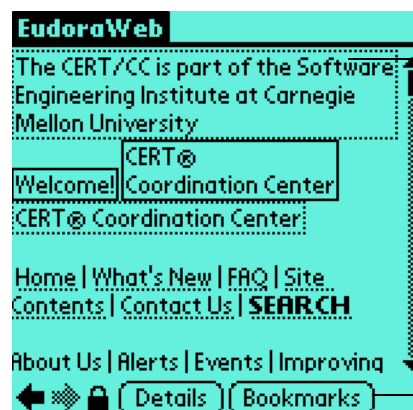
Tap underlined text to open a linked page.

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, or underlined text to open a linked page or site.

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

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

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Page Details dialog box

- ■ 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 do not disconnect, the connection will be dropped based on the timeout setting in the Palm device's Network Preferences dialog box. For more information, see "Disconnecting from the Server and the Internet" on page 7.

Copying Website Text to Other Programs

You can include information found on a website in an email message by using your Palm device. However, there is only a 1K memory limit on the Palm device's clipboard.

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

1. Highlight the desired text from the website.

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

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

Note: You can paste the text in any text-receptive program on your Palm device. For example, you can paste text into the Memo Pad application of your device.

Emailing Websites

You can create an email message through Eudora and type in website information or you can send a message through EudoraWeb. To compose an email message with website information directly from EudoraWeb:

1. Open a website.

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

3. From the **Web** menu, tap **E-Mail this Page**. A **New Message** dialog box opens with the website's Internet address displayed. You can compose an accompanying message and send the mail as you would any message. See for details.

Maintaining EudoraWeb Preferences

You can change how much cache memory you want on your Palm device to control your access speed to the Internet. *Cache* memory is the amount of temporary memory available for storing web pages. If you assign a high cache size to EudoraWeb, 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 have a lot of free memory on your Palm device and are a heavy web user, you may want to increase the maximum cache limit.

To configure the proxy and cache size:

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

2. From the **Options** menu, tap **Preferences**. The EudoraWeb Preferences dialog box screen opens.

EudoraWeb Preferences dialog box

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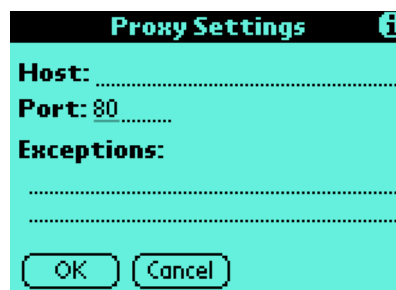
Proxy Settings dialog box

Note: 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.

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.

d. Tap **OK**.

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

5. To delete the cache, tap **Delete Cache**.

6. If you are configuring a Palm Emulator, do the following:

a. Tap **POSE DNS**. The **POSE DNS Server** dialog box opens.
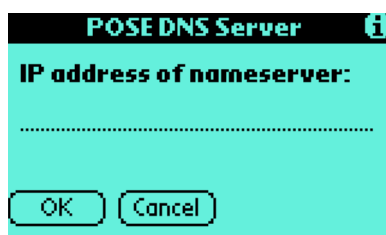
POSE DNS Server dialog box

b. Enter the IP address of your DNS server.

c. Tap **OK**.

Note: The **POSE DNS** button is located in the Palm Emulator only, since it is only necessary to configure the DNS server when using EudoraWeb in the Palm Emulator.

7. When finished, tap **OK**.

EudoraWeb Conduit

The EudoraWeb Conduit is a software application installed on your PC that works with your Palm Desktop and HotSync software. It synchronizes your EudoraWeb bookmarks with those of your Internet browser, thus allowing you to share and synchronize bookmarks between EudoraWeb and either Netscape or Internet Explorer. The EudoraWeb Conduit saves you from reentering all your commonly used bookmarks on your Palm device.

The bookmarks you create with your desktop Internet browser are stored hierarchically. Each bookmark is stored in a folder you specify. That folder can contain subfolders or be part of a broader, parent folder. For example, you create a bookmark for the Eudora web site, `www.eudora.com,` and store it in your Applications folder. Your Applications folder could be a subfolder of your parent folder, PC, or be the parent folder itself, containing subfolders such as Mail, Games, and the like.

Note: Netscape stores all its folders and bookmarks in one file. Internet Explorer uses a directory and file structure to store folders and bookmarks with one directory for every bookmark folder and one file for every bookmark.

By contrast, EudoraWeb does not store bookmarks in a hierarchy, but rather, maintains a flat organization. You store each bookmark in a category which has no parent or subfolder structure. For example, you create a bookmark for `www.eudora.com` and store it in a category you name Applications. The Applications category does not contain any subcategories nor is it a part of a larger, parent category. EudoraWeb categories are standalone organizational components.

Note: The total number of EudoraWeb categories cannot exceed 15. Any additional EudoraWeb categories will not be synchronized during the HotSync process.

You can use the EudoraWeb Conduit in two different modes:

■ Synchronize bookmarks mode — Use this mode if you want bookmarks on your desktop Internet browser to appear on your Palm device and vice versa. This mode keeps track of bookmark changes and monitors existing bookmarks on either side after the HotSync process. The synchronize mode updates the other side when you add new bookmarks or when you update or delete existing bookmarks, including those beamed from another device. This is the default mode.

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■ Overwrite EudoraWeb bookmarks mode — Use this mode if you want to overwrite categories and bookmarks on EudoraWeb with those on your desktop Internet browser. The EudoraWeb Conduit removes any new bookmarks and categories on your Palm device after you use this mode.

Note: This section contains the following main topic:

Configuring the EudoraWeb Conduit

By configuring the EudoraWeb Conduit to synchronize bookmarks between your Palm device and your desktop Internet browser or overwrite your Palm with your Internet browser bookmarks, you determine what actions occur when you perform a HotSync operation. You can also configure the conduit to do nothing if you want to disable it without uninstalling it from your PC.

To set up your EudoraWeb Conduit in either the synchronization or overwrite mode, do the following:

1. Close any Netscape browser windows. If you keep the Netscape browser open while making changes, those changes may be lost during the HotSync process.

2. If your HotSync Manager 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 device software. Choose **HotSync Manager**. The HotSync icon appears on the taskbar.

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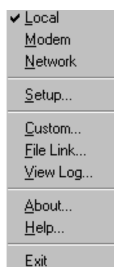
HotSync menu

4. From the **HotSync** menu, select **Custom**. The Custom dialog appears.
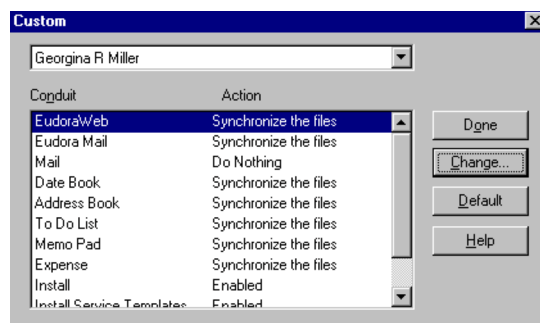
Custom dialog with EudoraWeb

5. In the Custom dialog, select **EudoraWeb** and click **Change**. The **Change HotSync Action** dialog appears.
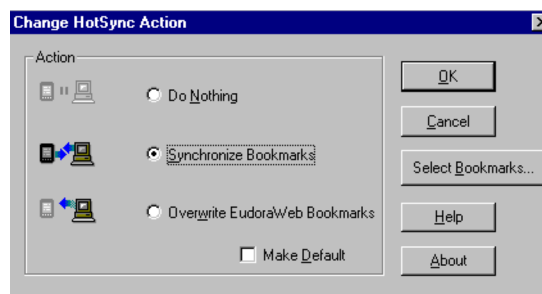
Change HotSync Action dialog

6. Do one of the following:

- Select **Synchronize Bookmarks**.

- Select **Overwrite EudoraWeb Bookmarks**.

- Select **Do Nothing.** EudoraWeb is disabled.

7. Click the **Make Default** box to mark the HotSync action you selected as the default. If you leave the box unchecked, the action remains the same as the last time you changed the HotSync action.

8. The **EudoraWeb Conduit Configuration** dialog opens and shows a table with containing four columns:

- **Category on Palm** — Lists the bookmark categories you set up on your Palm device

- **Folder on PC** — Lists the desktop Internet browser bookmark folders that correspond to the Palm bookmark category

- **Include subfolders** — Indicates whether or not the subfolders of the bookmark folder are included in the HotSync action selected

- **Sync** — Indicates whether or not this bookmark category is to be synchronized with the contents of the desktop Internet browser folder and applicable subfolders
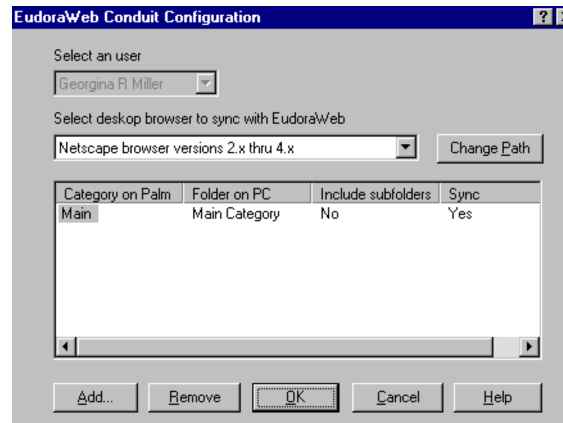
EudoraWeb Conduit Configuration dialog

From the drop-down menu, select the HotSync user name. This menu is disabled if you access this dialog from the Custom menu of the HotSync Manager.

HotSync User Name drop-down menu

9. From the drop-down menu, select the desktop Internet browser you want to synchronize with EudoraWeb.
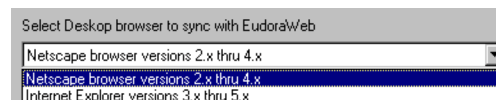
Internet browser drop-down menu

10. If you want to change the directory path to a different version of your Internet browser, click **Change Path** and enter the appropriate directory path.

11. Do one of the following:

■ To edit existing bookmark configurations, double-click the item you want to change under the **Category on Palm** column in the table. The **Edit Folders** dialog box opens. Go to step 13.

■ To delete a bookmark category, select **Remove**. A dialog box opens, asking whether or not you want to stop synching this folder. Click **Yes** or **No**. Go to step 15.

■ To add a bookmark category, select **Add**. The **Browse PC folders** dialog opens, listing all of the folders and subfolders on your desktop Internet browser. Go to step 12.

  Note: When you select a folder, the **Browse PC folders** screen shows the total number of bookmarks in that folder and the combined byte size of all the bookmarks.
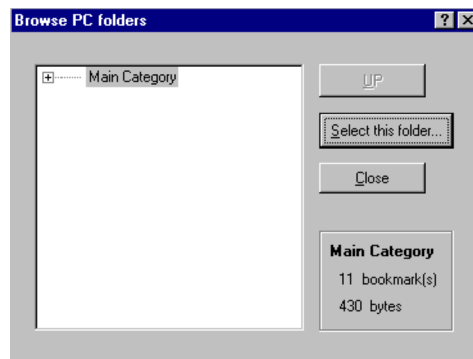
Browse PC folders dialog

12. Navigate through your desktop Internet browser's bookmark folder and subfolder hierarchy to locate the one to which you want to synchronize EudoraWeb. Click **Select this folder** or double-click the folder. The **Edit folders** dialog box opens.
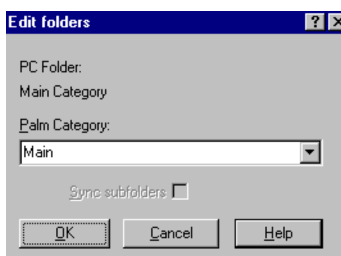
Edit folders dialog

13. From the **Palm Category** drop-down list, select the appropriate category. Entering a new category name creates a new category on EudoraWeb. The bookmarks in the PC folder are transferred to this new Palm category.

14. If you want to synchronize the subfolder contained in the bookmarks' folders with the Palm category you selected, click the **Sync Subfolder** box to mark it. Click **OK** to exit.

15. Click **OK** to return to the **Custom** dialog box of the HotSync Manager.

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Glossary

Address Book. The Palm™ Address Book stores information about individuals or groups with which you correspond.

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

Application Configuration Access Protocol (ACAP). ACAP is a protocol that 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 email 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 email 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 email 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. EudoraWeb is a web browser.

Certificate. An encrypted data file which includes the name and other data of a transmitting entity.

Certificate Authority (CA). A trusted third-party organization or company that issues digital certificates. Certificate authorities guarantee that the individual granted a unique certificate is who he or she claims to be.

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. 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.

Elliptical Curve Cryptography (ECC). A public-key cryptosystem. Developed by Certicom, ECC technology defines an elliptic curve over a certain field and solves certain information security problems.

Envelope. The part of an email 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 email 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 email 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.

HotSync™. Technology that enables two-way synchronization between the Palm device and your desktop computer.

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 Transmission Control Protocol/Internet Protocol (TCP/IP). The Internet is the network of networks which spans the globe.

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 (IETF). 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 email 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 email 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 receive messages anyone sends to this list. If you send email 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 email 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 email 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.

RSA. A public-key, large number algorithm named after its inventors, Rivest, Shamir, and Adelman. RSA is widely used for authentication and encryption.

Secure Socket Layer (SSL). A transport level technology for authentication and data encryption between a client and server, such as a Web browser and Web client, or email server and client. SSL negotiates point-to-point security between the client and server.

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, such as telephone number or address. 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 email 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.

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.

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