



Mobile E-mail for ALLSM

User Guide

Version 2.0

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1 Introduction

iMobileMail is 100% truly embedded multilingual wireless email software developed in Java. It allows you to read emails in Chinese, Japanese, Korean (CJK), English, and European languages on a Java enabled mobile phone. iMobileMail does not require CJK fonts or operating system residing on your phone. It supports POP3, IMAP and SMTP over TLS/SSL. As a standard built-in feature for enhanced security, iMobileMail utilizes encryption on all two-way data transmission.

iMobileMail is designed and implemented to make core email functions and features available on any Java enabled mobile phone. It is compatible with a wide range of mobile phones including BlackBerry, Nokia, Motorola, Sony-Ericsson, Palm and many more. iMobileMail's simple user interface, multilingual support, rich features, fast performance, and low memory requirements make it the ideal wireless email solution for mobile users around the globe.

2 Download iMobileMail

iMobileMail can be downloaded in two ways

- OTA (over-the-air) – if your mobile phone supports OTA download of Java software, you can download it OTA by entering the URL <http://www.imobilemail.com/wap/> in your handset's built-in browser
- desktop installation – you could also download the software at <http://www.imobilemail.com> to your desktop, then install it to your mobile phone using the software that came with your device

3 Free trial

You will receive the free trial automatically after your first successful use of iMobileMail. You are not required to pay for the subscription first before you can enjoy the free trial.

4 Subscribe

You may subscribe online at <http://www.imobilemail.com> or through one of our authorized resellers such as Handango. You may also check with your wireless service provider as iMobileMail may be included in its wireless applications directory where its customers can browse and make purchase.

5 Before you start

Make sure your mobile phone can connect to the Internet. Depending on the kind of device you have, you may be required to setup APN (Access Point Name) on your handset. APN settings are specific to your wireless provider. Contact your wireless provider for your APN settings, or refer to this page for APN settings of popular wireless carriers around the globe <http://www.taniwha.org.uk/gprs.html>

6 Getting started

By configuring settings of different features inside iMobileMail, you have full control over how iMobileMail works on the mobile phone. There are many settings that can be personalized and you do not need to set up all features at once in order for iMobileMail to work as most features have default settings which will work in most cases.

However, upon first installation of iMobileMail, three settings, as described below, must be completed by the user in order to receive and send emails.

- **Welcome screen** – when you first launch iMobileMail, you will be prompted to enter your name and email address. This information is used as your default identity, which will be used as From address on outgoing messages.
- **Account** – in order to retrieve messages on iMobileMail, you must first setup one account under Settings, Account. Refer to section 9.5.1 of this manual for details.
- **SMTP** – you must provide your own SMTP server settings to iMobileMail before you can send out any message. Refer to section 9.5.5 of this manual for details.

Once these settings are completed, you can start enjoying iMobileMail immediately. To customize iMobileMail to meet your preferences, check out the wide variety of options under Settings.

7 Transfer your subscription to another mobile phone

Whether you want to use iMobileMail on a different mobile phone, or simply need to re-install it or upgrade to a new version, you can transfer your current valid subscription to another device or version. Make sure you know the Reg. Key of your previous and current installations of iMobileMail (select About on the main menu to view your Reg. Key), then just complete a simple transfer/activation form online at <http://www.imobilemail.com>. Upon successful submission of the form, iMobileMail is immediately activated for your new Reg. Key. There is no delay. You can transfer as often as you wish. But keep in mind that your valid subscription entitles you to run iMobileMail on one device only at any time.

8 Using iMobileMail

8.1 *Read messages*

- To read messages from your email account, you need to complete the steps below
- setup your email account under Settings, Accounts. Refer to section 9.5.1 for detailed instructions
 - (optional) review and change Email Options under Settings. Refer to section 9.5.3 for details
 - on Main Menu screen, select “Inbox” to check your messages

If a message contains CJK content, iMobileMail is able to automatically detect such content, perform encoding conversion, if needed, encode the converted message in its special encrypted format, then send it to your mobile phone for proper display. Note that you do NOT need to have CJK fonts, tools, utilities, or operating system installed on your mobile phone in order to view CJK emails using iMobileMail.

8.2 *Send a message*

Before you compose and send a message, make sure your SMTP server is configured. Refer to section 9.5.5 for details. Then, select “Compose” on Main Menu screen to start writing your email.

Although iMobileMail itself currently does not offer any multilingual input capability, you can use iMobileMail to write emails in ANY language as long as the language's input method is supported on your phone. For instance, if your mobile phone allows you to enter text in Chinese, you can write emails in Chinese using iMobileMail.

9 Screen Reference

9.1 Main Menu

Each time you launch iMobileMail, you will be presented with the following Main Menu where you can select an option to continue.

- Inbox – select one email account to check messages
- Compose – write a message
- Contacts – access your iMobileMail's built-in address book
- Settings – access a variety of setup options
- About – view the Reg. Key and version number of your iMobileMail

9.2 Inbox

9.2.1 Select Account

The Inbox screen will prompt you to select an account from a list of email accounts that you have setup. If you have never setup an account under Settings, Account, you will see a message reminding you to setup an email account first before checking for messages.

If you select an IMAP account which is setup to show all or a list of IMAP folders under that account, you will be prompted with a list of such folders to make a selection to check for messages.

9.2.2 Inbox message summary

After you have selected an account to check for messages, you will see a list of email headers, if there are messages, or “No messages” on screen. The following options are available

- View – view highlighted message
- Next – download next page of message summary. This option is only available if there are more message summaries to display and you are currently NOT on the last page of message summary
- Prev – download previous page of message summary. This option is only available if there are message summaries previously displayed before the current page and you are NOT on the first page of message summary
- Save Contact – save highlighted message's sender into iMobileMail's built-in address book
- Delete – mark highlighted message for deletion. Deleted messages will not be removed off the server until Expunge is executed. Once a message is deleted, its color is immediately changed to red and it will have a strikethrough line.
- Expunge – permanently remove all deleted messages off the server. Note that Expunge is automatically executed each time you return to Main Menu screen.
- Main – return to Main Menu

On message summary screen, new messages are displayed in blue color and a closed envelope icon appears in front of each new message. Messages that have been read appear in dark gray color with an opened envelope at the beginning of the line.

9.2.3 Inbox message

The following options are available on view message screen

- More – read next page, if any, of the message
- Back – read previous page, if any, of the message
- Reply – reply to the sender of the message
- Reply All – reply to all parties of the message
- Forward – forward the message
- Save Contact - save message's sender into iMobileMail's built-in address book
- Next – go to next message, if any
- Prev – go to previous message, if any
- Delete – mark message for deletion. Deleted messages will not be removed off the server until Expunge is executed. Once a message is deleted, its color is immediately changed to red and it will have a strikethrough line.
- Expunge – permanently remove all deleted messages off the server. Note that Expunge is automatically executed each time you return to Main Menu screen.
- Inbox – go to inbox summary screen
- Main – go to Main Menu

9.3 Compose

If you have no saved drafts, you will see “No Messages” on drafts list screen where you have the following iMobileMail options to choose from

- New – create a new message
- Back – return to Main Menu

If you choose New to create a new message, on message compose screen, your default identity is selected as your From address. However, if you have setup multiple identities, you can switch From to any of those identities. **Note that your SMTP server may not allow your outgoing message to use an arbitrary From name and/or address.**

On Compose screen, the following iMobileMail options are available

- Open – open your identities and switch to a different one
- Send – send the message
- Save – save the message as a draft
- Cancel – cancel and go back to Drafts list screen

If you have saved drafts, you will see a list of the drafts. You can select one of the following iMobileMail options

- Edit – edit the highlighted draft
- New – create a new message
- Send – send the highlighted draft
- Delete – delete the highlighted draft
- Back – go back to Main Menu

9.4 Contacts

If your iMobileMail's contacts list is empty, you will see “No Contacts” and have the following options

- Add – add a new contact
- Back – go back to Main Menu

If your Contacts list is not empty, you will see the list on screen and have the following options to choose from

- Find – enter your contact to be searched for. It supports partial string search
- Add – add a new contact
- Edit – edit the selected contact
- Delete – delete the selected contact
- Back – go back to Main Menu

9.5 Settings

By changing a variety of options under Settings in iMobileMail, you can configure the software to meet your email account's requirements as well as your personal preferences. Settings are separated into 6 categories, which are described in details in this section.

Note that even though you can setup all features under Settings, you may notice that some options that you selected appear to have no effect or be overwritten. This is because the features you actually receive on your device are determined by your subscription level, which in turn instructs the backend server to enable or disable certain features on your account.

iMobileMail's backend controlled authentication mechanism/design offers end users the flexibility and ease of use when a user decides to upgrade or downgrade the subscription level – nothing needs to be changed or re-installed on the user's mobile phone.

9.5.1 Accounts

You can configure iMobileMail to retrieve messages from any POP3 or IMAP account with SSL. Each POP3 or IMAP email account needs to be setup under Accounts of Settings.

9.5.1.1 Account setup

If no account has been setup, you will see “No Accounts” on screen. If you have created accounts already, you will see a list of such accounts with the following options

- Add – create a new email account
- Edit – edit the selected email account
- Delete – delete the selected email account
- Set as Default – set the selected email account as default
- Back – go back to Main Menu

Each email account consists of the following fields and options

- *Account Name* – the name of your account being setup. Enter any string you like. It is a good idea to use a name that would help identify the account, e.g., gmail
- *Server Name* – name of your email server
- *Server Type* – your email account/server type (“POP3” or “IMAP”)
- *Use secure connection* – “None” or “SSL”
- *Port* – port # used by your email service
- *User Name* – enter the user name used to retrieve messages. Note that some email providers may require your complete email address, e.g., user@gmail.com, as the user name, while other providers would just require the actual user name part, excluding the domain name portion of your email address
- *Password* – your password to login to your email account
- *Set as default account* - “Yes” or “No” If you have created only one account, it is setup as default account automatically and this option is not available in such case.

To prevent errors, it is highly recommended that you obtain your email account settings from your service provider, then enter the information on this account setup screen. Alternatively, if you have an email program, such as Thunderbird or Outlook, setup on your computer for the same account, you can open the program and use the same settings for the same account in iMobileMail.

9.5.1.2 IMAP account folder selection and specification

iMobileMail offers business users the capability of accessing folders on IMAP account with ease and flexibility. You can specify which folder(s) to access or make a selection from a list of folders.

On Account screen under Settings, when entering a server name, you can instruct iMobileMail how to access your IMAP account folders using one of the following four options:

- use your IMAP server's default inbox/folder - just enter the server name
- specify a single box as your OWN default IMAP folder - enter your folder name after the server name and separate them by "?", e.g., `imap.domain.com?Sent`
- specify a list of folders, then you choose a folder - enter your folder list after the server name and separate them by "?", e.g., `imap.domain.com?inbox?Sent?Personal Stuff`
- let iMobileMail display all folders under your IMAP account, then you select a folder - enter "?all" after your server name, e.g., `imap.domain.com?all`

Note that IMAP folder name is case sensitive and space is significant. For instance, "Sent items", "SentItems", and "Sent Items" are different. You must enter the folder name exactly as it appears on your IMAP server. If you are not sure about the folder name, enter "?all" after your IMAP server name to see a list of the folders, write down the names of those folders that you would like to access, then change your settings accordingly.

9.5.1.3 Account Examples

9.5.1.3.1 Gmail

- *Account Name* – gmail or any name you like
- *Server Name* – imap.gmail.com
- *Server Type* – IMAP
- *Use secure connection* – SSL
- *Port* – 993
- *User Name* – youraccount@gmail.com (including @gmail.com)
- *Password* – your password to login to gmail

9.5.1.3.2 AOL

- *Account Name* – AOL or any name you like
- *Server Name* – imap.aol.com
- *Server Type* – IMAP
- *Use secure connection* – None
- *Port* – 143
- *User Name* – your AOL screen name (without @aol.com portion)
- *Password* – your AOL password

9.5.2 Identities

iMobileMail allows you to setup multiple identities and choose which identity to use when you compose, reply or forward a message. Each identity may include

- *Your Name*
- *Email Address*
- *Organization*
- *Signature*

Note that your SMTP server will decide if your selected identity is allowed, although iMobileMail allows you to change the From address to any identity that you have. If the identity is not allowed by your SMTP server, the message's From address is typically replaced by your account on your SMTP server.

You will see a list of identities you have created. The following options are available

- Add – create a new one
- Edit – edit the selected identity
- Delete – delete the selected identity. Default identity cannot be deleted.
- Set as Default – set the selected identity as default identity. Your default identity is automatically used as the From address on all outgoing messages unless you choose a different identity when composing, replying or forwarding a message.
- Back – go back to Main Menu

9.5.3 Email Options

Various email options can be configured on this screen. While most of the options are self-explanatory, auto-save outgoing messages on default IMAP folder needs explanation.

In order for iMobileMail to automatically save your outgoing messages on your email server, you **MUST** setup an IMAP account as your default account under Settings, Accounts. Once your default IMAP account is setup, you can enter the IMAP folder name in the appropriate field on this screen. Note that this feature works with IMAP account only. POP3 account is not supported.

Your SMTP server may automatically save each outgoing message under a specific folder of your account. For instance, gmail places a copy of each outgoing message under the Sent Mail folder when gmail's SMTP server is used to send messages. As such, if gmail's SMTP server is used in iMobileMail **and** the same gmail account is setup as your default IMAP account, it is not necessary to enable this option as your SMTP server takes care of it automatically. Check with your service provider to find out if you need to

explicitly turn on this option.

9.5.4 Display

The Display settings screen allows you to specify the font size you wish to use on message summary and message body screens. You can also adjust iMobileMail's screen display height that best works with your particular mobile device. Screen height adjustment may become necessary typically on handsets where native Java support is not built-in on the phone and a 3rd party JVM (Java Virtual Machine) needs to be installed in order to run a Java software like iMobileMail.

If you experience the problem of having missing line(s) on top of your screen when changing pages in iMobileMail, try decrease your screen height, then experiment with the adjustment value to find the best setting for you.

On the other hand, if you see too much white space on the bottom of each screen, try increase your screen height to fully utilize your display in iMobileMail.

9.5.5 SMTP

You can setup one SMTP server for iMobileMail to use to send out messages. SMTP over TLS/SSL is supported. You may need to contact your email service provider for exact settings.

9.5.5.1 SMTP Examples

Gmail SMTP

- *Use secure connection* – TLS
- *Server Name* – smtp.gmail.com
- *Port* – 465
- *User Name* – your complete Gmail address (including @gmail.com)
- *Password* – your Gmail password

AOL SMTP

- *Use secure connection* – No
- *Server Name* – smtp.aol.com
- *Port* – 587
- *User Name* – your AOL screen name (without @aol.com)
- *Password* – your AOL password

9.5.6 Misc

Misc. settings screen allows you to specify whether or not you would like to see a confirmation on your actions in iMobileMail.

“*Backend server name/IP*” field should be left empty unless instructed otherwise by iMobileMail's support staff.

9.6 About

Select About to view the Reg. Key and version number of your iMobileMail. You need the Reg. Key to subscribe, transfer, or cancel your service.

10 Cancel your subscription

If you are not completely satisfied with iMobileMail, you can cancel your subscription at any time by completing the online cancellation form at <http://www.imobilemail.com>

Note that as described in our Service and End User License Agreement, which is available online at <http://www.imobilemail.com>, cancellation is to stop the automatic billing of your account on your subscription anniversary date. Cancellation does not entitle you for any refund. Upon cancellation of your subscription, you can continue to use iMobileMail until your valid subscription expires.

11 Contact us

We encourage you to visit our web site at <http://www.imobilemail.com> for latest product and support information. You can also email us at support@imobilemail.com for additional information or assistance.