
User manual

HandStamp Pro

Advanced Internet E-mail for PalmPilot™



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Preface

The world's most powerful little e-mailer!

Congratulations and thank you for choosing HandStamp™Pro. HandStamp Pro takes full advantage of the PalmPilot Professional computers, with their higher speed and larger memory capacity, and even uses the PalmPilot's integrated TCP/IP stack for Internet connections. With this application, a PalmPilot Professional computer and a modem your e-mail contacts are only a stylus-tap away, wherever you go.

About this manual

This User manual is divided into 11 chapters:

Chapter 1 - Overview	Presentation of HandStamp Pro and Internet e-mail
Chapter 2 - Installation	How to install HandStamp Pro onto your PalmPilot
Chapter 3 -Quick start	To get going fast, a minimum description of HandStamp Pro configuration
Chapter 4 -TCP/IP config.	How to use PalmPilot's integrated TCP/IP stack
Chapter 5 - Retrieving mail	Complete details on using POP3
Chapter 6 -Sending Mail	Complete details on using SMTP
Chapter 7 -Using Folders	Keep your mail organized using customizable folders
Chapter 8 - Filters	How to automatically filter incoming mail
Chapter 9 - Troubleshooting	Miscellaneous technical advice and a registration form
Chapter 10 - Index	A fast way to find key topics

Contents

1	Overview	6
	What is HandStamp Pro?.....	6
	A word about Internet e-mail	7
	Supported Internet mail protocols.....	8
	Notation conventions in this manual	9
2	Installation	10
	System requirements	10
	Package contents.....	10
	Installing HandStamp Pro on your PalmPilot	11
	Upgrading from an earlier version	12
	Starting HandStamp.....	13
	Product serialization.....	13
	Upgrades	13
3	Quick start.....	14
	Basic mail host setup	14
	Where is your POP3 mailbox?	15
	Where is your SMTP server?	16
	Creating and sending e-mail.....	17
	What's next?.....	17
4	TCP/IP configuration.....	18
	Configuring PalmPilot TCP/IP	18
	TCP/IP details	20
	Connection scripts.....	21
	Using one ISP to reach another.....	22
5	Retrieving mail.....	23
	Setting up multiple hosts	23
	Choosing which POP3 mailbox to use.....	25
	Unique message ID	26
	Choose messages before downloading.....	27
	Download status	28
	Clean up your mailbox!	29

6	Sending mail	30
	Setting up multiple hosts	30
	Choosing an SMTP server.....	31
	Writing messages.....	32
	Message signatures.....	36
	Data-entry hints.....	37
	PalmPilot shortcuts.....	37
	Copy and paste	37
7	Using folders.....	38
	Default folder names and functions	38
	Changing folder names	39
	Viewing messages.....	40
	Scrolling	40
	View message headers or body	40
	Quickly deleting a lot of messages	41
8	Filtering incoming mail	42
	Defining filters	42
	Examples	44
	Activating filters.....	45
9	Troubleshooting	46
	In case your PalmPilot loses its data	46
	Modem cabling.....	47
	“Hidden” data-entry mistakes	47
	HandStamp messages	48
	Technical support.....	52
	Our support policy	52
	Contacting technical support.....	52
	Registration form.....	53
10	Index	54

1 Overview

What is HandStamp Pro?

HandStamp Pro is a full-featured Internet e-mail application designed exclusively for PalmPilot Professional connected organizers, including those machines upgraded from earlier Pilot versions. HandStamp Pro sends and retrieves e-mail over the Internet directly through your Internet Service Provider, without requiring synchronization or a link to your desktop computer.

HandStamp Pro is loaded with features that make it practical, reliable, and extremely easy to use. With power usually only found in full-sized computers, HandStamp Pro helps you keep in touch wherever you go:

- For PalmPilot Professional connected organizers
- Completely independent from desktop connections
- Connects directly to your ISP or corporate host using PalmPilot's integrated TCP/IP stack (supports PPP, SLIP, and CSLIP)
- Fully supports SMTP and POP3 e-mail standards
- Easy e-mail address lookup from Address Book application
- Automatic send, retrieve, forward, store, and reply functions
- Downloads messages up to 50 Kb!
- Offers 8 user-configurable folders to store incoming mail
- Allows multiple configurations (5 different POP3 mailboxes, and 5 different SMTP hosts)
- *Unique message ID (UIDL)* support keeps HandStamp Pro from retrieving the same message twice
- Customizable filters for selectively handling messages based on headers, subject, or size

A word about Internet e-mail

Electronic mail is one of the fastest and most powerful ways to share information with people everywhere –and to keep informed yourself. It has become one of the most widely-used and practical aspects of the Internet today. With unparalleled efficiency, Internet e-mail is distributed around the world in a matter of minutes, eliminating the communication delays of yesteryear.

Moreover, Internet Service Providers (ISPs) have now sprung up in every major city, and have helped bring the Internet within everyone's reach with inexpensive local access points. Connection costs continue to drop and the Internet is quickly becoming a natural part of the way we live our lives (at least in terms of the way we use our computers!).

Fortunately for computer users today, a lot of attention has been paid over the years to keeping the Internet a non-proprietary "open system." This means that no single commercial corporation is in a monopoly position to dictate how things should run. Rather, international consortiums have taken care to write and publish standard protocols for many features, such as file transfer, network communications, and security. Individuals and companies maintain their own originality by implementing such standards in new and unexpected ways. The advantage for consumers, developers, operating system vendors, and service providers alike is that by following open standards there is a high level of universal behavior which benefits all parties.

Electronic mail is no exception. Message exchange on the Internet is handled by two standard protocols in particular: SMTP (*Simple Message Transfer Protocol*) which is used for sending messages, and POP3 (*Post Office Protocol version 3*) which is used for retrieving messages. These two protocols and their offshoots are implemented in such a vast majority of Internet mail hosts and client software that they may be effectively considered today as being universal.

NOTE Another principal Internet protocol, TCP/IP (*Transmission Control Protocol/Internet Protocol*) is used for transporting data, ensuring that information is sent and received correctly between two machines. The TCP/IP implementation for reaching ISPs in dialup situations is called PPP (*Point-to-Point protocol*).

Supported Internet mail protocols


HandStamp Pro uses standard SMTP and POP3 services for sending and retrieving e-mail via ISPs and private mail hosts. It uses the PalmPilot's integrated TCP/IP stack to connect with Internet Service Providers and corporate hosts through the Internet or via direct dial-in connections. This table gives a summary table of relevant Internet protocols:

Protocol	Purpose
TCP/IP	<i>Transmission Control Protocol / Internet Protocol</i> — The data transport protocol used on the Internet to allow computers of all kinds to communicate with each other.
PPP	<i>Point-to-Point Protocol</i> — An implementation of TCP/IP specially designed for serial communications (such as via modems). PPP is the most common form of TCP/IP used on the Internet, but HandStamp may also be used on SLIP (<i>Serial Line IP</i>) and CSLIP (<i>Compressed SLIP</i>) connections.
SMTP	<i>Simple Mail Transfer Protocol</i> — The Internet protocol used for sending electronic mail messages.
POP3	<i>Post Office Protocol version 3</i> — Internet protocol for allowing remote machines (such as personal computers and PalmPilots) to retrieve messages from a mailbox located on a POP3 server.
APOP	<i>Authenticated POP</i> — A password “challenge” algorithm which scrambles users’ POP3 account passwords before transmission.
CHAP	<i>Challenge Handshake Protocol</i> — A connection-level authentication protocol handled directly by the PalmPilot’s TCP/IP stack when first connecting to a host (during PPP negotiation).
PAP	<i>Password Authentication Protocol</i> — Another security protocol that operates at the connection level (handled by the PalmPilot’s TCP/IP during connection).

Table 1-1 Supported Internet mail protocols

Notation conventions in this manual

If you are already a PalmPilot user, then you should be familiar with the terms used in this manual. Here are a few that we use frequently:

Term or symbol	Meaning
	This is the PalmPilot “Menu” icon, located to the left of the Graffiti writing area
Tap	On a PalmPilot, you “tap” on the touch-sensitive screen with a stylus, just as you would “click” with your mouse in most personal computer software.
Graffiti	Graffiti is the character recognition mechanism used by the PalmPilot to turn your stylus strokes into letters. The standard way to show you what to write is like this: —, —

2 Installation

System requirements

To run HandStamp Pro you will need:

- A U.S. Robotics PalmPilot Professional computer with around 80-90 Kb of free RAM
- A PalmPilot clip-on or other compatible modem
- If you use a modem other than the PalmPilot clip-on, we recommend that you use a PalmPilot modem cable (U.S. Robotics part no. 1011U)
- A Windows or Macintosh computer with a standard PalmPilot cradle connection, HotSync, and InstApp/InstallApp software. These are only used for copying HandStamp Pro onto your PalmPilot.

Package contents

In this package, you will find:

HSPro.prc	The HandStamp application to install on your PalmPilot. (Upgrade versions are called HSProU.prc)
Readme.txt	General product information
User manual	Complete instructions on how to use HandStamp (this book). The user manual is provided in electronic format on your distribution floppy or electronic download.
Register.txt	Product registration form
License.txt	HandStamp user license

Installing HandStamp Pro on your PalmPilot

IT IS IMPORTANT TO REMOVE OLD (BETA) VERSIONS OF HANDSTAMP PRO BEFORE INSTALLING THIS FINAL RELEASE. We also recommend that you make a backup PalmPilot by running HotSync before installing *any* new software.

HandStamp software operates entirely on your PalmPilot machine. There is no interaction with your desktop computer –except during installation. At that time, you will need to connect your PalmPilot to your PC or Macintosh computer in order to run HotSync and upload the HandStamp program file (with a .PRC extension) to your PalmPilot. The instructions given here apply to both Windows and Macintosh users. To install HandStamp:

1. Copy the file HSPRO.PRC to your hard disk, or install it directly from your distribution floppy or electronic download directory.
2. Place the PalmPilot in its cradle, and connect the cable to your Windows or Macintosh desktop computer.
3. Start the PalmPilot application installer in your desktop computer.

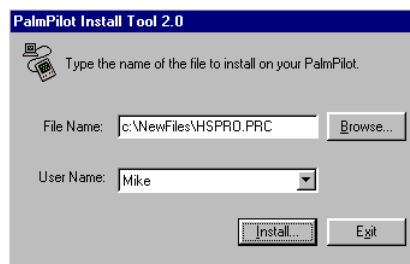


The PalmPilot application installer on Macintosh is called InstallApp



Windows users should run Instapp.exe

4. Use the **Browse** button to locate and select the file HSPRO.PRC:



Click on **Install** and confirm your selection. HandStamp Pro will be copied to your PalmPilot next time you run HotSync.

Lastly, perform a HotSync to load the application onto your machine:

1. Start the HotSync Manager application in your desktop computer.
2. Press the HotSync button on the PalmPilot cradle to begin file transfer.

Note In case HotSync fails please see the **Troubleshooting** chapter

Upgrading from an earlier version

For the ‘cleanest’ possible installation, we require that you remove earlier versions of HandStamp Pro (i.e. beta versions) from your PalmPilot before loading a new version. There is, however, no problem if you install HandStamp Pro in a PalmPilot that already has HandStamp 1.0 or 2.0 installed.

To remove software, run the PalmPilot **Memory** application, select **Delete apps**, and remove your existing copy of HandStamp. Then proceed with installation of the new version. In some cases, you may need to perform a hard reset (by pressing the button on the back of your PalmPilot) for new software to work correctly.

Starting HandStamp



Start HandStamp by tapping on the HandStamp icon in your PalmPilot's Applications screen.

Product serialization

The first time you start HandStamp, you will be asked to enter your product's serial number:



Serial numbers are given in this format: 1234-1234567-1234

If you bought a physical package, you will find the serial number on the floppy disk in the license envelope inside your package. If you purchased an electronic version of HandStamp through an on-line reseller, you should have received a serial number from them at that time.

Upgrades

Users of HandStamp Pro upgrade versions will be asked to first enter their original serial number from HandStamp 1.0 or 2.0. Read the serial number entry screens carefully, as if you correctly enter the first serial number, the installation program will not ask for it again if you make a mistake entering the HandStamp Pro serial number as shown above.

3 Quick start

This chapter covers the basics of configuring HandStamp Pro so you can start sending mail as soon as possible. In order to keep this chapter brief, we have deliberately skipped some of the finer points of using HandStamp, which are all discussed later on.

Here you will learn the minimum setup in order to:

1. Identify a single mail host
2. Create, send, and retrieve messages

NOTE As HandStamp Pro uses the PalmPilot's integrated TCP/IP stack, this chapter assumes that you have already performed the necessary configuration in order to connect correctly to your service provider. For more details, please see your PalmPilot user manual or the chapter **TCP/IP configuration** in this manual.

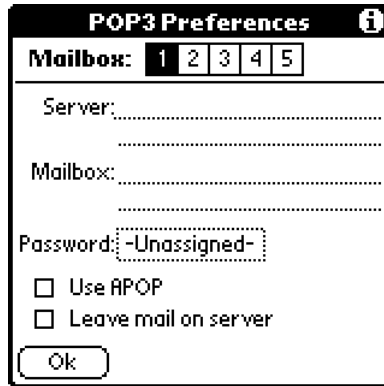
Basic mail host setup

Before you can start using e-mail, you must instruct HandStamp how to connect to your mailbox to pick up new mail, and how to send your outgoing mail. As mentioned earlier, these mail transactions take place through your mail server, more particularly through the POP3 and SMTP services on that machine.

Remember: HandStamp Pro uses POP3 for *retrieving* mail, and SMTP for *sending* mail.

Where is your POP3 mailbox?

1. To set your first POP3 mailbox, tap on the PalmPilot's Menu icon and select **Options** ⇒ **POP3**:



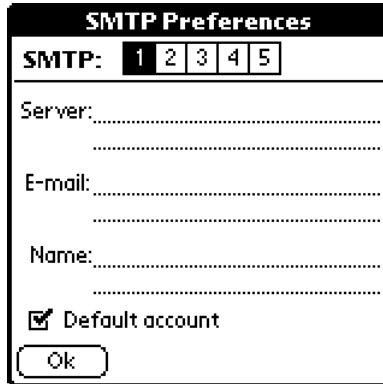
2. Fill in the fields as described here:

- | | |
|-----------------------------|--|
| Server | Enter the name or numeric IP address of the POP3 server on which you have an account. |
| Mailbox | Enter the name of your POP3 account on the specified server. Mailbox names are usually given in the format: <code>user.name</code> or simply <code>name</code> . |
| Password | Enter or change a password by tapping in the Assigned/Unassigned box. |
| Use APOP | Select this only if your server uses APOP password encryption. |
| Leave mail on server | When you select this option, HandStamp Pro only downloads copies of your messages, leaving the originals intact on the host. |

Note: The next chapter contains more details on host configuration, including multiple hosts and precise name formats.

Where is your SMTP server?

1. To set your first SMTP server, tap on the PalmPilot's **Menu** icon and select **Options** ⇒ **SMTP**:



SMTP Preferences

SMTP: 1 2 3 4 5

Server:

E-mail:

Name:

☒ Default account

Ok

2. Fill in the fields as described here:

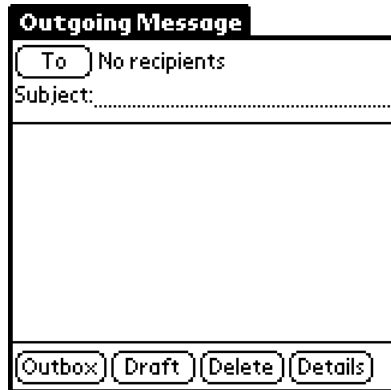
- Server** Enter the name or numeric IP address of the SMTP server through which you send mail.
- E-mail** Enter your complete e-mail address here (in the format `your_name@your_host.com`)
- Name** You may enter a free-form name here if you wish. This optional name is placed next to your real e-mail address in outgoing messages.
- Default account** Check this box to use the SMTP server for all outgoing mail (unless otherwise specified).

Note It is important to set your SMTP server correctly *before* writing e-mail, as the server name is embedded in the message the first time you save it (though it can be changed later).

Creating and sending e-mail

This section explains the simplest way to send a message. Details on the features not covered here may be found in the chapter **Sending mail**.

1. Create a new message by selecting **Mail** ⇒ **New message**, which opens an empty outgoing message as shown here:



2. Fill in the destination e-mail address by tapping on **To:**. Add **Cc** and **Bcc** recipients as needed.
3. Enter text on the Subject line, and text body as necessary.
4. Tap on **Outbox** when you are done.
5. Select **Mail** ⇒ **Send All** to send the message; **Retrieve** to check for new mail; or **Send and Retrieve** to do both at the same time.

What's next?

As mentioned at the beginning of the chapter, this **Quick start** only shows the *essential* parts of using HandStamp Pro. If your TCP/IP stack was properly configured, and if you entered the right host information, that should be enough to get you going. The next chapters cover the finer points of using HandStamp Pro, and explain all available options in full detail.

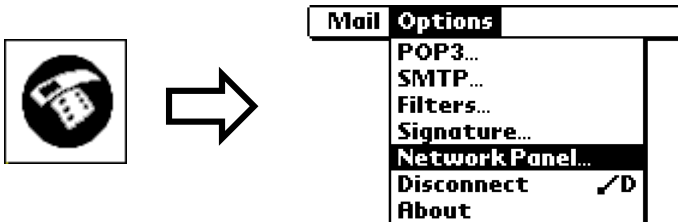
4 TCP/IP configuration

This chapter describes how to use the PalmPilot's integrated TCP/IP stack to connect to your mail host or Internet Service Provider. More details can be found in the PalmPilot user manual, but here we will cover the most important parts of establishing connections.

Note HandStamp opens network connections to exchange mail, but it does not close them. This is so you can stay connected to perform multiple operations. When connected, you will see a blinking vertical line in the upper right corner of the screen. If you experience transmission problems, it is best to close the connection (**Options** ⇒ **Disconnect**) and re-dial.

Configuring PalmPilot TCP/IP

You may access the network panel either through the PalmPilot **Preferences** icon (**Network** option), or from within HandStamp Pro by selecting **Options** ⇒ **Network Panel**:



This opens the PalmPilot network configuration screen as shown here:

The screenshot shows a 'Preferences' dialog box for network configuration. The title bar includes 'Preferences' and 'Network'. The main area contains the following fields and controls:

- Service:** A dropdown menu indicated by a small downward arrow.
- User Name:** A text input field.
- Password:** A text input field with a button labeled '-Prompt-' next to it.
- Phone:** A text input field with a button labeled 'Tap to enter phone' next to it.

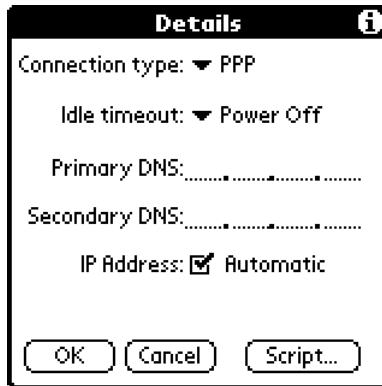
At the bottom of the dialog are three buttons: 'Done', 'Details...', and 'Connect'.

Fill in the fields as follows:

- | | |
|------------------|--|
| Service | This name is for your reference only. You may either select an existing service by tapping on Service , or overwrite one that you do not intend to use. |
| User Name | Enter the login name for your account here. |
| Password | Enter your account password here, or leave Prompt in order to enter your password manually each time you connect. |
| Phone | Tap here to enter your service provider's access telephone number, and your own calling card information if necessary. |

TCP/IP details

Tap on **Details** to setup the specifics of your TCP/IP stack:

A screenshot of a 'Details' dialog box with a black title bar and a white body. The title bar contains the word 'Details' and an information icon. The body contains the following settings: 'Connection type:' with a dropdown menu showing 'PPP'; 'Idle timeout:' with a dropdown menu showing 'Power Off'; 'Primary DNS:' followed by a dotted line for input; 'Secondary DNS:' followed by a dotted line for input; and 'IP Address:' with a checked checkbox and the word 'Automatic'. At the bottom are three buttons: 'OK', 'Cancel', and 'Script...'.

Details

Connection type: ▼ PPP

Idle timeout: ▼ Power Off

Primary DNS:.....

Secondary DNS:.....

IP Address: ☒ Automatic

OK Cancel Script...

Connection type

Here you should choose the TCP/IP protocol (PPP, SLIP, or CSLIP) that your provider uses.

Idle timeout

The idle timeout represents the period of elapsed time after which an unsolicited TCP/IP stack automatically disconnects from a host. In order to avoid unexpected shutdowns, we recommend selecting **Power Off**. DO NOT SET THIS TO 0!"

Primary/Secondary DNS

Enter the IP addresses of the Domain Name Server(s) given to you by your ISP. Domain name servers provide resolution of machine *names* to *IP addresses* (for mail hosts entered in the format `machine.domain.name`). If you enter machine *names* for SMTP and POP3 servers in HandStamp, then you must enter the IP address of a DNS here in numeric format. For example: 44.151.06.15

Automatic IP address

Most service providers dynamically assign their dial-in subscribers IP addresses upon connection. However, if you need to specify a fixed IP address, deselect this checkbox, and enter your IP address here.

Connection scripts

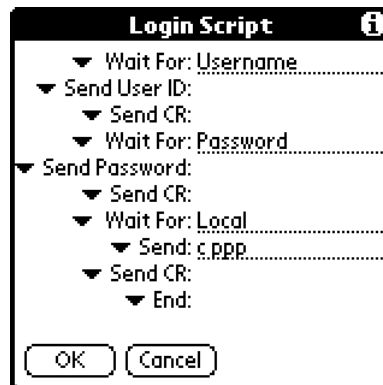
Many service providers do not require connection scripts because the TCP/IP stack gives them your login information from the main configuration screen as described earlier. When necessary, ISPs readily provide examples of the connection scripts they require to access their systems. It is important to check with your ISP or system administrator to get the exact details.

Connection scripts execute a series of instructions, such as **Login** and **Password**, instead of requiring you to enter them manually for each connection. They can also pause for a specified length of time, wait for a host machine to send specific character strings, and then respond with pre-determined responses.

For example, here is how a typical Internet Service Provider would give you details on how to connect:

```
expect Username>
Enter your UserID and return
expect Password>
Enter your Password and return
expect Local>
Enter c ppp and return
```

The corresponding connection script would look like this:



Most connection scripts are similar to the above, though they may present slight variations depending on the system. You should check with your ISP for the exact connection script, and consult your PalmPilot user manual for more information.

Using one ISP to reach another

Some Internet Service Providers do not implement standard POP3 and SMTP mail services, and are therefore not compatible with HandStamp Pro.

There is however, a convenient solution for using a service provider to connect to the Internet, and to then access mail services on a different host, such as a corporate system or another service provider. In fact, many people have mail accounts on several different servers, accessing all of them through a single connection anywhere on the Internet. This solution can be extremely practical when you have a mail account on a server which has a full-time connection to the Internet, and you would like to be able to reach it from anywhere your ISP has an access point.

For this work, all you have to do is configure your TCP/IP connection with the provider you want to use to reach the Internet, and declare your POP3 and SMTP mail hosts as residing elsewhere. See the chapter **More on host setup** for more information.

Note Some of the larger ISPs that did not support POP3 and SMTP in the past are now in the process of changing their systems. Check with your provider for current status or consult our Web site (<http://www.smartcodesoft.com>) for more information.

5 Retrieving mail

The Quick Start chapter of this manual covered the basics of getting connected to your mail hosts. This chapter and the next may cover some of those same points again, but in more detail so as to give you a complete perspective on how to use HandStamp Pro to its fullest.

In particular, this chapter covers everything you need to know about setting up and retrieving mail from your POP3 mailboxes.

Setting up multiple hosts

HandStamp Pro allows you to configure up to five separate POP3 mailboxes. This feature is very useful for people who have dial-in accounts with several different Internet service providers, and need an easy way to read mail in any of their mailboxes. In fact, you may check mail on all of your configured mail servers through a single dial-in connection to the Internet.

As described in the Quick Start chapter of this manual, you first need to instruct HandStamp on which mail server(s) to look for new mail. Select **Options** ⇒ **POP3** to setup your mailboxes:

POP3 Preferences ⓘ

Mailbox: 1 2 3 4 5 ← Tap here to configure up to five mailboxes

Server:mail.servername.com

Mailbox:your_name

Password:-Assigned-

☐ Use APOP

☒ Leave mail on server

Ok

Server

This field must contain the name or numeric IP address of the POP3 server on which you have an account (i.e. your ISP or corporate host). If you enter a name, the **DNS** (Domain Name Server) field must be correctly set in the **Network panel**, discussed later in the preceding chapter.

Names are usually given in the format:

`server.name.com`

For example: `mail.smartcodesoft.com`.

Numeric IP addresses contain four fields of numbers between 0 and 254. This information must be entered in standard format. For example:

`206.184.177.83`

Check with your ISP or system administrator for the exact name or IP address to use. There are no "@" characters in a host name.

Mailbox

Enter the name of your POP3 account on the specified server. Mailbox names are usually given in the format: `user.name` or simply `name`.

There are no "@" characters in a mailbox name.

It is important to enter the exact name of your mailbox, and not an alias. The mailbox name may be different from your login name, and you should probably ask your ISP or system administrator what name to use.

Mailbox names may also be case-sensitive. Pay careful attention to use the correct name: your server may not treat `UserName` the same as `username`.

Password

This field shows **Assigned** or **Unassigned** depending on whether or not you have entered a password for your account. To enter or change a password, tap in the **Assigned/Unassigned** box, and type your password in the pop-up window:




A dialog box titled "Password" with a black header. Below the header, it says "Enter a password:" followed by a text input field containing "password123". At the bottom, there are two buttons: "Ok" and "Cancel".

Tap on **Ok** when you are done. Erase an existing password entry by typing nothing and tapping **Ok**.

Use APOP Use this option to force HandStamp to use **APOP** password encryption to login to the host (ask your ISP if APOP is required).

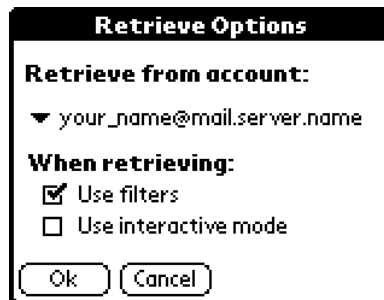
Leave mail on server

Check this box if you would like to leave your messages on the server. This means that HandStamp will simply download *copies* of your messages, leaving the originals intact on your mail host.

You may configure up to five different POP3 mailboxes in this manner by tapping on the numbers 1 through 5 at the top of the **POP3 Preferences** screen ().

Choosing which POP3 mailbox to use

To download mail from any or all of your POP3 mailboxes, tap on **Mail** ⇒ **Retrieve**, which opens the screen shown here:



A dialog box titled "Retrieve Options" with a black header. Below the header, it says "Retrieve from account:" followed by a dropdown menu showing "▼ your_name@mail.server.name". Below that, it says "When retrieving:" followed by two checkboxes: "Use filters" (checked) and "Use interactive mode" (unchecked). At the bottom, there are two buttons: "Ok" and "Cancel".

The last mailbox you used is presented as the default.

To choose another POP3 account, tap on the ▼ below **Retrieve from account:** displaying all currently configured POP3 mailboxes:



Use this list to select the mailbox you wish to access, and tap on **Ok**, then again on **Ok** to connect. As long as your TCP/IP connection to the ISP stays open, you may perform as many retrieve operations as you like.

Unique message ID

In setting up your POP3 mailboxes, you have the option to **Leave mail on server**. With this option selected, HandStamp only downloads *copies* of your messages to the PalmPilot, leaving the originals intact on your mail host. People generally do this in order to download their mail from a desktop computer at a later time.

HandStamp implements a mechanism known as UIDL (Unique ID List) to keep messages from being downloaded more than once if you choose to leave them on the server. For example, you may notice that during downloads, HandStamp counts a certain number of messages, and then informs you that you have *no* messages. This is because HandStamp needs to look at all waiting messages before being able to decide whether or not it has already downloaded them.

Hint To force HandStamp to forget its UDIL status and consider that all messages are new, all you have to do is go into POP3 configuration for the mailbox in question, deselect the **Leave mail on server** checkbox, then tap on **Ok**.

Choose messages before downloading

If you select **Use Interactive Mode** when checking for new messages (**Mail** ⇒ **Retrieve**), HandStamp downloads message headers and size, so that you may manually choose which messages you would like to download, as shown here:



The **Sub./From** **Sub./Size** switchbox allows you to view message headers by subject and sender, or by subject and message size.

Select or deselect individual messages using the checkbox to the left of the subject. By default, all messages are selected for download, but you may deselect all at once by tapping on **None**. Tap on **Ok** to begin downloading messages, or on **Cancel** to return to HandStamp without downloading any.

Messages that you choose not to download now will be presented again next time you connect.

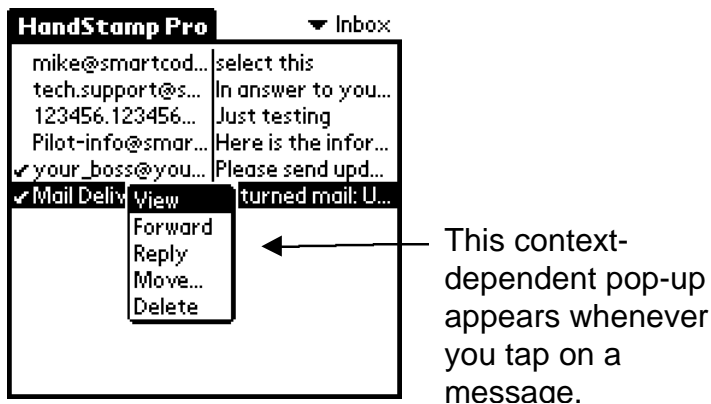
Note If you wait too long before confirming retrieval, the TCP/IP or POP3 connections may timeout, and you will have to reconnect.

Download status

When HandStamp has finished downloading mail, a status message is displayed, indicating how messages were handled (downloaded, ignored, filed, etc.):



Tap on **Ok** to return to HandStamp Pro. To read a message, simply open the appropriate folder (in this example, the **Inbox**) tap on the message you want to read, and select **View** from the pop-up menu:



The other options in the pop-up menu are discussed in more detail in the chapter **Using Folders**.

Clean up your mailbox!

Due to the nature of the POP3 protocol, if you keep large numbers of messages on your mail host, you may find HandStamp Pro a bit slow or cumbersome. The main reason for this is that POP3 was not really designed to hold mail, or to provide an efficient way to handle mail left on the server.

HandStamp's UIDL mechanism (described in the preceding section) provides a way to avoid downloading the same messages twice; and you may apply filters to handle or avoid incoming messages. Nonetheless, HandStamp must take the time to analyze a small portion of each waiting message in order to know what it has already downloaded, how to file a message, or even how to avoid it. If you have 60 old messages in your mailbox, and one new message, HandStamp still has to look at all 61 messages. Even under the best conditions, this operation can take some time.

Our recommendation is simple: for the best performance, clear out your mailbox as often as possible, either by deselecting the **Leave mail on server** option in HandStamp Pro, or via your desktop computer.

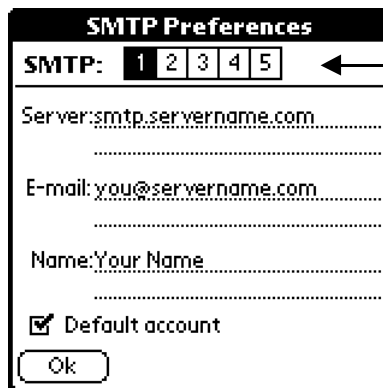
6 Sending mail

As explained earlier, SMTP is the mechanism by which e-mail messages are sent over the Internet, via SMTP servers. Your SMTP server may or may not have the same name as your POP3 server.

This chapter covers everything you need to know about SMTP configuration and sending mail from HandStamp Pro.

Setting up multiple hosts

Just as with POP3 mailboxes (see preceding chapter), HandStamp Pro allows you to configure up to five separate SMTP servers. To do this, select **Options** ⇒ **SMTP**:



Tap here to
configure up to
five SMTP
servers

Use the **1 2 3 4 5** switchbox to configure up to five different SMTP servers, although only one server may be set as the default. Fill in the SMTP fields as described here:

Server

This field must contain the name or numeric IP address of a valid SMTP server. If you use a name, make sure you set the DNS field must be correctly in your network configuration (**Options** ⇒ **Network Panel**).

SMTP server names are usually given in the format:
`server.name.com`. For example:
`mail.smartcodesoft.com`

Numeric IP addresses contain four fields of numbers between 0 and 254. This information must be entered in standard format. For example:
`206.184.177.83`

Note: There are no '@' characters in a host name. Check with your ISP or system administrator, as it is very important to use the exact name or IP address.

E-mail Enter your e-mail address in this field, using the format: `you@yourcompany.com`. Do not use free-form addresses with brackets such as:
`YourName <you@yourcompany.com>`

The information you enter in this field both identifies you as the *sender* in outgoing messages, and is used by the SMTP server to grant you access rights.

Name Use this field to enter a free-form name, which is placed next to your full e-mail address in outgoing messages.

Default account Use this checkbox to indicate which SMTP server will be used by default in all new messages

Choosing an SMTP server

It is important to correctly fill in the SMTP server details *before* you write new messages, as HandStamp automatically includes your selected default SMTP information in each message it creates. In fact, you must designate a default SMTP server before HandStamp will even allow you to create new messages.

To change the SMTP server in new or existing messages:

1. Open the message (if stored in the **Outbox** or **Draft** folders)
2. Tap on **Details**.
3. Tap on the current server under **Send using account**. Select a different server from the above pop-up window:



```
mail.servername.com
smtp.servername.com
mail2.smartcodesoft.com
```

Writing messages

HandStamp messages are composed of three parts:

- A list of recipients
- A subject field so recipients can quickly identify the contents of your message
- Text body

Follow the steps in this section to create and send new e-mail messages:

1. Tap on the PalmPilot's Menu icon and select **Mail** ⇒ **New Message** to begin writing e-mail:



This will open an empty outgoing message as shown here:

Outgoing Message

To No recipients

Subject:.....

Outbox Draft Delete Details

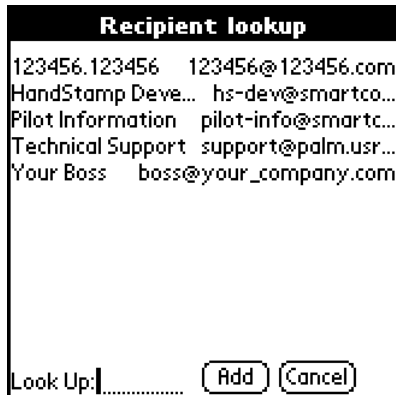
2. Enter message recipients by tapping on **To**, which opens the Recipient list (empty at first):


Recipient list

▼ To:

Done Add Lookup Del

3. You may type the e-mail address of the first recipient in the field next the ▼ To: button, or use **Lookup** to read e-mail addresses from the PalmPilot's Address application:



4. Tap once to highlight the desired recipient, then tap **Add** to place the selected e-mail address in the recipient field. If the list is long, you can jump right to the address you want by typing the name in the **Look Up** field.
5. To change recipient *type*, tap on  and select from the pick-list shown here:



There are three types of recipients:

- | | |
|------------|---|
| To | <i>Primary recipient</i> - enter your destination party's e-mail address in standard format, such as: receiver@smartcodesoft.com. Do not use free-form addresses with brackets <> like this: You <you@smartcodesoft.com>. Messages need at least one To entry, and you may add several more. |
| Cc | <i>Carbon copy</i> - enter the e-mail address(es) of recipient(s) who should receive a copy of this message. |
| Bcc | <i>Blind carbon copy</i> - same as Carbon copy, but Bcc addresses are not shown to other recipients, and this recipient will not see the other Bcc addresses. |

Note You may add as many recipients as you like, but only one e-mail address per line.

6. Tap on **Add** to insert lines for additional recipients, **Delete** to remove a selected recipient, and **Done** when the list is correct.
7. Add a subject to your message by typing directly on the Subject line. Subjects make it easier for recipients to identify the intent of your message quickly.
8. Write the text of your message in the large square text zone below the Subject:



Outgoing Message

To pilot-info@smartcodesoft.c...

Subject: Enter a subject on this line.....

This is where you should write
your message text.

[Outbox] [Draft] [Delete] [Details]

When you are done writing your message, you may tap on either **Outbox**, **Draft**, **Delete**, or **Details** to continue:

Outbox Messages placed in the Outbox may be sent next time you connect. To send the contents of the Outbox, tap on **Menu** ⇒ **Mail** ⇒ **Send All** (or **Send & Retrieve**)

Draft Tap on this button to store your message temporarily in the Draft folder. Messages in the Draft folder are not sent when you send mail.

Delete Tap here to erase the message and return to the current folder.

Details

Use this button to view the SMTP server that has been designated for use with this message. If necessary, you may change SMTP servers by tapping on **Details**, and selecting a new server under **Send using account**.”

You may also choose whether or not to include your signature at the bottom of your message.

Message signatures

If you would like to include text, such as your full name and address, at the bottom of the mail messages you send, select **Options** ⇒ **Signature**, and enter whatever text you like in the screen as shown here:



Edit Signature

Signature:

=====

Your name

Your address@yourcompany

Your philosophical phrase

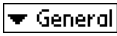
=====

☒ Default is to use signature

Save Cancel

Tap on **Save** when you are done, or on **Cancel** to discard your changes.

‘for an alternate signature or reoccurring message subject. To do this:

1. Open the PalmPilot's **Prefs** application
2. Select ShortCuts from the  **General** pick list in the upper right-hand corner. Add shortcuts for any text you type frequently. Text you enter as a shortcut may then be inserted quickly into HandStamp.

Copy and paste

Another easy way to place text into HandStamp Pro is to use the PalmPilot's copy and paste functions. Wherever applicable, you may perform a copy and paste operation to copy information from any other text application into HandStamp. For example:

Open desired PalmPilot application, locate the information you would like to copy, and select the text using your stylus:

1. Tap on **Menu**
2. Select **Edit, Copy**
3. Go back to HandStamp, and navigate to the screen where you would like to place the text
4. Tap on **Menu, Edit**, then **Paste** to place the information into HandStamp

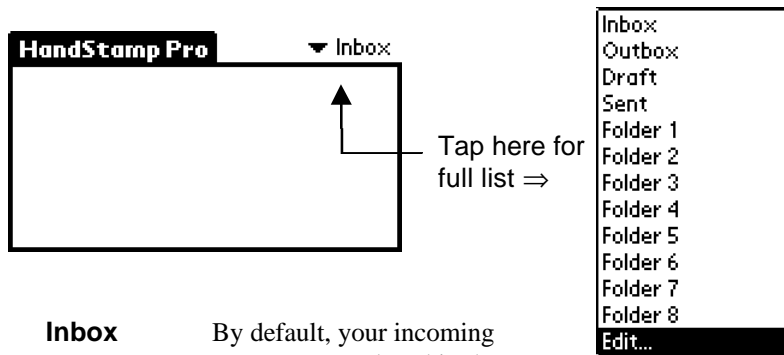
7 Using folders

HandStamp Pro helps you keep your e-mail organized by offering a number of different folders for storing messages. In the preceding chapters we have mentioned the Inbox, Outbox, and Draft folder. In addition to those, there are eight user-definable folders for storing incoming mail.

This chapter shows you how to use and customize folders.

Default folder names and functions

At any time, you may tap in the upper right-hand corner of your screen to view the list of folders available in HandStamp Pro:



Inbox

By default, your incoming messages are placed in the Inbox. You may *view*, *forward*, *reply*, *move*, or *delete* a message by tapping on it once, then choosing the desired option from the pop-up window.

Draft

This folder is for temporary storage of messages that you are not ready to send. These messages can be *edited*, *copied*, *moved* to the Outbox, or *deleted*.

Outbox

Messages placed in the Outbox are sent when you choose **Mail** => **Send All** (or **Send & retrieve**). Messages in the Outbox may be *edited*, *moved* to the Draft folder, or *deleted*.

Sent

This folder stores messages that have been sent. You may *view*, *forward*, *reply to*, *move*, or *delete* these messages.

Note

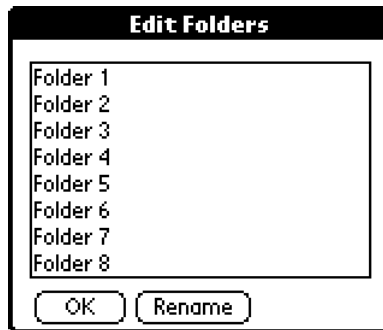
Inbox, Outbox, Draft, and Sent folder names cannot be changed.

Folder 1 - Folder 8

These folders are for incoming mail only. Their names may be changed by tapping on **Edit**. You may *view*, *forward*, *reply to*, *move*, or *delete* messages in these folders.

Changing folder names

To change the names of Folders 1 through 8, tap on **Edit** in the folder list. This will open a window that contains all eight customizable folders:

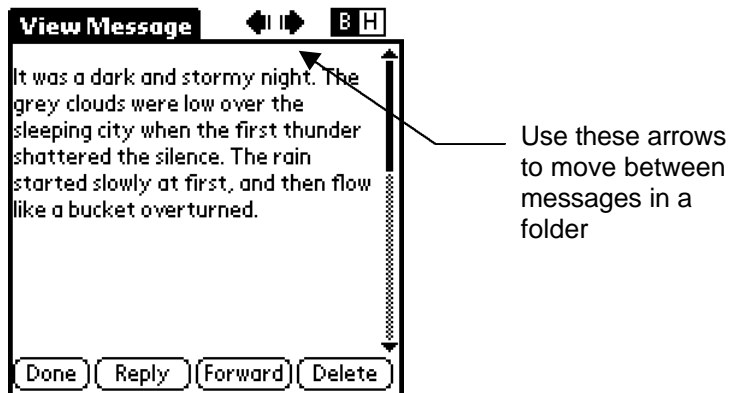


Select a folder, tap **Rename**, and enter a new name. You must enter some text, as folder names may not be empty.

Viewing messages

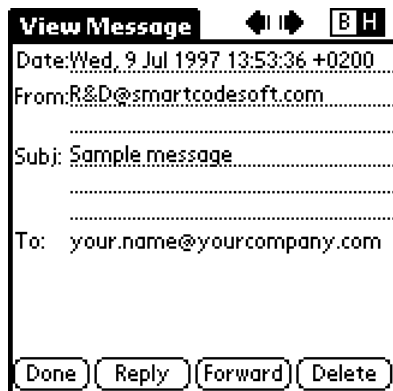
Scrolling

Whenever you have more than one message in a folder, it is convenient to be able to scroll forwards and backwards through messages without having to close and open them each time. To do this, use the scroll arrows at the top of the screen:





View message headers or body

By default, messages are displayed as shown above, with message body visible. To see header information, tap **H** in the **B H** switchbox:



Quickly deleting a lot of messages

To delete a long list of messages very quickly (as there is no group

1. Tap on the first message.
2. Select **View** from the pop-up window.
3. Tap **Delete**. HandStamp deletes the current message and moves on to the next.
4. Repeat this for as many messages as you would like to delete.
5. When you are done, you may tap **Done**, or use the scroll arrows at the top of the screen ( ) to move on to the next message.

8 Filtering incoming mail

One of HandStamp Pro's most versatile features is the ability to intelligently filter incoming messages for you. This automatic mechanism is particularly useful for filing incoming messages into specific folders or for avoiding specific types of messages.

This chapter describes how to setup and use filters, and offers some examples.

Defining filters

HandStamp Pro filters perform *actions* on incoming mail based on *conditions*, which may be read from e-mail message headers, such as *Sender*, *Subject*, *Size*, and *Destination*. For example, you could store all mail from a user named 'Joe' into a mailbox called 'Friends,' or you could instruct HandStamp to ignore all mail with the words 'overdue invoice' in the subject field.

Follow these steps to setup HandStamp filters:

1. Select **Options** ⇒ **Filters**, which opens the screen shown here (empty at first):



2. Tap on **Add**, and fill in the fields as described below:

The screenshot shows the 'Filter Editor' dialog box. It has the following fields and options:

- Name:** Untitled
- When:** A dropdown menu currently showing 'Sender'. A callout box points to this menu, listing: Sender, Subject, To, Cc, Size.
- Contains:** A dropdown menu currently showing 'Contains'. A callout box points to this menu, listing: Starts with, Ends, Is greater than, Is less than.
- Retrieve:** A dropdown menu currently showing 'Retrieve'.
- File in:** A dropdown menu currently showing 'Inbox'.
- Valid for mailbox:** A row of five checkboxes labeled 1, 2, 3, 4, and 5. Checkboxes 1, 2, and 3 are checked.
- Priority:** A dropdown menu currently showing '1'.
- Buttons:** Save, Cancel, and Delete.

3. Enter a reference name in the **Name** field.
4. Set the *condition* for analyzing mail by tapping on the down arrow (▼) next to the word **Sender** (as shown above). Select an item appropriate for your filter.
5. Select the *criteria* that the specified field (or size) must meet in order to perform a particular action, by tapping on the down arrow (▼) next to the word **Contains** (as shown above). Available choices depend on whether your filter is based on headers or message size.
6. Set the *action* that will be carried out when the specified conditions are met. You may choose to either **Retrieve** or **Not retrieve** those messages. If you choose to retrieve them, you may specify into which message folder they should go.
7. Enable the filter for any or all of your POP3 mailboxes using the 1 2 3 4 5 switchbox
8. Set the filter priority at a level between 1 and 3 using the priority pop-up window. This can be useful when you want to create general filters (such as to download all mail to the Incoming folder), but with a few exceptions (such as placing all mail from your boss in the Urgent folder).
9. Tap on **Save** to keep the filter, on **Cancel** to discard any changes and return to the main filter list, or on **Delete** to delete the filter from the list entirely.

Note When you choose to download messages using filters (**Mail** ⇒ **Retrieve**), *no* messages will be retrieved at all if they don't meet any filter criteria.

Examples

1. Suppose you want to avoid downloading all messages whose subjects contain the words "junk mail;" you could create a filter such as this:

The screenshot shows the 'Filter Editor' dialog box. The 'Name' field is 'No Junk Mail'. The 'When' section is set to 'Subject' and 'Contains'. The text 'Junk' is entered in the field below. The action is set to 'Do not retrieve'. The 'Valid for mailbox' section shows a row of five buttons, with the first button (1) highlighted. The 'Priority' is set to 1. At the bottom are 'Save', 'Cancel', and 'Delete' buttons.

2. Suppose you want to download all messages into the Inbox, except those from your boss, which you would like to place in a folder called Urgent. For this you would apply two filters: one with a high priority to put mail from your boss into the Urgent folder, and another with a lower priority to put the rest in the Inbox:

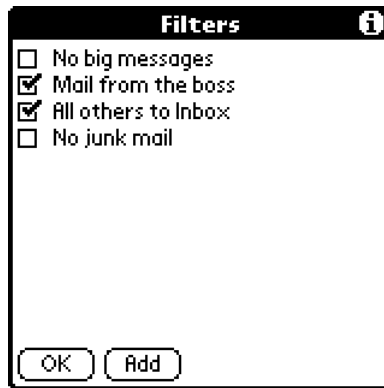
The screenshot shows the 'Filter Editor' dialog box. The 'Name' field is 'From the Boss'. The 'When' section is set to 'Sender' and 'Contains'. The text 'boss.name' is entered in the field below. The action is set to 'Retrieve'. The 'File in' section is set to 'Urgent'. The 'Valid for mailbox' section shows a row of five buttons, with the first button (1) highlighted. The 'Priority' is set to 1. At the bottom are 'Save', 'Cancel', and 'Delete' buttons.

The screenshot shows the 'Filter Editor' dialog box. The 'Name' field is 'All other mail'. The 'When' section is set to 'Size' and 'Is less than'. The text '60000' is entered in the field below, followed by 'bytes'. The action is set to 'Retrieve'. The 'File in' section is set to 'Inbox'. The 'Valid for mailbox' section shows a row of five buttons, with the first button (1) highlighted. The 'Priority' is set to 2. At the bottom are 'Save', 'Cancel', and 'Delete' buttons.

3. As a variation of #2, you could decide to only download messages from a particular person just by implementing a single filter like **From the Boss** above. In this case, all other mail will be ignored, and left on the server.

Activating filters

1. Choose the filter(s) you would like to use by selecting **Options** ⇒ **Filters**, then tapping on the checkbox next to the appropriate filters:



2. When you retrieve mail (using **Mail** ⇒ **Retrieve**), tap on **Use filters** to enable the filters you have chosen.

Note If you choose **Use filters** without defining any, then HandStamp will not download any mail.

9 Troubleshooting

In case your PalmPilot loses its data

Dont panic! Every time you HotSync your PalmPilot to your desktop computer, the entire HandStamp Pro database is backed up. This means that if you lose all the data on your PalmPilot (i.e. if the batteries run out), you can re-install the HandStamp Pro software and restore your last-saved configuration, folder structure, and all your messages at any time.

It is therefore important to make regular backups of your PalmPilot using HotSync. Then follow these simple steps if you lose your data:

1. Re-install HandStamp Pro by running InstApp.exe (Windows) or InstallApp (Macintosh), and selecting the HandStamp Pro program file (.PRC) as described in the **Installation** chapter of this manual.
2. Perform a HotSync. This will put the HandStamp database back onto the PalmPilot and re-install the software at the same time.

If you run HotSync without installing the HandStamp software, the databases will be copied back to the PalmPilot, but will not be usable until you install the software. You can see the database listed as HSMailDB'in the PalmPilot **Memory** application (until you install HandStamp Pro).

3. You will probably be instructed to reset your PalmPilot.

Note As there is no HandStamp 'conduit' application on your desktop computer, there is never any conflict with data synchronization. The data on the PalmPilot is always 'master,' and will be restored just as it was backed up.

Modem cabling

The easiest modem to use with the PalmPilot is, of course, the PalmPilot clip-on modem. This modem is specially designed for the PalmPilot and does not require any cabling.

If you do not use a PalmPilot modem, we recommend one of the following three ways for connecting your PalmPilot to a modem:

1. Use a U.S. Robotics modem cable (part no. 1011U). This cable allows you to connect the PalmPilot directly to a modem.
2. Use the standard PalmPilot cradle adapter, and attach a null-modem adapter to the end of the cable.
3. Use a HotSync cable, and attach a null-modem adapter.

It is important to configure your modem to not drop DTR (Data Terminal Ready). Usually this can be done through a proper modem initialization string, or by setting Dip switches on the modem. If DTR is configured improperly, you will get an error. For additional information on modem configuration, please consult your PalmPilot and/or modem user manuals.

“Hidden” data-entry mistakes

When entering e-mail addresses and host names, you should be careful not to enter ‘extraneous’ or ‘invisible’ characters (such as carriage returns) with your stylus. This could result in failures, even when the fields appear to be filled in correctly in your PalmPilot. There are two easy ways to see if there are more characters in a field than are visible:

1. Use the stylus to place the cursor at the beginning of a field, then drag the stylus out of the field and down. This will scroll through the entire field and you will be able to see additional lines (if there are any). If an entry contains characters after those you intended to type, place the cursor at the end of the line, and use the Graffiti backspace stroke (↵) to erase them.
2. Place the cursor in the desired field and use Graffiti strokes cursor left (←) and cursor right (→) to navigate from one end to the other.

HandStamp messages

HandStamp can display two types of error messages: those specifically related to mail protocols, and those generated by HandStamp itself.

Note Unpredictable modem errors may occur due to low batteries in your modem.

Here is an alphabetical listing of the various messages you may encounter while using HandStamp Pro:

- This message was truncated here -

You may see this error at the end of a mail message; it means that for some reason, the message was not downloaded entirely.

... are too big for HandStamp Pro.

This message is displayed in the retrieval status window after downloading messages. HandStamp Pro can handle messages up to 50 Kb.

Bad recipient

The SMTP server refused to send mail to the recipient address you indicated. This could be because the address was written incorrectly, or because the server was not able to forward the message as expected.

Cannot connect to network. Check your modem cable and verify network configuration via the Network Preferences panel.

This message appears when the PalmPilot TCP/IP stack is unable to establish connection. Make sure that your modem is plugged in and configured correctly.

Cannot connect to SMTP server

PPP connection was successful, but HandStamp could not reach the SMTP server you specified. This may also occur if the mail server is behind a firewall, or if the server has restricted access rights.

Cannot connect to the POP3 server

PPP connection was successful, but HandStamp could not reach the POP3 server you specified. This may also occur if the mail server is behind a firewall, or if the server has restricted access rights.

Due to a protocol error, it is possible that some messages you have retrieved were not deleted from the server.

The POP3 protocol only allows messages to be truly deleted from the server after *successful* logout. If there is a problem before logout, such as a lost connection, your messages will not be deleted.

Due to the lack of free memory some messages have not been retrieved.

HandStamp Pro did not have enough free RAM to retrieve all of your messages.

Error resolving server address

Using the DNS, the TCP/IP stack could not correlate the host name you specified with a real IP address. Try entering the IP address of your host directly.

HandStamp Pro requires a PalmPilot with Rom 2.0 (or higher) and Palm's TCP/IP stack.

HandStamp Pro is specifically designed for use with PalmPilot Professional computers, with the PalmPilot TCP/IP stack.

Incorrect user name and or password, or mailbox was busy.

HandStamp was unable to open your POP3 mailbox. Either your login information was incorrect, or there was already a user logged in with your name on the same account.

Incorrect user name

This POP3 error specifically indicates that the user name (mailbox) you provided was not right.

No POP3 account is correctly setup. Configure POP3 accounts using the POP3 Preferences menu option.

You attempted to retrieve mail without having first told HandStamp where to look and how to connect the your POP3 mailbox.

No recipients

You apparently tried to send or save a message to the Outbox without entering any recipient e-mail addresses.

No SMTP account is correctly setup. Configure SMTP accounts using the SMTP Preferences menu option.

Before creating new messages, you must completely configure at least one SMTP server for HandStamp to use as default.

POP3 protocol error

Unidentified POP3 problem.

Resolving

The TCP/IP stack is looking up your server names on the specified Domain Name Server.

Sending envelope

HandStamp Pro is sending message headers (i.e. recipient information)

Sending message contents

HandStamp is sending the body of the message.

SMTP protocol error

Unidentified SMTP problem.

SMTP server refused authentication

You were denied access to the specified SMTP server. This is usually due to an incorrectly typed e-mail field under SMTP Preferences.

Sorry, there is not enough free memory to perform this operation.

Your PalmPilot does not have enough RAM left for HandStamp. Try clearing out your message folders or removing unused applications from the machine.

Sorry, you cannot add any more filters. Try deleting unused ones.

The maximum number of filters you can have is 20.

TCP error

Unidentified TCP problem, possibly a broken connection. If this happens too often, you should disconnect and try again.

The TCP connection cannot be closed because another application appears to be using the TCP/IP stack.

You used **Options** \Rightarrow **Disconnect**, but another application in the PalmPilot is using the TCP/IP stack.

There are no messages in the Outbox

You tapped **Send all** or without having any messages ready to send.

This SMTP account cannot be set as the Default because you have not set both the SMTP server and your e-mail address.

You must enter an SMTP server name *and* an e-mail address in order to set an SMTP server as default.

You must fill in a folder name.

You cannot assign an empty name to a message folder.

Technical support

Our support policy

Support for HandStamp may be obtained from either our U.S. or European offices by phone, fax, or e-mail.

We provide standard technical support for HandStamp free of charge for 30 days after purchase. Due to the volume of telephone calls, priority is given to questions asked via e-mail.

Please register your product so we can keep you informed on new releases, upgrades, or patches.

Contacting technical support

You may contact our technical support staff at the following addresses:

United States

Smartcode Software, Inc.
P.O. Box 1513
Highland Park, Illinois 60035

[Http://www.smartcodesoft.com](http://www.smartcodesoft.com)
support@smartcodesoft.com

+1 (847) 945-3516

Fax: +1 (847) 945-6889

Europe

Smartcode Technologie, S.A.
Cap Alpha
Avenue de l'Europe, Clapiers
34940 Montpellier, France

<http://www.smartcode.fr>
support@smartcode.fr

+33 (0) 467 593 040

Fax: +33 (0) 467 593 048

Registration form

Copy or print this form, fill it in, and mail or fax it back to us in order to register your copy of HandStamp. (Packaged versions contain a registration card that you may send to us by mail if you prefer).

Fax in U.S.: (847) 945-6889 • Fax in Europe: +33 467 593 048
E-mail: register@smartcodesoft.com

Serial No. _____

Your name: _____

Title: _____

Company name: _____

Address _____

City _____

State/Province _____ Zip/Postal code _____

Country _____

Phone: _____

Fax: _____

E-mail: _____

Where did you purchase your product? _____

How did you hear about HandStamp Pro? _____

Your PalmPilot model and desktop computer (PC, Mac)? _____

What kind of modem do you use? _____

What ISP? _____

10 Index

A

Address lookup · 33
alias · 24
APOP · 8, 15, 25

B

backups · 46
Bcc · 17, 34
Blind carbon copy · 34

C

Carbon copy · 34
case-sensitive · 24
Cc · 17, 34
CHAP · 8
connection script · 21
copy and paste · 37
cradle adapter · 47
CSLIP · 6, 20

D

Dip switches · 47
DNS · 24, 30
Domain name servers · 20
Draft · 35
DTR · 47

F

forward · 6

G

Graffiti · 9

H

HandStamp 1.0/2.0 · 12
HotSync · 12
HotSync cable · 47
HSMailDB · 46
HSPro.prc · 10
HSPRO.PRC · 11
HSProU.prc · 10

I

InstallApp (Mac installation) · 11
InstApp.exe (Windows installation) · 11
Internet Service Providers (ISPs) · 7
IP address · 15, 31

L

local access points · 7
Lookup · 33

M

Mailbox name · 15, 24
Max message size · 6
modem (low batteries) · 48
modem cable · 10, 47

N

Network panel · 18, 24
New Message · 32

O

Outbox · 17, 35

P

PAP · 8
Password · 24
Phone · 19
Point to Point protocol · 8
POP3 · 7
PPP · 6, 8, 20
Primary recipient · 34

R

Recipient list · 33
recipients · 32
Removing software · 12
reply · 6

S

sender · 31
serial number entry · 13
shortcuts · 37
signature · 36
SLIP · 6, 20
SMTP · 7
subject · 32

T

TCP/IP · 8
technical support · 52
Text body · 32
To · 34
To: · 17
Transmission Control Protocol/Internet
Protocol · 8

U

UIDL · 6, 26, 29
upgrade versions · 13