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# User manual

# Hand Stamp<sup>TM</sup> 1.0

Internet E-mail for Pilot<sup>TM</sup>



HandStamp

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# Preface

## Welcome to extremely mobile messaging

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Congratulations and thank you for using HandStamp™, the first native Internet e-mail package for U.S. Robotics Pilot™ connected organizers. With this application, a Pilot, and a modem you are ready to benefit from the power and convenience of Internet e-mail wherever you go.

## About this manual

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This User Guide is divided into ten sections:

Chapter 1 - Overview	Presentation of HandStamp as well as a discussion of Internet e-mail usage and protocols
Chapter 2 - Installation	How to install HandStamp onto your Pilot
Chapter 3 - Configuration	Details on how to enter information concerning your mail hosts and Internet Service Provider (ISP)
Chapter 4 - Sending mail	Writing and sending e-mail messages with HandStamp
Chapter 5 - Retrieving mail	How to connect to your ISP in order to read your mail
Chapter 6 - Connection scripts	Samples scripts for connecting successfully to your ISP or corporate mail host
Chapter 7 - Modem setup	Specific details and examples for configuring your modem
Chapter 8 - Troubleshooting	General advice for when things do not go as expected!
Chapter 9 - Registration	Use this form to register your product
Chapter 10 - Index	A fast way to find key subjects

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# 1 Overview

## What is HandStamp for Pilot?

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Smartcode Software's HandStamp is one of the smallest full-function electronic mail packages in the world. It lets you send and receive messages over the Internet directly from your U.S. Robotics Pilot connected organizer. This application uses standard modems to dial right to your Internet Service Provider, and does not require a connection or mail synchronization through a networked desktop computer.

Now, for the first time, Pilot users can access their e-mail anywhere they go. Take it on the road: check your Internet mail from a hotel room, using a cellular phone, or from a client's office. Send messages using a wireless modem from a bus or commuter train. HandStamp brings the power of Internet e-mail right to your Pilot.

## A word about Internet e-mail

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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, in the last few years, Internet Service Providers (ISPs) have appeared in nearly 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

position to dictate how things should run (and therefore to sell their own software to use it). 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 certain level of guaranteed “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 mail 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 as being universal.

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**NOTE** Another common 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 Internet Service Providers in dialup situations is called PPP (*Point to Point protocol*). HandStamp fully supports PPP.

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# Supported Internet protocols

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HandStamp for Pilot uses standard SMTP and POP3 services for sending and retrieving e-mail via ISPs as well as private mail hosts. It includes its own native PPP TCP/IP stack for Pilot.

<b>Protocol</b>	<b>Purpose</b>
TCP/IP	<i>Transmission Control Protocol / Internet Protocol</i> - 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)
SMTP	<i>Simple Mail Transfer Protocol</i> - 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 Pilots) to retrieve messages from a mailbox located on a POP3 server

*Table 1-1 Basic Internet protocols*

In addition to these basic message transfer protocols, many Internet Service Providers (ISPs) offer additional security features for identifying users. HandStamp automatically supports the following authentication protocols:

<b>Protocol</b>	<b>Purpose</b>
APOP	<i>Authenticated POP</i> - APOP is a password "challenge" algorithm which scrambles users' POP3 account passwords before transmission. Many POP3 servers on the Internet use this protocol. HandStamp supports APOP.
CHAP	<i>Challenge Handshake Protocol</i> - This front-line security is a connection-level authentication protocol handled directly by the PPP 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 (during PPP negotiation).

*Table 1-2 Supported security protocols*

More details on these protocols can be found in context in **Chapter 3 - Configuration**.

# 2 Installation

## System requirements

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To run HandStamp for Pilot effectively, you will need:

- A U.S. Robotics Pilot 1000 or 5000 personal organizer. Approximately 51 Kb of free RAM on the Pilot are needed for the application
- A modem that supports speeds between 2400 and 57600 baud
- A Pilot modem cable (U.S. Robotics part no. 1011U); or a cradle adapter and null-modem adapter; or a HotSync cable and null-modem adapter
- A PPP account with an Internet Service Provider, or on another type of corporate host that you can reach over the Internet. Your mail host must support both SMTP and POP3 even if your ISP does not (see **Chapter 3 - Connection script examples** for more details on how you can use an ISP to reach another server)
- A PC-compatible or Macintosh computer with a standard Pilot cradle connection, HotSync, and InstApp software (only used for copying the HandStamp to the Pilot)

For proper configuration you will need to know:

- The name or IP address of your SMTP host
- The name and password of your POP3 mail host
- The name and password of your POP3 mailbox
- The PPP connection script for accessing your ISP or other mail host. You may not need any connection script at all (see **Chapter 3 - Configuration** for more details)

## Package contents

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In this package, you will find:

<b>HandStamp.prc</b>	The HandStamp application to install on the Pilot
<b>Readme.txt</b>	Last-minute product information (if applicable)
<b>User manual</b>	Complete instructions on how to use HandStamp

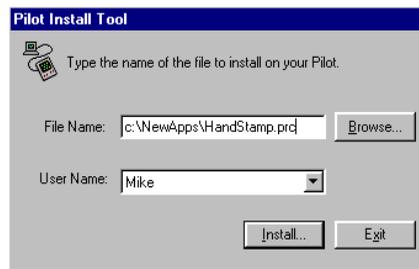
# Installing HandStamp on your Pilot

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We recommend that you make a backup of the information on your Pilot before installing HandStamp (or any other application).

Follow these steps to install HandStamp on your Pilot:

1. Place the Pilot in its cradle, and connect the cable to your Windows or Macintosh desktop computer
2. Copy the file HandStamp.prc to your hard disk (or install it directly from a floppy drive)
3. Start the application InstApp.exe in your desktop computer. Use the **Browse** button to locate and select the file HandStamp.prc:



4. Your selection will be confirmed, and HandStamp will be copied to your Pilot next time you run HotSync.

Perform a HotSync to load the application onto the Pilot:

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

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**NOTE** In case HotSync fails, please see **Troubleshooting** chapter

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# Starting HandStamp

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HandStamp

Start HandStamp by tapping once on the HandStamp icon in your Pilot.

## Product serialization

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



If you bought an off-the-shelf boxed version, then you will find the serial number in the envelope license inside your package. If you purchased an electronic version of HandStamp through an on-line reseller, they should have provided you with a serial number at that time.

# 3

## Configuration

### Overview

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This chapter explains how to setup the HandStamp application in order to:

- Identify your mail host and mailbox
- Recognize your modem and dial correctly
- Establish communications with your Internet Service Provider (ISP)

Basic configuration can be the trickiest part when using any Internet-related software, so please pay careful attention to fill in all fields as instructed. Information concerning host names and addresses, login scripts, and mailbox names should be supplied by your ISP or system administrator.

### Identify your mail host and mailbox

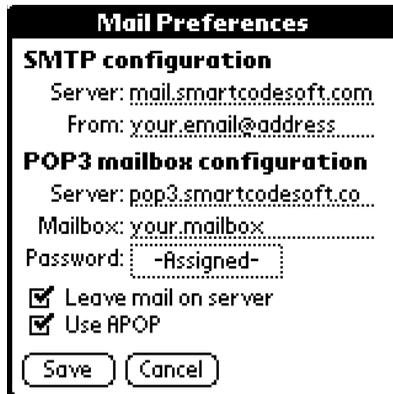
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Follow these steps to configure your mail account:

1. Start HandStamp and tap on the Pilot's **Menu** icon:



2. Select **Options** ⇒ **Mail Preferences** from the main menu bar. The following dialog box will appear (empty at first):



3. Fill in **SMTP configuration** fields in the **Mail Preferences** screen as described here (the SMTP server is the machine through which you will send e-mail messages):

**Server**

This field must contain the name or numeric IP address of a valid SMTP server. If you use a name, the DNS field must be correctly set under **PPP configuration** (discussed later in this chapter).

Names are usually given in the format:

server.name.com

For example: mail.smartcodesoft.com

Numerical 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 for the exact name or IP address.

**From** The information you enter in this field identifies you as the *sender* in outgoing messages. Enter your e-mail address in this field, using the format: *user@smartcodesoft.com*. Do not use “free-form” addresses such as: *YourName <you@smartcodesoft.com>*

It is important to enter this address correctly, as your SMTP server uses it to grant access rights.

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**NOTE** No login or password is required for SMTP connections. ISPs implement other types of security controls for SMTP access.

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4. Incoming messages are stored on a POP3 server in a *mailbox*, or *POP3 mailbox*. You must instruct HandStamp where to find this mailbox and how to connect to it:

**Server** This field must contain the name or numeric IP address of the POP3 server on which you have an account (probably your ISP). If you enter a name, the **DNS** (Domain Name Server) field must be correctly set in **PPP configuration**. This is discussed later in this chapter.

Names are usually given in the format:

`server.name.com`

For example: `mail.smartcodesoft.com`

Numerical 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 for the exact name or IP address.

## Mailbox

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

Note: 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 on the **Assigned/Unassigned** zone, and type your password in the popup window shown here:



The image shows a dialog box titled "Password". Inside the dialog, it says "Enter a password:" followed by a text input field containing the text "password123". Below the input field are two buttons: "Ok" and "Cancel".

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

## Leave mail on server

Check this box if you would like to leave your messages on the server. This means that the Pilot will simply download copies of your messages, leaving the originals intact so you can reload them from another machine later.

**Use APOP** Use this option to force HandStamp to use **APOP** password encryption as it begins login negotiation with the host.

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**NOTE** Due to memory constraints in Pilot computers, messages larger than 8 Kbytes will be automatically left on the server. This will preserve large messages with attached files, which you should download from your desktop computer.

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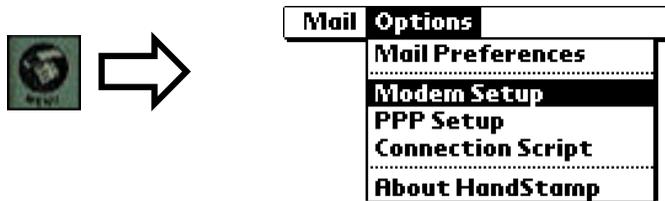
# Modem setup

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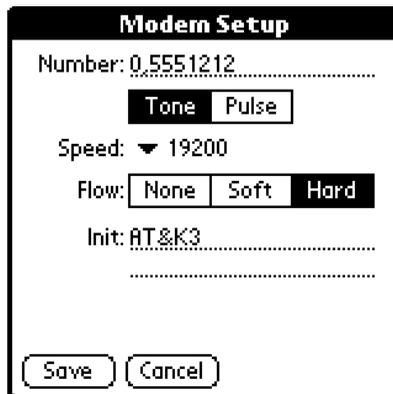
HandStamp can be used with a wide variety of modems, without any particular restrictions on brand, speed or type of modem. This section describes the most common ways to configure modems. Though we cannot guarantee completeness, the tips and details given here should work without problem in most modems. You may have to consult the user manual for your modem if this does not work for you.

Follow these steps to setup your modem:

1. Tap on the Pilot's **Menu** icon:



2. Select **Options** ⇒ **Modem setup**



3. Fill in the setup fields as described here:

**Number** Enter the telephone number that accesses your ISP (or other mail host). If you need to use a prefix to obtain an outside line, use a comma (,) to separate it from the telephone number and insert a pause. For example: 0,5551212

Tap on **Tone** to select dialing using beep tones  
Tap on **Pulse** to select rotary dialing

### **Speed**

Tap on the current baud rate (such as ) to open a popup menu with speeds between 2400 and 57600 baud. Select the speed at which your modem should communicate with the selected host (this speed represents the baud rate between the Pilot and the modem. If your modem speed is not listed, try using the value immediately above it).

### **Flow**

*Flow control* is used to keep modem buffers from overflowing. Select the flow control you need by tapping on the appropriate box:

**None:** no flow control

**Soft:** software flow control (XON/XOFF)

**Hard:** flow control handled through cabling (RTS/CTS) - this is the most frequent choice, and is recommended for speeds above 19200 baud.

Note: See also *Chapter 6 - Modem setup*

### **Init**

You may enter an exact modem initialization string for your particular modem depending on your needs. These strings are modem-dependent, and we recommend that you consult the reference manual for your particular modem.

Note: See also *Chapter 6 - Modem setup*

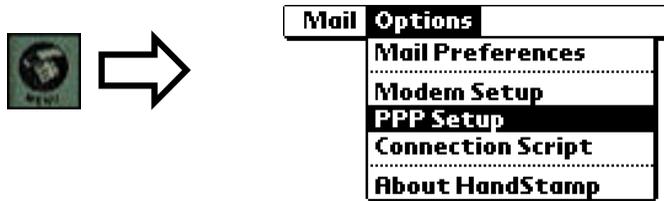
# Configuring host connections

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## PPP setup

As mentioned earlier, Internet messaging transactions use PPP, a special implementation of the TCP/IP communication protocol adapted for serial and modem communications. PPP is activated after basic modem connection is established with the host. Follow these steps to configure PPP access to your ISP (or other host):

1. Tap on the Pilot's **Menu** icon:



2. Select **Options** ⇒ **PPP Setup**

A screenshot of the 'PPP Setup' configuration screen. The screen has a black title bar with the text 'PPP Setup' in white. Below the title bar, the screen is divided into two main sections. The first section is titled 'Authentication' and contains two input fields: 'Login: ppp.....' and 'Password: [-Assigned-]'. The second section is titled 'Domain Name Server' and contains one input field: 'DNS: 44.151.36.15.....'. At the bottom of the screen, there are two buttons: 'Save' and 'Cancel'.

3. Fill in the setup fields as follows:

**Login**

Enter the login name (up to 40 characters) for PPP access on your ISP or other mail host. This name may be different than your mailbox or regular account name.

**CHAP** and **PAP** security protocols will automatically be taken into account during this phase of connection, depending on server requirements.

Note: HandStamp supports CHAP standard MD5 as described in RFC 1994, August 1996. This is the version most-often encountered with ISPs. It does not support MS CHAP, as implemented in NT 3.51 and 4.00 Remote Access Service (RAS).

**Password**

Enter the password for PPP access. This password may be different than the password used for POP3 account.

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 on the **Assigned/Unassigned** zone, and type your password in the popup window shown here:



Click on **Ok** when you are done. Erase an existing password entry by typing nothing and just clicking on **Ok**.



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The information you enter here for **Login** and **Password** is sent automatically from the `Login` and `Password` commands in Connection Scripts (described in the next section).

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### Domain Name Server

Domain name servers (DNS) provide resolution of machine *names* to *IP addresses* (for hosts entered in `machine.domain.name` format).

If you enter machine *names* for SMTP and POP3 servers (in **Mail Preferences** described earlier), then you must enter the IP address of a DNS using numeric format here. For example:  
`44.151.06.15`

## Creating connection scripts

In order to connect to your mail host properly, you may need to supply a *connection script* which will be executed automatically by HandStamp as soon the host is successfully contacted. ISPs readily provide examples of the connection scripts they require to access their systems. Make sure to check with your ISP or system administrator, as connection scripts are not required on all systems.

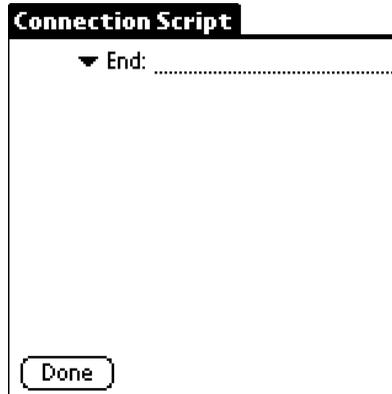
Connection scripts execute a series of instructions, such as **login** and **password**. They can also wait for the host machine to send specific character strings, responding afterwards with pre-determined responses.

Follow these steps to create a connection script:

1. Tap on the Pilot's **Menu** icon:



2. Select **Options** ⇒ **Connection Script** to create a new script or edit an existing one:



3. Each time you want to add to your script, tap on **End:** to insert the appropriate commands from the pick list shown here:



The **End:** field always marks the end of a script.

Inserting an **End:** in the middle of a script will delete all entries below it.

On the other hand, you may change any of the other values without affecting other lines in the script. For example, to change a command in the middle of your script, all you have to do is tap on the line you want to change, and assign a new value from the pick list. When you make this type of change, existing text on the current line is not deleted, except when changing to **Login**, **Password**, or **Prompt**.

You may edit the text on any line at any time (except on non-editable lines). Here is a description of available script options:

<b>Code</b>	<b>Meaning</b>
End	Marks the end of a script. No text may be added to an End field. If you insert an End command in the middle of an existing script, all values after that point are removed.
Wait for	Enter the string that your mail host is <i>expected</i> to send to you. After the specified string is received, your script will move on to the next step.  Your ISP will probably indicate the expected string like this: "expect login:" or "expect Username>" (see example below)
Send	Sends the text you type on the dotted line to the host, adding additional lines if necessary. NO CARRIAGE RETURN IS SENT.
Send¶	Sends the text you enter on the dotted line to the host, adding additional lines if necessary. THIS COMMAND SENDS A CARRIAGE RETURN AFTER YOUR TEXT.
Login	Non-editable field. Sends login information from PPP configuration when CHAP or PAP is required. NO CARRIAGE RETURN IS SENT.
Password	Non-editable field. Sends password from PPP configuration when CHAP or PAP is required. NO CARRIAGE RETURN IS SENT.
Prompt	Non-editable field. Opens a data entry window (some secured host systems require special input each time you login). NO CARRIAGE RETURN IS SENT. Prompt is usually followed by an empty Send¶ command.
Pause	This command causes the connection script to pause for the number of <i>seconds</i> you specify.

*Table 3-1 Connection script instructions*

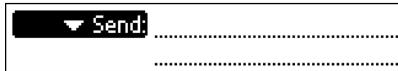
## Technical note

### Line feed vs. Carriage return

Some of the preceding connection script commands send a Carriage Return (0x0D) character to send data. In rare circumstances, you may need to send a Line feed (0x0A) character instead.

To do this, simply enter a “Pilot Line feed” on a **Send** line using your stylus. Draw a Graffiti “↵” character to accomplish.

This results in a **Send** instruction on two lines, with no text:

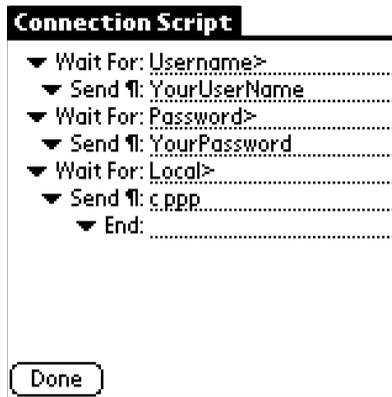


## Sample connection script

Here is a typical script supplied by an Internet Service Provider:

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

The corresponding script in HandStamp looks like this:



See also: **Chapter 7 - Connection scripts** for more examples.

# 4 Sending mail

## Writing messages

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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

This section describes the steps you should follow in order to create and send a new e-mail message:

1. Tap on the Pilot's **Menu** icon:



2. Select **Mail** ⇒ **New Message** to begin writing e-mail. This will open an empty outgoing message as shown here:

The screenshot shows a form titled "Outgoing message" with a dark header. The form contains the following elements:

- A "To" field with a small button next to it.
- A "Subject:" label followed by a dotted-line text entry area.
- A large dotted-line text entry area for the message body.
- At the bottom, three buttons: "Send", "Later", and "Cancel".

3. Enter *message recipients* by tapping on **To**, which opens the Recipient list as shown here:



4. To choose a recipient type, tap on **To:** and select from the pick list shown here:



**To**      *Primary recipient* - enter the destination party's e-mail address in standard format, such as: `receiver@smartcodesoft.com`. Do not use “free-form” addresses the look like this: *You <you@smartcodesoft.com>*.

Your message must contain at least one “**To**” entry.

**Cc**      *Carbon copy* - enter the e-mail address(es) of recipients who should receive a copy of this message

**Bcc**      *Blind carbon copy* - same as Carbon copy, but **Bcc** addresses are not shown to other recipients, and this recipient will not see the other “**Bcc**” addresses.

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**NOTE** You may add as many recipients as you like, but only *one entry per line*.

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5. Tap on **Add** to insert additional recipients, **Delete** to remove a selected recipient, or **Done** when the list is correct.
6. Add a subject to your message by typing directly on the **Subject** line. Subjects make it easier for recipients of your message to identify content quickly.
7. Write the text of your message in the large square text zone below the **Subject**.
8. When you are done writing your message, you may tap on either **Send**, **Later**, or **Cancel** to continue:

**Send** When you tap on **Send**, HandStamp will connect to your mail host and send the message immediately - along with all other messages currently in the **Outbox**. Make sure that your modem is plugged in and ready for operation. If HandStamp is unable to send your message, then it will store the message in the **Outbox** so it can be sent later (see next section).

**Later** Tap on this button to save your message in the **Outbox** in order to send it at a later time.

**Cancel** This will erase the open new message and return to the **Outbox**.

## Address entry hints

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### Pilot shortcuts

HandStamp does not read data from the Pilot address book, but you do have two alternative ways of entering e-mail addresses:

Use Pilot “shortcuts” to enter a list of the e-mail addresses you use most frequently. To do this:

1. Tap on the Pilot's **Prefs** icon
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 here may then be inserted automatically into HandStamp.

### Copy and paste

Another easy way to place existing text into HandStamp is to use the Pilot's *copy and paste* functions. Perform a simple *copy and paste* operation to copy information from the address book (or other application) into HandStamp. For example:

1. Open the Pilot's address book application, locate the information you would like to copy, select the text using your stylus
2. Tap on **Menu**
3. Select **Edit, Copy**
4. Open HandStamp (or switch back to it if it was already running)
5. Tap on **Menu**
6. Select **Edit, Paste** to place the information into your new message

## Messages stored in the Outbox

---

For your convenience, HandStamp lets you send messages *later*. When you compose a message and tap on the **Later** button, your message is stored in the **Outbox** as shown here:



## Sending messages from the Outbox

1. Tap on the Pilot's **Menu** icon:

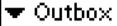


2. Select **Mail** ⇒ **Send All** to connect to your SMTP server and send all the messages in the **Outbox**. If connection fails, messages will remain in the **Outbox**.

## Send and retrieve at the same time

The last option in the **Mail** menu is **Send & Retrieve Mail**. As its name implies, this has the same effect as the **Send All** option plus **Retrieve Mail**; it empties the **Outbox**, and brings back all waiting messages from your POP3 server.

## Deleting messages from the Outbox

1. Open the HandStamp **Outbox** (tap on  )
2. Tap on the message you would like to remove from the queue.
3. Tap on **Delete** to remove the message from the **Outbox**.

---

**NOTE** Messages in the Outbox may not be edited.

---

# 5

## Retrieving mail

### Downloading messages

---

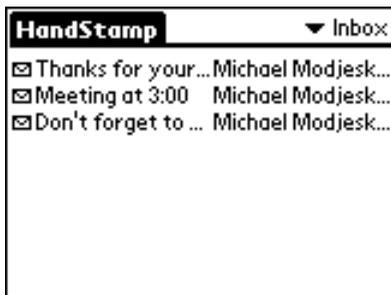
1. Tap on the Pilot's **Menu** icon:



2. Select **Mail** ⇒ **Retrieve mail** to open the connection to your POP3 mail host
3. This will automatically download all waiting messages to your Pilot. If you checked **Leave mail** on server in **Mail preferences**, then HandStamp only brings *copies* of your messages to the Pilot, leaving the originals intact on the server.

### Opening received messages

After downloading messages to the Pilot, HandStamp switches to the **Inbox** and displays a list as shown here:



Simply select a message from this list and tap once on it in order to read the contents.

## Send and retrieve at the same time

The last option in the **Mail** menu is **Send & Retrieve Mail**. As its name implies, this has the same effect as the **Send All** option plus **Retrieve Mail**; it empties the Outbox, and brings back all waiting messages.

## Handling large messages

---

Due to memory constraints in Pilot machines, messages larger than 8 K bytes will automatically left on the server. This will preserve large messages with attached files, which you should download from your desktop computer.

# 6

## Modem setup

### Cabling

---

We recommend one of the following three ways for connecting your Pilot to a modem:

1. Use a U.S. Robotics modem cable (part no. 1011U). This cable allows you to connect the Pilot directly to a modem.
2. Use the standard Pilot 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.

### Sample initialization strings

---

The table below lists modems and the initialization strings that we have used successfully. Due to the wide variety of modems on the market, and the differences between ISPs, this is only a partial list.

<b>Modem type</b>	<b>Initialization string and settings</b>
Olitec	Init: AT&K3&Q6 Flow: Hard Speed: 38400
Global village Teleport/Mercury	Init: T&K3 Flow: Hard Speed: 9600
Apple Newton Modem (2400)	Init: AT&C1S12=12W2&K0&Q0 Flow: None Speed 2400
Kortex 14400	Init: AT&F Flow: Hard Speed: 19200

Cardinal	No string
Intel 144/144	No string
Motorola BitSurfer	Init: AT&D0&Q3&C1
U.S. Robotics Sportster SI	Init: AT&F&K3+H0X4
U.S. Robotics Sportster 28.8	Init: AT&F&D0&A1&B1&H1&M4X4
Practical Peripherals	Init: AT&FX4
Megahertz	Init: AT&FX4
Hayes Smartmodem	Init: AT&FX4

*Table 6-1 Modem initialization strings*

# 7

## Connection scripts

This chapter illustrates some of the various types of connection scripts you may encounter with HandStamp.

### Typical examples

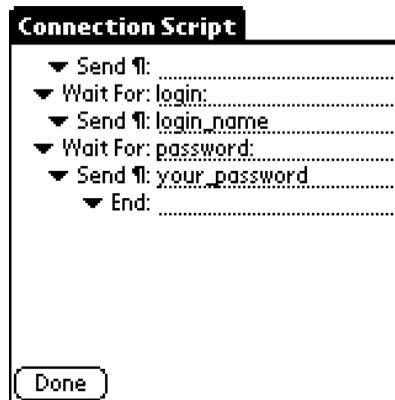
---

#### Classic connection script

Here is an example of a very basic connection script, beginning with an “Enter” command which causes the ISP server to send a Login prompt:

```
Send CR
Wait for "login:"
Send login_name
Wait for "password:"
Send your_password
End
```

Here is how this would look in HandStamp:

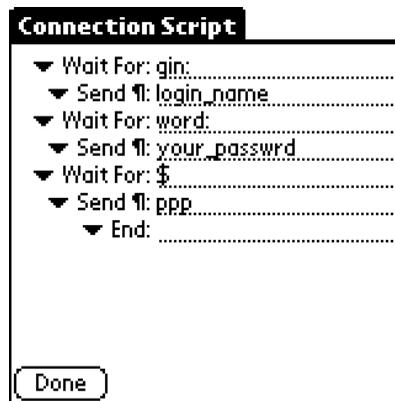


## Another one

Here is a case where the user connects to a server, logs in, and then issues a “ppp” command on the host in order to start using PPP. Many ISPs use this procedure (also notice that we used abbreviations for login and password):

```
Wait for "gin:"
Send (with return) login_name
Wait for "word:"
Send (with return) your_password
wait for "$"
Send (with return) ppp
end
```

Here is how this would look in HandStamp:



## Special Cases

---

### Metricom Inc. — Ricochet wireless modems

Metricom, Inc. (Los Gatos, CA) has developed wireless modem that automatically connects to the Internet as soon as you turn it on. Reliable operation with HandStamp requires very little configuration:

#### In Modem Setup:

Number to dial: 777\*ppp

#### Server settings:

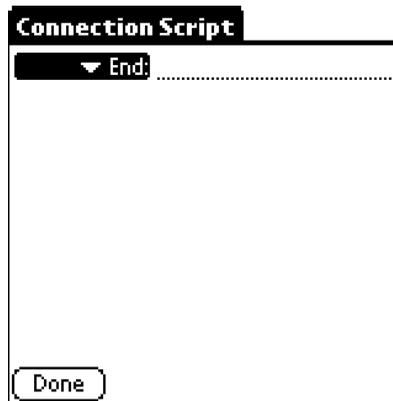
SMTP server name: smtp.ricochet.net  
POP3 server name: pop.ricochet.net

You may also access your own mail host directly.

#### Connection script:

End

Here is how this would look in HandStamp:



Note: No connection script necessary, as the modem performs all authentication on its own. For our tests we used Ricochet modems with modem Init strings.

## ISPs as PPP providers

---

Some Internet Service Providers do not implement standard POP3 and SMTP mail services. However, you may be able to connect to this type of ISP, start a PPP connection to the Internet, and then access your own mail host from there.

This can be extremely practical when you have a mail account on a server which has a full-time connection to the Internet, and would like to be able to reach it from anywhere your ISP has an access point.

### Compuserve

At this time, Compuserve does not offer SMTP and POP3 mail services, but you can use it as a PPP provider. Here is a connection script that we have tested:

```
Pause for 3 seconds (maybe more)
send Carriage Return
wait for "Host Name:"
send (with return) "CIS"
wait for "User ID:"
send (with return) account,number/GO:PPPCONNECT
wait for "Password"
send your_password
end:
```

Here is how this would look in HandStamp:

**Connection Script**

▼ Pause: 8 .....

▼ Send #1: .....

▼ Wait For: Host Name: .....

▼ Send #1: CIS .....

▼ Pause: 5 .....

▼ Wait For: User ID: .....

▼ Send #1: account\_number/GO:PP .....

PCONNECT .....

▼ Wait For: Password: .....

▼ Send #1: your\_password .....

▼ End: .....

Done

Note: The easiest way to access your own corporate server is to enter its numeric IP address directly in the **Server** fields in both SMTP and POP3 mailbox configuration.

## Providers without scripts

The following ISPs have been tested successfully without connection scripts:

- Earthlink.net
- UUNet
- Netcom (might require a pause instruction)

## Using the Pause & Prompt instructions

---

In case your connection script does not connect using standard “wait for” and “send” instructions, try entering login information manually using “pause” and “prompt” instead.

For example, with the U.S. Robotics Sportster SI we had to adjust our connection script because HandStamp would connect, wait for a login prompt, and then time-out. Instead of this script:

```
wait for  login:
send(CR)
wait for  password:
send(CR)
```

We used this one:

```
pause
prompt (enter login manually when prompted)
pause
prompt (enter password manually when prompted)
```

# 8

## Troubleshooting

### Incorrect “not enough memory for installation” error

As explained in Chapter 2, you need to use the U.S. Robotics InstApp program on your desktop computer in order to install HandStamp onto the Pilot.

In certain situations, the HotSync operation which uploads HandStamp to the Pilot may fail due to a “lack of available memory” in the Pilot. This may occur even when the Pilot indicates that it has enough storage space for HandStamp. Due to a memory fragmentation problem in the Pilot, you may have a large amount of total free memory, but no single memory area large enough to hold the application.

To work around this problem, try:

1. Delete unused applications from the Pilot and reinstall HandStamp
2. Delete all add-in applications and reinstall them. If this still does not work, try re-installing them in a different order.

### “Hidden” data entry mistakes (multiple-line entries)

Be especially careful when you enter text in the Mail Preferences screen (login, password, host names, etc.): each of these fields may contain multiple lines, but you can only see one line at a time. If you type a Graffiti return stroke (↵) you may inadvertently add new lines to an entry without noticing it.

HandStamp has several error messages (listed in the next section) which tell you to check and make sure that you entered your connection information correctly. There are two ways to check and see if there are more characters in a field than those that are contained on the first line:

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 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.

## HandStamp messages

---

Here is a summary of the various messages you could receive when using HandStamp. Some are error messages that indicate some sort of problem; others are purely for your information. They are listed in alphabetical order.

### **Can't init modem. Make sure it is on and check the cable and the init string.**

This message occurs when HandStamp is unable to use your modem. This is often due to faulty cabling, or an improper Init string in Modem setup.

### **Can't open serial port. Please reset your Pilot.**

HandStamp was not able communicate through its serial port to reach your modem. This usually requires resetting the Pilot.

### **Connect script can't connect. Check parameters.**

Your host connection failed in its early stages - typically because the instructions in the connections script do not correspond exactly to what is presented by the host.

Hint: Try inserting "Pause" or "Send(CR)" instructions at the beginning of your script, giving your host time to respond as expected.

### **Connecting PPP**

HandStamp is in the process of negotiating the PPP connection with the host (informational message).

### **Connecting SMTP**

HandStamp is in the process of negotiating Login with the SMTP server, before sending a message.

### **Connection script**

This message is displayed when the connection script begins (after successful modem connection).

### **Dialing**

Modem initialization was Ok, and HandStamp is in the process of dialing the number you specified.

### **Disconnecting POP3**

HandStamp is done checking for, or retrieving messages, and is logging out from the POP3 server.

### **Disconnecting PPP**

After all transactions have been completed, HandStamp closes the PPP connection with the host.

### **Disconnecting SMTP**

After sending messages, HandStamp logs out from the SMTP server.

### **Encountered bad data. Check message body for unsupported characters.**

HandStamp was unable to send a message. Make sure there are no “parasite” characters in the text body (or lines with more than 1024 characters).

### **Error resolving address. Check server name in Options.**

HandStamp was unable to find the POP3 or SMTP server whose name you specified in Mail Preferences.

Hint: try using the server's IP address instead of its name. This will avoid the name resolution process, and accelerate HandStamp's first transactions.

### **Found corrupt message. It was automatically deleted.**

An outgoing message was somehow damaged and has been removed from the Pilot.

**Incorrect “from” was refused by the server. Check Mail Preferences.**

Basic SMTP connection was successful, but the server refused to accept your message. SMTP access is granted based on the information contained in the “from” field in Mail Preferences. Also make sure you have the right to send mail via the server you specified.

**Incorrect mailbox name. Check Options.**

HandStamp could not locate the mailbox name you specified. This may also occur when your POP3 server requires APOP authentication and you did not check the “Use APOP” box in Mail Preferences.

**Incorrect password. Check Options.**

POP3 user password was incorrect. Also check mailbox name.

**Incorrect recipient refused by server. Check recipient addresses.**

The SMTP server refused to send mail to the destination you specified.

**Incorrect serial number. Please try again or press your Pilot’s APPLICATIONS button to quit.**

This indicates that you have entered an incorrect product serial number during installation. Check the sticker on your user license, or check with your reseller.

**Message too big, skipping**

HandStamp can retrieve messages whose size is 8 Kbytes or smaller. Larger messages are left intact on the server.

**Modem can’t connect. Check the phone number.**

Connection failed or there was no response. Make sure you entered the right phone number. Also check modem speed settings.

**Modem setup**

HandStamp has begun communicating with your modem.

**Not enough DRam to receive mail. Reset the Pilot to clean up.**

There was not enough memory left in your Pilot in order to retrieve waiting messages from the POP3 host. Resetting the Pilot may free up additional space.

**PPP negotiation failed. Check host configuration.**

This usually implies that modem connection was Ok, initial login was Ok, but that HandStamp was unable to begin communication using PPP (TCP/IP). This could be due to incorrect login and password names, as well as an incorrect connection script.

**Program Database does not correspond to current version. Please uninstall and re-install HandStamp.**

HandStamp 1.0 does not use the same database structure as earlier Beta versions. Instead of installing HandStamp 1.0 directly over an existing version, please uninstall old versions first.

**Resolving DNS**

HandStamp is using the Domain Name Server to locate a specified host server.

**Retrieving message**

HandStamp found messages waiting on the POP3 server, and is in the process of retrieving them.

**Sending message**

Outgoing message(s) is (are) being transmitted to the SMTP server.

Server doesn't support APOP, or incorrect password.

**Server doesn't support APOP or incorrect password. Check Options.**

Login was refused by the POP3 host. Do not place a check-mark in the box "Use APOP" in Mail Preferences (under Options) if your server does not use APOP authentication. Also make sure you typed your password and mailbox name correctly.

**The DNS IP address is incorrect. Use the following format:  
123.123.123.123**

IP addresses must be entered in standard format (four fields of numbers between 0 and 254).

**You must specify a recipient to send a message.**

Messages must contain at least one “To:” entry in order to be sent.

## Technical support

---

### Policy

We provide standard technical support for HandStamp free of charge for 30 days. Priority is given to questions asked via e-mail.

Support for HandStamp may be obtained from either our US or European offices, and by phone, fax, or e-mail. Thanks to time zones, this means that you can reach someone nearly 24-hours a day.

Please send in your registration card to receive information on how to obtain upgrades and free 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>  
[support@smartcodesoft.com](mailto:support@smartcodesoft.com)  
Phone: (847) 945-3516  
Fax: (847) 945-6889

### **Europe**

Smartcode Technologie, S.A.  
Cap Alpha  
Avenue de l'Europe, Clapiers  
34940 Montpellier, France  
Phone: +33 4 67.59.30.92  
Fax: +33 4 67.59.30.48  
<http://www.smartcode.fr>  
[support@smartcode.fr](mailto:support@smartcode.fr)

# 9

## Registration form

Please fill in this form and mail or fax it back to us in order to register your copy of HandStamp.

Fax in U.S.: (847) 945-6889

Fax in Europe: +33 4 67.59.30.48

Serial No. \_\_\_\_\_

Your name: \_\_\_\_\_

Title: \_\_\_\_\_

Company name: \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_

State/Province \_\_\_\_\_

Country \_\_\_\_\_

Zip/Postal code \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Where did you purchase your product? \_\_\_\_\_

\_\_\_\_\_

How did you hear about HandStamp? \_\_\_\_\_

\_\_\_\_\_

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