

# Using SnapperMail®

## Sending and Receiving Messages

To manually send and receive messages, tap the **Send/Receive** button, located at the bottom of the Message List. All messages in your Outbox will be sent, and all new messages will be retrieved.



## Opening and Closing a Message

- To open a message, tap once on the message, as it appears in the Message List.
- To close a message, tap the **Done** button, located at the bottom of the Message Reader.

## Navigating Opened Messages

When you are viewing a message, you can navigate to the previous or next message by tapping the **Previous** ◀ or **Next** ▶ arrow, located at the bottom of the Message Reader.

## Viewing Truncated Messages

If a message has been truncated, it will display a **<message truncated>** label at the bottom of the message.

To download the remainder of the message, tap the **Tag to Receive More** box, located below the **<message truncated>** label. Or, select **Message / Fetch More**. Then indicate whether you want to receive more text or the entire message, as well as whether you want to receive any attachments.

## Deleting a Message

To move a message to the Trash folder, open the message and then tap the **Trash** button. Depending on your account type and preference settings, messages may or may not also be deleted from the server.

## Creating a New Message

- To create a new mail message, tap the **New** button. The message composer will appear.
- Enter recipient email address(es) in the **To** box, or tap the **To** button to select an address from your system address book.
- Enter a description of the message in the **Subject** box.
- To select the account from which to send your message, tap the **From** button and select an account from the resulting list.
- Enter the text of your message in the message body.



- When you are ready to send your message, tap the **Send** button. Or, to send the message at a later time, tap the **Outbox** button.

## Saving and Editing a Draft

If you do not have time to finish composing your message, you can save it as a draft.

- To save a message as a draft, select **Message / Save in Drafts**. The message will be saved in your Drafts folder.
- To edit a draft, open your Drafts folder and then tap the message name to edit the draft.

## Replying to a Message

- Open the message to which you want to reply. If you want to quote only a specific part of the original message, select the text you want to quote.
- Tap the **Reply** button.
- To reply to the sender only, tap the **Reply** button. Or, to reply to all recipients of the message, tap the **Reply All** button.
- Enter your reply message in the message body.
- Tap the **Send** button. Or, to send the message at a later time, tap the **Outbox** button.

Note: To make changes to default reply settings, select **Options / Preferences**, and then tap the **Message** tab.

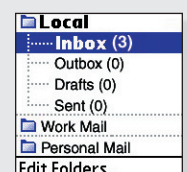
## Forwarding a Message

- To forward a message, open the message and then tap the **Fwd** button.
- Enter recipient email address(es) in the **To** box, or tap the **To** button to select an address from your system address book.
- Make changes to the description in the **Subject** box, as desired.
- Enter any accompanying text in the Message Body.
- Tap the **Send** button. Or, to send the message at a later time, tap the **Outbox** button.

Note: To make changes to default message settings, select **Options / Preferences**, and then tap the **Message** tab.


## Opening Folders

When you are viewing the Message List, the name of the active folder appears in the upper right area of the window. To navigate to a different folder, tap the folder name and select a folder from the resulting folder tree.



# Attachments

## Attaching a File

1. To attach a file to a message you are composing, tap the **Attachments**  icon.
2. Select a location from the resulting list.
3. Locate and select the file(s) you want to attach.
4. Tap the **Attach** button. The attachment will be imported from memory (if applicable) and the attachment name will appear in the attachment line, above the message.

Note: To open, rename, or detach an attachment, tap the attachment and select **Open**, **Properties** (to rename), or **Detach** from the resulting menu.

## Opening an Attachment

To open an attachment, tap once on the attachment as it appears at the bottom of the message. Select **Open** or **Open with [application name]** from the resulting menu to open the attachment in the supporting application.






## Saving an Attachment

1. To save an attachment you have received, tap once on the attachment as it appears at the bottom of the message.
2. Select **Save to [location]**. Or, select **Save All to [location]** to save all attachments at one time.
3. Select the specific location where you want to save the file(s).
4. Tap the **Save** button.

# Viewing

## Viewing Headers

When you are viewing a message you have received, tap the **Short Header**, **Long Header**, or **Full Header** button to toggle the display of your message's headers.

-  **Short Header**—contains the name of the sender and the subject.
-  **Long Header**—includes the recipient, date, and size information.
-  **Full Header**—contains additional information about the message, including how it was sent and received. This information can be helpful for advanced users.

## Sorting Messages

To sort messages in the Message List, tap the top of the column by which you want to sort. For example, to sort according to the subject, tap the top of the Subject column. A red arrow will appear, indicating that the active sort is being defined by that column. Tap the heading again to toggle between ascending and descending order.

# Addressing Tools

## Addressing a Message Using the Address Book


1. When you are composing a message, tap the **To**, **Cc**, or **Bcc** button. A list will appear, displaying the contacts stored in your system address book.
2. Tap once on the name of the contact to whom you want to send the message.

## Adding a Sender to the Address Book

When you receive a message, you can add the sender to your address book.

1. Open the message.
2. Select **Message / Add to Contacts**.
3. Make changes to the contact information, as desired.
4. Tap the **Address Book** button. You will then leave SnapperMail and enter your system's address book.
5. Tap the **Edit** button to enter additional information about the contact.
6. Tap the **Done** button.
7. To return to SnapperMail, press the **Home** button and then tap **SnapperMail**.

## Sending a Carbon Copy or Blind Carbon Copy

When you are composing a message, you can display the **Cc** and **Bcc** fields by tapping the **Long Header View**  button, located in the upper right corner of the window.

Most users will find it useful to sort according to the Date column—this way, new messages will be displayed together at the top or bottom of the Message List.

## Adjusting Message List Columns

- To resize the columns in the Message List, tap and hold the divider bar and drag it to the left or right.
- To rearrange the columns in the Message List, tap and hold the top of the column and drag it to the left or right.

## Changing the Display Font

When you are viewing a message you have received, select **Options / Font** to adjust the display font. Or, to make specific changes to the display font, size, and style, tap the **More Fonts** button.

## Marking a Message as Read or Unread


When you are in the Message List, select **Messages / Mark as Read/Unread** to manually mark a selected message as read or unread.

## Tools

### Adjusting the Font

1. When you are composing a message, select **Options / Font**.
2. Select a font from the resulting six options. Or, to adjust the font, size, and style, tap the **More Fonts** button.
3. Tap the **OK** button.

### Setting Message Priority

1. When you are composing a message, tap the **Priority**  icon, located in the addressing area.
2. Select **High Priority**, **Normal Priority**, or **Low Priority** from the resulting list. This will not affect how your message is delivered or received—it simply communicates to the recipient the importance of the message.

### Searching for a Message or within a Message

1. Do one of the following:
  - To search *for* a message, open the Message List.
  - To search *within* a message, open the message.
2. Tap the **Find** button on your handheld device.
3. Enter the word(s) you want to search for in the **Find** box.
4. Tap the **OK** button.
5. The **Find** feature will search your entire system for matching items, with mail items appearing at the top of the list.

### Creating a Signature

When you create an email signature, you can automatically attach your name and contact information to messages that you compose.

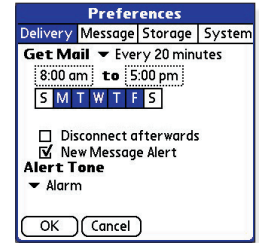
1. In SnapperMail, select **Accounts / Edit Accounts**.
2. Select the email account for which you want to create a signature.
3. Tap the **Edit** button.
4. On the **Identity** tab, tap the **Signature** button.
5. Enter signature text in the space provided. By default, the signature will read, “Sent with SnapperMail” and the SnapperMail URL. You can replace this default signature with your own signature text.
6. To indicate whether the signature should appear above or below the body of a reply message, tap the drop-down menu and select **above reply** or **below reply** from the resulting list.
7. To turn the signature feature on or off, check or clear the **Append signature** check box.
8. Tap the **OK** button twice.
9. Tap the **Done** button.



## Preferences

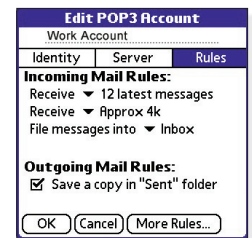
### Configuring Mail Delivery Options

1. To indicate your mail delivery preferences, select **Options / Preferences**.
2. Tap the arrow next to the **Get Mail** heading and select a delivery type—either manual or scheduled delivery—from the resulting list.
3. Make changes to the corresponding options, as desired.
4. In the **Alert Tone** section, tap the **Alarm** box to select alert tones and turn sounds and vibration alerts on or off.
5. Tap the **OK** button.



### Configuring Mail Rules

1. To control how SnapperMail sends and receives email, select **Accounts / Edit Accounts**.
2. Select the email account for which you want to configure mail rules.
3. Tap the **Edit** button.
4. Tap the **Rules** tab.
5. Make changes, as desired, to incoming mail rules.
  - If you are using a POP3 server, you can control how many messages—and how much of each message—you want to receive.
  - If you are using an IMAP4 server, you can limit how many days' worth of messages you would like to view, and how much of each message you would like to receive. You can also indicate whether you want to receive only unread mail and whether to retain Ghost™ Messages (see section below regarding Ghost Messages).
6. In the **Outgoing Mail Rules** section, indicate whether you want to save a copy of messages you send.
7. Tap the **More Rules** button to access additional mail rules, such as sending a blind carbon copy of sent messages to a specific email address. You can also indicate when SnapperMail should delete messages from your server (POP3 only).
8. Tap the **OK** button twice.
9. Tap the **Done** button.



### About Ghost™ Messages (IMAP4 Only)

When you are using SnapperMail's Ghost Messages feature, SnapperMail will save a local copy of messages you have received using an IMAP4 mail server. Because the messages are saved locally, you can continue to access messages even after they have been deleted from the server. Ghost Messages will appear gray in the Message List.

## Quick-Keyboard Navigation

If you are using a handheld device that includes a keyboard, you can take advantage of the following keyboard shortcuts. When you are in a text field, activate the shortcut by first pressing the command stroke (/) key.

### Message List

#### Messages Menu

New Message .....	N
Select All .....	S
Mark Read/Unread .....	Y
Move to Folder .....	F
Move to Trash.....	D
Junk .....	J
Empty Trash .....	E
Purge Folder .....	T
Folder View .....	V

#### Accounts Menu

Send.....	Z
Receive .....	A
Receive One Account .....	O
Receive This Folder .....	L
Send And Receive .....	M
Edit Accounts .....	H

#### Options Menu

Preferences.....	R
Disconnect .....	I

### Message Reader

#### Message Menu

Reply.....	Y
Reply All.....	A
Forward .....	W
Trash .....	D
Junk .....	J
Add to Contacts .....	H
Previous .....	I
Next.....	O

#### Edit Menu

Copy.....	C
Select All .....	S

#### Options Menu

Font.....	F
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### Message Composer

#### Message Menu

Send.....	Z
Save in Outbox.....	O
Save in Drafts.....	A
Discard Message .....	D

#### Edit Menu

Undo .....	U
Cut .....	X
Copy.....	C
Paste.....	P

Select All.....	S
Keyboard.....	K
Keyboard Help .....	G

#### Options Menu

Font.....	F
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## Troubleshooting

### Trouble Sending and/or Receiving Messages

1. If you are having trouble sending and/or receiving messages, select **Accounts / Edit Accounts**.
2. Select your email account and tap the **Edit** button.
3. Tap the **Server** tab.
4. Be sure that you entered your *entire* email address and password in both sets of **Username** and **Password** boxes.
5. Confirm that you have entered the correct server names. You will need to tap the **More** button to confirm the port number.

#### Incoming Mail

Server Type	Server Name	Port
POP Mail Server	pop.emailsrvr.com	110
IMAP Mail Server	imap.emailsrvr.com	143

*Or, if you are using a secure connection (SSL):*

POP Mail Server	secure.emailsrvr.com	995
IMAP Mail Server	secure.emailsrvr.com	993

#### Outgoing Mail

Secure Type	Server Name	Port
SMTP	smtp.emailsrvr.com	25 or 587

*Or, if you are using a secure connection (SSL):*

SSL	secure.emailsrvr.com	465 or 587
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6. If you are using a secure connection (SSL), tap the **More** button and select **Always secure (wrapped port)** from both drop-down menus. Also, check both **Always trust server** boxes.
8. Tap the **OK** button twice.
9. Tap the **Done** button.

### SnapperMail Support

For more help, visit SnapperMail support at <http://snappermail.com/support/>

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