

# Client Users Guide for Corsoft Aileron Email

Palm OS Platform Client  
Version 1.98C  
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Corsoft Aileron Email client (Aileron) allows you to access your existing POP and IMAP email accounts using your Palm OS handheld device. If your device has built-in wireless capabilities (like the Palm VII) you've got all you need already. If you have an external wireless modem or a regular dial-up modem, you can also use Aileron to access your email accounts from where ever you are.

## Palm OS requirements:

You need at least version 3.2 of the Palm OS. If you have a Palm VII, that's your OS version. Any other device might require you to update your OS version. In this case you'll need at least version 3.3. If you want to use a wireline modem to dial up an ISP, or an external modem (like a digital phone) but don't have a Palm VII or an Omnisky enabled device, you'll also need the AilExtra.prc in addition to the Aileron.prc.

## Installation:

If you install using the Aileron installer package from Corsoft, then all you have to do is follow the instructions provided in that package. If you are installing the desktop server component on your NT PC, then you must also sync your device after installation. This lets the desktop component and the handheld exchange credential information that will give you access to your desktop Outlook email from your handheld device!

If you just want to install the Aileron.prc file, double-click on it, and follow the normal method of installing a new application on your device. If you also need to install the AilExtra.prc file, you'll need to do a reset after installation to get the library component properly registered.

If someone beams Aileron to you, you're all set (unless you need the AilExtra.prc too).

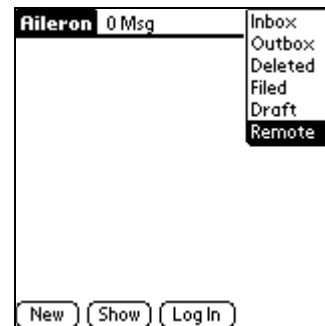
## Using Aileron:

Aileron is built upon the standard Mail application from Palm, Inc. As such, it retains all of your existing synchronization capabilities you already enjoy for accessing your email. However, with Aileron, you don't need to sync to read and send email, you can do it wirelessly or through a standard modem. And, you are not constrained to just your desktop email, but you can access existing POP and IMAP accounts too!

Here is the standard Mail application and its familiar categories:



Here is the Aileron Client and its one new category:

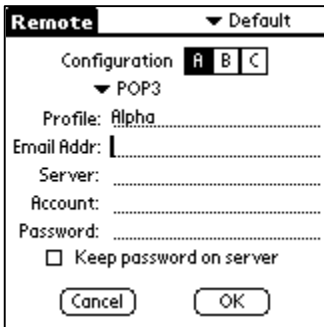


## Defining your Remote Email Credentials:

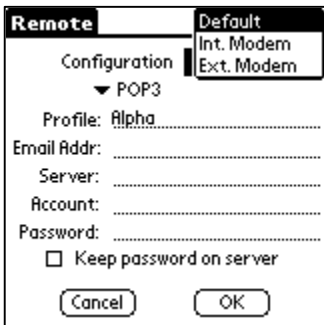
This is the first thing you should do. You can play around with Aileron without doing this first, but you can't use any of the remote email features until you define at least one remote profile. From any list screen, use the menu silkscreen button to display the following options:



To setup your Remote setting, choose the “Remote...” menu item.



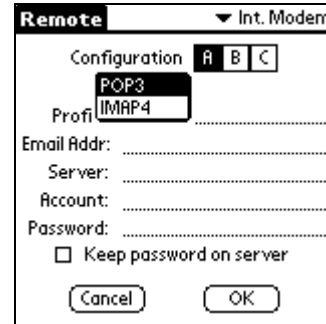
There are quite a few settings here. In the upper right, a picker is provided to let you select your connection method.



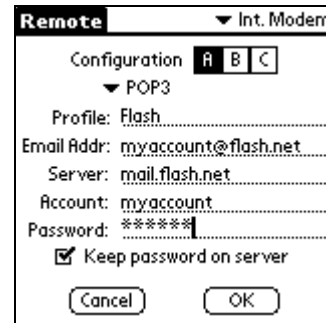
Most users will simply select the ‘Default’ option. If you want to force use of the built-in radio modem in your Palm VII, choose “Int. Modem”. Of course, you might want to use an external modem on your Palm VII, and dial up an ISP to save airtime charges. If so, you can pick the “Ext. Modem” option. If you have an external wireless modem, like OminSky, you can force its use through the “Ext. Modem” option. Regardless of which option you choose, Aileron works the same using any transmission media. It’s your money, spend it how you want.

If using an external modem, you’ll have to configure the modem using the system preference panel, network option.

The next thing to observe are the three Configuration radio buttons that let you flip through the three available profiles. For each profile you must choose if this is to be a POP3 or IMAP4 account. This is selected with the account type picker:



Now comes the hard part. You have to know how to access your remote email account. This information must be provided in the following fields:



Here’s the info you must provide for each field:

- Profile – Provide some simple name you can remember this profile by. You’ll see this name used in several places in Aileron to refer to this set of access credentials.
- Email Addr – This is the email address for your account. It is the address that someone must use to send mail to you at this account. Aileron uses this address when you send new mail as its From: address, so when someone replies to your email missive, it gets sent back to this account.
- Server – The address of the server for your mail account. This may be either a subdomain name (i.e. mail.flash.net) or a direct IP address (i.e. 127.0.0.0).

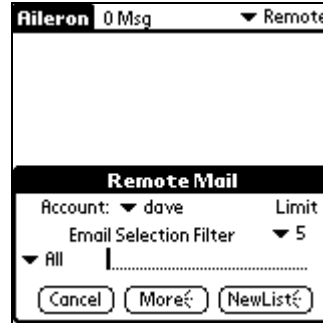
- **Account** – The account name for your account on the Server. What name you must use when logging on to the Server. Sometimes this is the same as the first part of your email address. Often it is something else entirely.
- **Password** – The password string you must use to access your account on the server. You can see the password characters as you fill in the field, but afterwards, if a password exists, the field is marked with six “\*”s. If you need to change your password for this profile, erase the “\*”s and re-enter the password text.
- **Keep password on server** – Check this box if you want to store your password for this account on the Aileron gateway server. Doing so will reduce your airtime character count, since the Aileron client won’t have to send the password with every service request it sends in to the Aileron gateway. Your password is encrypted on the server, and only used to access your account when you issue requests from your Aileron client.

If you choose to “Cancel”, any edits you might have made to any of the three profile configurations (A, B, or C) are discarded. If you choose “OK”, your remote settings are saved. Once you set your remote profile accounts up, it’s a good idea to exit the Aileron application and then re-start Aileron. This forces Aileron to save your preference and remote profile settings into permanent memory. You might also want to use the Preference... menu item to set your signature and delete preference.

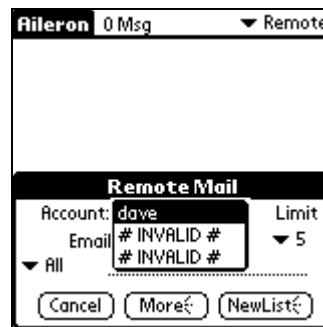
## Remote Email Access:

From the Remote category screen, a new button (“Login In”) provides access to your POP, IMAP, and desktop email accounts. The other buttons provide the standard Mail application functions. (I’m assuming you already know how to use Mail, so I’m just going to focus on the Aileron unique aspects from now on.)

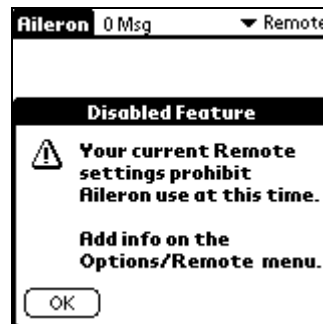
If you tap the “Log In” button you’ll be presented with a login screen like this:



You can request a list of email message headers from any of three account profiles that you have set up. Choose the profile you want to log on to with the Account picker:

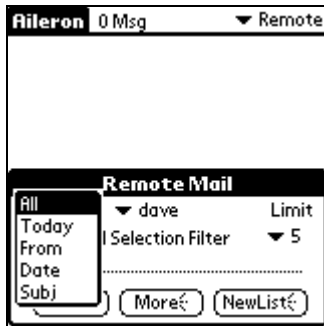


If you have not set up enough information for a profile to be usable, it is displayed in this list as #INVALID#. If you don’t have any valid profiles defined, what you see when you tap the “Log In” button is this odd message:



See the previous section on how to setup your email profile information. Then come back here to finish up the login session.

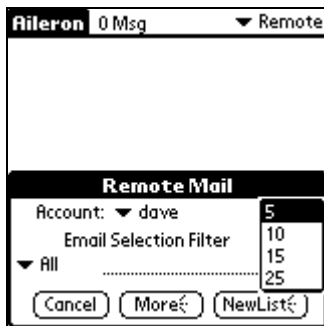
You can filter what email headers you want to list from your remote account by using the filter picker:



Here's what each filter type will do:

- ALL – grab anything from your email account
- TODAY – only grab email that was received today
- FROM – only grab email from a specific sender. You must supply the sender's name (or part of the name) in the provided field. The server will match any mail that contains the provided characters.
- DATE – a date picker will popup and you choose the start date to return mail since.
- SUBJ – like the FROM filter, but matches are against the Subject header field.

The remaining picker lets you control how many mail headers to return:

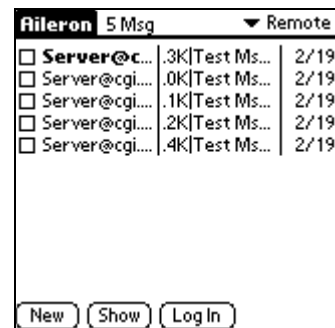


The three buttons at the bottom of the Remote Mail dialog allow you to “Cancel” the Log In, get a “New List”, or continue to get “More” of the previous list. The “More” button may not be present. That's ok. It only appears when it's possible to get more of the same (previous) list from the server.

## Working with Lists of Email Headers:

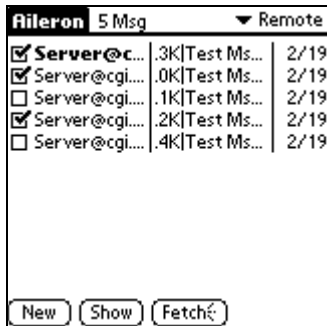
After you make your Remote Mail email selection filter choices and tap the NewList (or More) button, you'll see a status dialog that

reports on the message transfer to the Aileron gateway server. (You may also be prompted to raise your antenna first, if you're using a Palm VII and are configured to use the internal modem settings. If you are using an external modem, the connection will be attempted using the current default modem profile. Use the system preference panel to configure your external modem parameters prior to using Aileron's remote features.) Assuming the client/server transfer goes all right, you'll get back a list of email headers per your selection criteria (if there were any matching email messages in your email account). That list might look something like this:



This list is a little different than the standard Mail application list. Instead of 3 columns of data, we have 5 (you can hide the date column, as in Mail, by deselecting the Show Date item under the “Show” button). First, there is a check box, that we'll discuss later. Then there is the From field, a Size field, and a Subject field column (followed by the optional date column). From and Subject are just like the Mail application, except for one difference. Instead of showing messages that have a priority of 'urgent' with an '!' icon, Aileron displays the From field in bold font to indicate urgent messages in the Remote list.

Now, about those check boxes – as soon as you tap one (any), the Log In button at the bottom of the screen changes functions to become the “Fetch” button:



If you un-check all messages in the list, the “Fetch” button will revert to it’s “Log In” form. Tapping the “Fetch” button will retrieve the message bodies for the selected messages. You can retrieve up to 25 mail headers at a time, however you can only “Fetch” up to 5 mail message bodies at a time. If you try to select more than 5 items from the Remote list, Aileron won’t let you. You can un-select a message to pick a different body to fetch, but you can only fetch a total of 5 remote messages at a time.

What if this list is too cryptic to determine if you want to fetch the body of the message? Just tap the message in the list and it will expand to allow reading the entire header. You can even delete the message from the list by tapping the “Delete” button on this form:



From the Remote list, tap “Fetch” to retrieve the selected email messages from your remote account. After the familiar status dialog disappears, Aileron will change to the Inbox category to display the messages you just fetched from your account.

## Replying to Email:

Once you have fetched email into the Inbox, you will see the standard Mail application list of email items. Items in the Inbox may have been

fetched from a remote account, or may be placed there by a hot-sync operation with your desktop email setup. Regardless, you can read and reply to any email using the remote capabilities of Aileron. Here is an example list of three messages fetched from our on-going example:



As you can see, urgent messages in the Inbox are indicated with the “!” icon and read messages will also get a check mark icon. Let’s open the urgent message by tapping on it in the list:



Not too exciting. But notice the funny button at the lower right, between the “Delete” and the “Previous/Next” buttons. This is the MORE button. It only appears when the message you are viewing has additional content at the remote server. Aileron only fetches 500 of the message on the first go. Usually this is enough to get you going, but if you need to fetch some more of this message, just tap the MORE button and Aileron will go get the next 3500 characters of the message. When there is no more content for this message on the server, the MORE button will disappear.

The other buttons on this page are pure Mail application, except for the Reply button that has a new feature. If you tap “Reply” you’ll get this dialog:



The “Include at Server” checkbox means that you want to include the original text in your reply, but you don’t want to spend any \$\$ to send the original text back to the server. You DO want the server to append the original text to your message when it sends your reply to the recipient(s). If you check this option, then the other two check box options will be cleared; you can’t have them both at the same time.

Once you tap “OK”, you’re back in standard Mail ‘New Mail’ mode where the “To:” and “Subject:” fields have been filled in for you. Its pretty easy to construct a long message by using the reply or forward feature. Using the “include at server” option is one way around this limit on message size. The other way is to use a smaller font.<sup>1</sup> If you do happen to attempt to send a mail message that is too large, you’ll get a message like this:

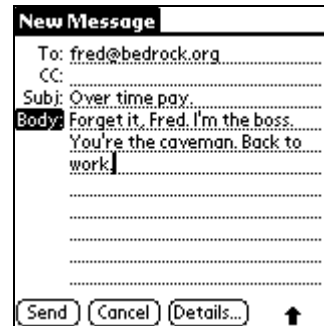


Maybe you could edit the message content to make it a tad smaller?

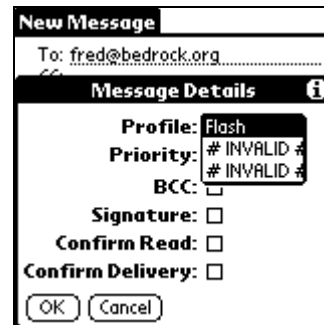
<sup>1</sup> Ok, your leg hurts!. Using a smaller font does not make the message shorter. It makes it heavier. Heavier messages can’t be transmitted as far as a lighter message, so you may notice some loss of effective service coverage using Aileron with a wireless modem. If you are using a dial-up modem, then none of this applies to you, unless you want it to.

## Send Mail Details:

The “Details” button on the ‘new mail’ page:



has an additional picker field where you specify the profile you want to send the mail as:



Pick a profile that you have named (on the Remote Settings menu page), and when this message is sent by Aileron, it will appear to have come from that account. Hey, nobody has to know you’re NOT at your desk! Of course, the other standard Mail application detail features work as expected.

Maybe you’ve already composed your reply, or you tapped a “New” button and composed a new email you wanted to send out. When you tapped the “Send” button, where did your email go?

## Sending Mail:

Like the standard Mail application, new mail, and mail replies are kept in the Outbox category. After you have replied to all your mail, and written all the new mail you want to, go to the Outbox category list and you might see something like:





Looks like a standard Outbox list. But when you tap an item, it highlights and a new button becomes active at the bottom of the display:



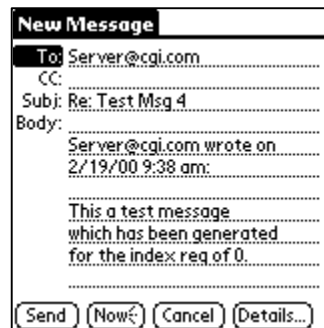
You may now “Send” the selected email message. You can only send one message at a time. If you want to read the mail content from this list, just tap the highlighted item again and it will display. When you tap the “Send” button, the status dialog will keep you updated on the progress of sending your message. When the message has been sent, it is automatically moved to the Deleted category and it disappears from the Outbox category list:



If you want to send more, select another message item from the list and tap “Send” again. Note: the “Send” button is only visible if you have a mail item selected. Can you figure out how to ‘un-select’ a highlighted item? I knew you could.

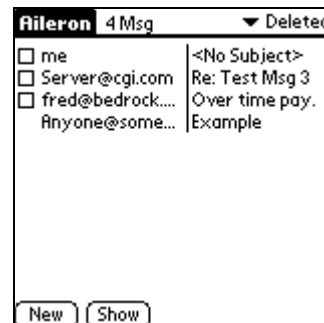
## Sending Email NOW

When editing a message, using ‘New’ or ‘Reply’, in addition to the standard ‘Send’ button there is a new button on the form called ‘Now’. If you tap this button, the message you are editing will be sent right now. Tapping the ‘Send’ button queues the message in the Outbox category for later batch processing. ‘Now’ also stores the message in the Outbox and if it has problems delivering the message right now you’ll get a notification of what happened to your missive.



## Deleting Email Messages:

There are a couple of ways that mail messages wind up in the Deleted category: 1) you explicitly deleted the message, 2) you sent a message from the Outbox category. Regardless of how they got there, messages that you fetched or sent using Aileron appear slightly different from mail that might have been collected during a hot-sync operation with your PC.



Mail messages that can be removed from your POP3 or IMAP4 remote accounts are indicated by the leading check box. If the mail was the result of a sync operation, it will have no check

box for you to check, because there is no knowledge of that message on your remote mail systems.

If you want to remove any of the check box messages in the list from your remote email systems (and from your device too), just check the ones you want to destroy.



As soon as you check any item on the list, the “Trash” button appears at the bottom of the screen. You can probably guess what happen if you tap this button... That’s right, you get a warning dialog, because this will irrevocably remove this email from your remote server and from your device.



If you tap “Delete”, Aileron will send your delete request to the Aileron server, and when the messages have been removed from the server, Aileron will ‘take out the trash’. The deleted messages are gone, gone, gone. Or you can change your mind and pick the “Cancel” button to leave everything the way it is.

One good way to use this delete operation is to review your remote list headers. If you see junk mail in your remote mail system, delete the header from the list. Once you’ve purged the junk mail, switch to the Deleted category and “Trash” all the junk mail from your remote mail box.

## Odds and Ends:



? The title bar reads: 3 Msgs, 0 Neo. Neo? What does that mean? We couldn’t say ‘Unread’, because there is not that much room up there. Didn’t want to say “New”, because the unread message could be really old (depending on the last time you visited your remote mail box). “Neo” has this going for it, it is short. It can also mean ‘new’ in a relative sense, as in ‘Neolithic’, without anyone thinking it means brand-new.

? From time to time, depending on internet traffic and the state of your remote email service, the Aileron gateway server may not be able to respond to your requests and you can get a time out message. Try again if you want. (Hint: POP3 servers are faster if you have fewer items in your mailbox. IMAP4 is pretty speedy regardless of how full your mailbox is.)

At other times, you may ask the gateway to process a mail message that it can no longer find. (This can happen when you download email from your remote system to read it, but use some other means to delete the message from your email service, i.e. Outlook Express from your desktop. Now you have a reference on your device to mail that no longer exists in the cosmos.) If this happens, the Aileron gateway server will give you a friendly message telling you it can’t find the remote mail message. Just delete the mail from your device.

? When you “Log In” to get a list of email headers from a remote account, Aileron checks each received header against all the other existing email messages in the mail database on the device. If it finds a duplicate header to a message that already is in the device, that header is NOT displayed in the Remote list. So, its possible to request up to 10 headers, only see 8 in the returned list, yet have the “More” button active in the “Log In” dialog. You are to infer

that the two ‘missing’ messages are already present in your device somewhere. Go find them if you want. You probably downloaded them already and they are sitting in your Inbox category list. (Another possible place to look is in the deleted category list.)

? When you change the credentials for a profile, Aileron will touch each existing message on your device that is associated with that profile to give itself amnesia about where that mail came from. So, you won’t be able to reply using the ‘Include at Server’ option to any message you might have had downloaded on, say, profile configuration **A** after you change the profile credentials for configuration **A**. Why? You may have pointed the profile configuration to a completely different remote email account. If you did, then were you to ask the server to process a piece of mail associated with the previous configuration settings, it is doubtful that the Aileron gateway server could find that old message on the new email server. So the best thing to do is get your profile configuration settings setup the way you want and then don’t fiddle with them (unless you have to).

? Remote message size information is only viewable in the Remote list. The gateway supplied size information is prefixed to the subject content so the remote list looks nice. When the message body is fetched, this size data is removed from the subject field and discarded.

? Aileron always sends the minimum amount of information to the Aileron gateway server. For example, the full set of login credentials for a profile configuration is only sent the first time you attempt to log on to that service. Once you have been successful in logging on, the Aileron client assumes that the Aileron gateway will remember all the necessary stuff for the next access to that account. You have control over storage of the account password on the Aileron gateway server, but all the other credential information is only sent once. (If you elect NOT to store your account password on the server, then the Aileron client will send it to the server on an as-needed basis. This costs the paranoid user a little more money in airtime charges, but that’s the price of paranoia!)

? Sometimes you’ll get a message from the Aileron gateway server stating that the profile is not registered and that you should attempt the request again. You can get in this situation if you

change your email account password on your email server after you have setup an Aileron profile for that account. The gateway will try to access your email service using the credentials it has, but if the remote email server denies access, the gateway will tell the Aileron client it is unregistered. The next time you use the now unregistered profile to “Log In” to this account, the full set of login credentials will be sent again from the client.

? If you see the following message, rejoice!



This probably means that we’ve released a new version of Aileron that we want you to use. Go to the Corsoft web site and download the newer version. If you get this message you should use the “Cancel” button to terminate your request to transmit a message to the Aileron gateway server. If you really want to spend your \$\$ for nothing, you can tap the “Continue” button to send your request anyway, but if the server didn’t like your Aileron version before, its probably not going to like hearing from you now, either. Just upgrade. Its free.

? It’s a good idea to setup your ‘Signature’ (in the Options/Preferences menu) prior to your first remote “Log In” – if you desire to have the server attach your signature to when you send email from Aileron. If you don’t setup you signature first, and check the signature checkbox in the message details dialog, it will be too late. The Aileron gateway server will not have your signature ‘on file’ to attach it to the message.

There is only one signature even though you can have up to three different profiles defined. You might want to consider keeping your ‘Signature’ somewhat generic.

? Aileron client shares the MailDB (mail data base) with the standard Mail application. You may have both applications, Aileron and Mail,

on your device at the same time. The nice thing about using the MailDB as-is is that the Mail conduits on your desktop already know how to read and write this database.

Since Aileron shares the MailDB, when you hot-sync any mail you have in your Outbox category list will be sucked up to your PC email program and delivered. Email sent by a sync operation ignores whatever profile information you may have specified in Aileron when you created the message and placed it in the Outbox category.

? When replying to a message and using the 'include at server' feature, don't change the profile selection in the 'Details' form. If you do, don't be surprised if the Aileron gateway server complains that it cannot find the referenced file. It remembers that file under a different profile name. Just an FYI.

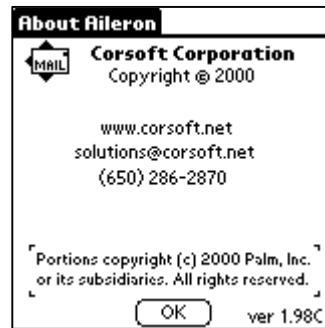
? Aileron has its unique set of preference setting, distinct from the Mail preference settings. They look a lot alike, but they are different. So you can have one set of preferences active for Mail and a different (but similar) set active for Aileron.

? The option menu still has item entries for "Font" selection. This feature has been disabled in Aileron. (I didn't like it any way.)

? The system 'Find' feature (of the standard Mail application) works in Aileron.

? Sorting high priority messages to the top of lists is annoying. This feature from the standard Mail application has been disabled.

? If you think your profile credential information is out of sync with the content on the Aileron gateway server, there are two ways to force synchronization. 1) edit one of the parameters of the profile (like the profile name) and tap OK. That will force the client to re-send the credential info to the gateway server the next time you do a 'Log In'. 2) Tap the version number on the 'About Aileron...' page.



That will force all of the profiles to re-send their credential info at the next 'Log In'. Sometimes those undocumented features come in handy. Enjoy