



Setting Up Email Guide

Palm® Centro™ Smart Device

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Getting Started

You have several options for reading and sending email on your Palm® Centro™ smart device. Just like on your computer, you can choose from various email applications to manage your email. (Additional fees may apply for email services.) This guide shows you the various email options and walks you through setting them up, so that you can use your device to get the most out of your current email accounts.

Your Centro device comes with applications for accessing the Web and email:

Sprint Mobile Email®



VersaMail®



Web browser






This guide explains how to determine which email application is right for each of your existing email accounts. If you want to, you can set up more than one application to work with separate email accounts.

Which Email Application Should I Use?

If I want to...

I can use...

	 Sprint Get Email	 Email	 Web
Check free Web mail, such as Gmail, Yahoo!, or Hotmail.	✓	✓ ¹	✓
Check fee-based Internet mail, such as Yahoo! Mail Plus or AOL	✓	✓	✓
Sync my email and organizer information with my company's Microsoft Exchange server		✓	

If I want to...

I can use...



Push my email and organizer information from my company's Exchange server using Microsoft Exchange ActiveSync with Microsoft Direct Push technology		✓		
Sync my email with my company's Domino server		✓		
Access an email account that's set up on my Mac computer	✓	✓	✓	
Access email from up to eight email accounts		✓		
Access email from my POP or IMAP account	✓	✓	✓	
Use the Advanced Encryption Standard (AES) while sending and receiving messages	✓			
Use Secure Sockets Layer (SSL) to send and receive messages		✓		
Work with email messages when I'm not connected to the Internet (for example, when I'm on a plane)	✓	✓		
Access the Contacts application on my device to address email messages	✓	✓		
Access my corporate directory to address email messages		✓		

¹VersaMail supports free email from Gmail only.

Setting Up Sprint Mobile Email

Install the optional **Sprint Mobile Email** application to access a variety of email services, including the following:

- Yahoo!.
- AOL.
- MSN.
- Gmail.
- Other POP and IMAP servers.

This section includes the following information:





- “Getting Started With Sprint Mobile Email” on page 4.
- “Configuring Additional Email Accounts on Sprint Mobile Email” on page 5.
- “Configuring Other Email Accounts on Sprint Mobile Email” on page 6.

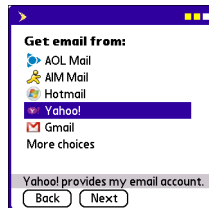
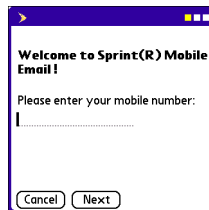
Important:

Sprint Mobile Email sends and receives messages using existing email accounts. Visit your email provider's Web site for more information or to set up an account, or ask your network administrator for assistance.



For information on sending and receiving messages with Sprint Mobile Email, see the *Palm® Centro™ Smart Device User Guide* located on your Palm Software Installation CD.

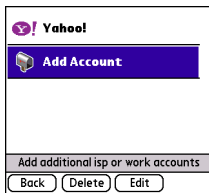
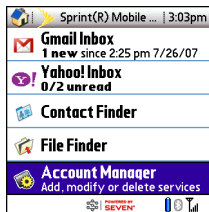
Getting Started With Sprint Mobile Email

1. Press **Applications**  and select **Get Email** .
2. Follow the onscreen instructions to download and install the **Sprint Mobile Email** application on your Centro device. (For more information and complete setup instructions, visit www.sprint.com.)
3. When the installation is complete, press **Applications**  and select **Sprint Mobile Email** .
4. Enter the phone number for your Centro device and select **Next**.
5. Select an email provider from the list and select **Next**. (If your email provider is not listed, see “Configuring Other Email Accounts on Sprint Mobile Email” on page 6. Select **Accept** to agree to the **Terms of Use** and continue with account setup. (Select **Decline** to refuse the terms and end the setup.)
6. Enter the **User Name** and **Password** for the email account.)
7. Select **Register** to initialize the service on your Centro device. (When a connection is established, **Sprint Mobile Email** retrieves your messages and displays the messages in the account Inbox.)



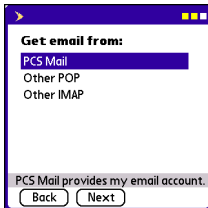
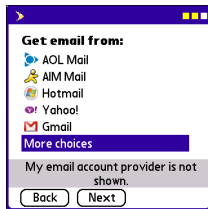
Configuring Additional Email Accounts on Sprint Mobile Email

1. Press **Applications**  and select **Sprint Mobile Email** .
2. Select **Account Manager**.
3. Select **Add Account** Select an email provider from the list. (If your email provider is not listed, see “Configuring Other Email Accounts on Sprint Mobile Email” on page 6).
4. Select **Accept** to agree to the **Terms of Use** and continue with account setup. (Select **Decline** to terminate the account configuration.)
5. Enter the **User Name** and **Password** for the email account..
6. Select **Register** to initialize the service on your Centro device. (When a connection is established, **Sprint Mobile Email** retrieves your messages and displays them in your Inbox.)



Configuring Other Email Accounts on Sprint Mobile Email

1. If your email provider does not appear in the list of providers, select **More choices** from the **Get email from:** screen and select **Next**.
2. Select the type of email account you want to configure: **PCS Mail**, **Other POP**, or **Other IMAP**, and then select **Next**. Select **PCS Mail** to configure your Sprint email account on your Centro device. (For more information and to set up an account, visit www.sprint.com.)
 - Select **Other POP** to configure a POP3 email account. (Ask your account administrator or email provider for the required information described in the following steps.)
 - Select **Other IMAP** to configure an IMAP email account. (Ask your account administrator or email provider for the required information described in the following steps.)
3. Enter your user name and password and select **Next**:
 - **PCS Mail User Name** and **Password**: (Sprint Email accounts only.) Enter the user name and password for your Sprint email account.
 - **Email Address**: Enter the complete email address of your account.
 - **Password**: Enter the password for your email account.
 - **User Name**: (POP and IMAP accounts only.) Enter the user name required for the incoming mail server.
4. Enter the information required by the incoming mail server and select **Next**:
 - **Incoming Mail Server**: Enter the complete name of the incoming mail server for your email provider (for example, **pop.mail.company.com**).
 - **Port**: Enter the port number for the incoming mail server. (The default port is 110 for POP or 143 for IMAP.)
 - **Use SSL**: Check the box if the incoming mail server uses Secure Socket Layers (SSL).



5. Enter the information required by the outgoing mail server and select **Next**:
 - **Outgoing Mail Server**: Enter the complete name of the outgoing mail server for your email provider. (For example, **smtp.mail.company.com**.)
 - **Port**: Enter the port number for the outgoing mail server.
 - **Use SSL**: Check the box if the outgoing mail server uses Secure Socket Layers (SSL).
 - **Require Authentication**: Check the box if your email provider requires authentication for outgoing email.
6. Review the **Account Summary**, and then select **Next**. (Select **Back** to return to a previous screen and change the configuration settings.)
7. Select **Register** to initialize the service on your Centro device. (When a connection is established, **Sprint Mobile Email** retrieves your messages and displays them in your Inbox.)

Setting Up the VersaMail® Application

The VersaMail application enables you to access up to eight email accounts—personal or corporate. You can view attachments through the **Documents** application on your device and interface with your corporate Global Address List (GAL). VersaMail also supports Microsoft Direct Push synchronization of email and personal information; as messages are received on the server, they are automatically downloaded to your device.



Before you can use VersaMail, you need to enter your email account settings. If you have multiple email accounts, you must enter settings for each account.

This guide includes basic information on sending and receiving email messages. For additional information on using and customizing VersaMail, see the *User Guide for the VersaMail Application* located on your Palm Software Installation CD, or visit go.palm.com/centro-sprint/ for more information.

Note:	VersaMail requires at least one account to be available. You cannot delete all of the accounts once an account is configured.
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How Do I Get Started?

1. If either of the following is true, see the *User Guide for the VersaMail Application* located on your Palm Software Installation CD for setup steps:
 - You used the VersaMail application on your previous device or smartphone, and you want to transfer your settings and messages to your smart device.
 - You plan to use the VersaMail application to access an email account on a Microsoft Exchange server, a Lotus Notes server, or a Microsoft MAPI server.

- If your email provider is included in the following list, go to “Setting Up VersaMail to Work With Common Providers” on page 10. (If your email provider’s name is not listed below, continue to step 3 below.)

Tip:	Your email provider is the service you use to send and receive email. Your email provider’s name appears between the @ symbol and the dot symbol in your email address.
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● Adelpia	● CompuServe	● NetZero
● Airmail.net	● Concentric	● Qwest (select areas)
● AOL	● Covad	● RCN
● Apple.Mac	● Cox (East, Central, & West)	● SBC (select areas)
● AT&T (mMode & Worldnet)	● EarthLink	● Speakeasy
● Bell South	● Gmail (you must enable forwarding from the Gmail site)	● USA.net
● Cablevision	● Juno	● Verizon DSL
● Charter	● Mail.com	● Yahoo! (fee-based accounts only)
● Comcast	● Media com	

- If your email provider’s name is not listed, you need to obtain the following information from your system administrator or ISP, and then skip to “Setting Up VersaMail to Work With Other Providers” on page 13.
 - Mail protocol: POP, IMAP, or Microsoft Outlook Mail (EAS).
 - Incoming and outgoing mail server names, such as mail.myisp.com.

- Incoming and outgoing mail server port numbers, such as 110 (incoming POP), 143 (incoming IMAP), or 25 (outgoing POP or IMAP).
- (If necessary) Security settings: APOP, ESMTTP, SSL.

Note:

The correct protocol, server, and security settings are required for VersaMail to be able to send and receive email for your account. Your system administrator or ISP can easily provide these settings.

Setting Up VersaMail to Work With Common Providers

Use this procedure in any of the following cases:


- You want to get up an account with one of the common providers specified in “How Do I Get Started?” on page 8.
- You have never used the VersaMail application before.
- You have used the application before but do not want to transfer your existing accounts and messages.
- You are currently using accounts in version 4.0 of the VersaMail application but want to add an additional account.

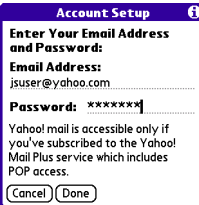
See the *User Guide for the VersaMail Application* located on your Palm Software Installation CD for more information.

1. Press **Applications**  and select **Email**  to open the VersaMail application.

Tip:

The first time you set up the VersaMail application, you are asked if you want to continue with account setup after you open the application. Select **Continue** and go to step 3.

2. Press **Menu** , select **Accounts**, select **Account Setup**, and then select **New**.
3. In the **Email Address** field, enter your email address.
4. In the **Password** field, enter your email account password.
5. If the VersaMail application can obtain your email account settings based on your username and password, the **Next** button changes to **Done**. Select **Done**.



Account Setup ⓘ

Enter Your Email Address and Password:

Email Address:
jsuser@yahoo.com

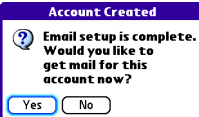
Password: *****

Yahoo! mail is accessible only if you've subscribed to the Yahoo! Mail Plus service which includes POP access.

Note:

If the **Next** button does not change to **Done**, you need to obtain certain additional information about your account (see “How Do I Get Started?” on page 8) and then follow the procedure “Setting Up VersaMail to Work With Other Providers” on page 13.

6. (Optional) Select **Yes** to download messages for this account now.

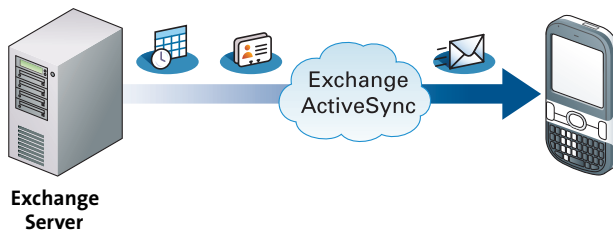


Account Created

❓ **Email setup is complete. Would you like to get mail for this account now?**

Setting Up VersaMail to Work With a Microsoft Exchange ActiveSync® Account

If your corporate email system uses Microsoft Exchange Server 2003 or Microsoft Exchange Server 2007, you may be able to use Microsoft Exchange ActiveSync® on your device. Microsoft Exchange ActiveSync works with the **Calendar**, **Contacts**, and **VersaMail** applications on your device to directly download calendar events, contact information, and email messages from the server—without going through your desktop computer.



With an Exchange ActiveSync account you can also use Remote Address Lookup (RAL) for addressing email messages and IT policies for your system administrator that enhance the security of data transmission.

See the *User Guide for the VersaMail® Application* located on your Palm Software Installation CD for additional information on using Microsoft Exchange ActiveSync.

Setting Up VersaMail to Work With Other Providers

Use this procedure in any of the following cases:

- If your email provider is not listed in “How Do I Get Started?” on page 8.
- If the procedures in “Setting Up VersaMail to Work With Common Providers” on page 10 do not work.
- You have never used the VersaMail application before.
- You have used the application before but do not want to transfer your existing accounts and messages.
- You are currently using accounts in version 4.0 of the VersaMail application but want to add an additional account.

See the *User Guide for the VersaMail Application* located on your Palm Software Installation CD for more information.


Before you begin, obtain the following information from your system administrator or ISP:

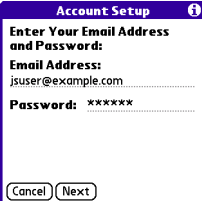
- Mail protocol: POP, IMAP, or Outlook Mail (EAS).
- Incoming and outgoing mail server names, such as mail.myisp.com.
- Incoming and outgoing mail server port numbers, such as 110 (incoming POP), 143 (incoming IMAP), or 25 (outgoing POP or IMAP).
- (If necessary) Security settings: APOP, ESMTP, SSL.

1. Press **Applications**  and select **Email**  to open the VersaMail application.

Tip:

The first time you set up the VersaMail application, you are asked if you want to continue with account setup after you open the application. Select **Continue** and go to step 3.

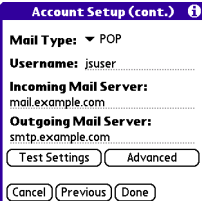
2. Press **Menu** , select **Accounts**, select **Account Setup**, and then select **New**.
3. In the **Email Address** field, enter your email address.
4. In the **Password** field, enter your email account password.
5. Select **Next**.
6. Select the **Mail Type** pick list, and then select **POP**, **IMAP**, or **Outlook Mail (EAS)** (based on the information you got from your system administrator or ISP).
7. Enter the username you use to access your email.



Tip:

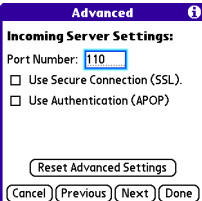
Your username can be either the part of your email address appearing before the @ symbol or your entire email address. Check with your email provider if you are not sure what username to enter.

8. Enter the names of your incoming and outgoing mail servers.
9. Select **Done** to finish setup and go to the inbox of the account you set up, where you can begin getting and sending email. (If your system administrator or ISP provided the port number or security settings, select **Advanced** and enter those settings.)



Setting Advanced Mail Options

1. Select one or more of the following:
 - **Port Number:** By default, the port number setting is 110 for POP and 143 for IMAP servers. (You may need to change the port number if you choose to retrieve incoming mail over a secure connection.)



- **Use Secure Connection (SSL):** To retrieve incoming mail over a secure (Secure Sockets Layer, or SSL) connection, check the box.

Didyouknow? If you check the **Use Secure Connection (SSL)** box, the port number for incoming mail changes to 995 for POP accounts and to 993 for IMAP accounts.

- **Use Authentication (APOP) (POP accounts only):** Encrypts your username and password when they travel over the network. (Some services require APOP to work properly, while others do not work properly if APOP is used.)
- **Reset Advanced Settings:** Changes the advanced settings to the default options. (Select this option if you've made changes to the advanced settings but aren't sure they are correct.)

Tip: Selecting **Reset Advanced Settings** on either **Advanced** screen resets all the options for both screens.

2. Select **Next**.
3. Select one or more of the following:

- **Port Number:** The default is 25, the port number most SMTP servers use.
- **Use Secure Connection (SSL):** To send outgoing mail over a secure connection, check the box.
- **Use Authentication (ESMTP):** Check the box if the outgoing server (SMTP) requires ESMTP authentication. (If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.)

Advanced (cont.) ⓘ

Outgoing Server Settings:

Port Number: 25

Use Secure Connection (SSL).

Use Authentication (ESMTP)

Reset Advanced Settings

Cancel Previous Done

Tip:


If you need to enter new authentication information, enter your username and password and select **OK**. Check with your email service provider for authentication username and password information.

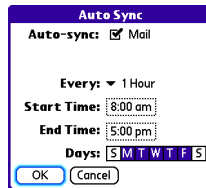
- **Reset Advanced Settings:** Changes the advanced settings to the default options. Select this option if you aren't sure your changes are correct. (Selecting **Reset Advanced Settings** on either **Advanced** screen resets all of the options for both screens.)

4. Select **Done**.

Downloading New Email Messages Automatically

You can set up **VersaMail** to automatically download new email messages to your device.

1. From any mailbox screen, press **Menu** .
2. Select **Options**, and then select **Preferences**.
3. Select **Auto Sync**.

**Tip:**

For more information on working with Microsoft Exchange ActiveSync® accounts, see the *User Guide for the VersaMail Application* located on your Palm Software Installation CD, or visit go.palm.com/centro-sprint/.

4. Check the **Mail** box next to the **Auto-sync** option.
5. Select the **Every** pick list and select the time interval, from 5 minutes to 12 hours. (If you set a more frequent interval, you may need to recharge your device's battery more often.)
6. Select the **Start Time** and **End Time** boxes, and then select the **hour**, the **minute**, and **AM** or **PM** to enter the time for the first and last Auto Sync to take place. Select **OK**.



7. Select the days you want the schedule to be active. (You can choose any number of days, but you can set up only one schedule for each email account.)
8. Select **OK**, and then select **Get**. (Doing this ensures that only new messages are retrieved during your next Auto Sync retrieval.)





Setting Up the Web Browser to Access Email

The Web browser gives you access to your Web-based email on your device. Although you can use the same Web address that you use on your computer, we recommend using a Web address that is designed for mobile devices when you access email on your device.

To learn more about using the Web browser, see the *Palm® Centro™ Smart Device User Guide* located on your Palm Software Installation CD. You can also access the user guide directly on your device. Press



Applications  and select **My Centro** .

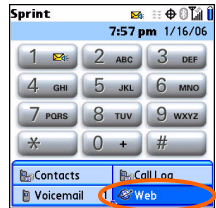
1. On your device, press **Power/End**  to wake up the screen, and then press **Center**  on the **5-way**  to turn off **Keyguard**.
2. If you see **Phone Off** in the upper-left corner, press and hold **Power/End**  to turn on your phone.



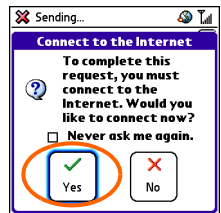
Note:


If you see **No Service** in the upper-left corner, wait until you're in a Sprint National Network coverage area before you continue.

3. Select **Web**.

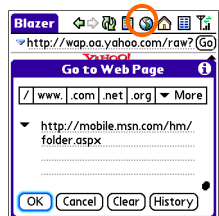



4. If prompted, select **Yes** to connect to the Internet.



5. Tap  and enter the mobile Web address. Here are a few common mobile email sites:

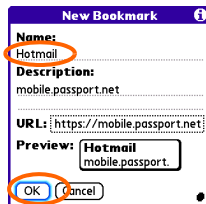
- **Hotmail** <http://mobile.msn.com/hm/folder.aspx>
- **Yahoo!** <http://mobile.yahoo.com/mail>
- **Gmail** <http://m.gmail.com>



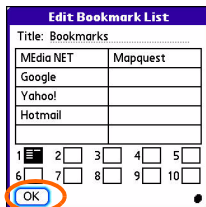
6. When the page has loaded, press **Menu**  and then select **Add Bookmark** so that you can quickly access this site in the future.




7. Select the **Name** line, enter the name of the email service, such as Hotmail, and then select **OK**.



8. Select **OK** to save the bookmark.



9. To access your email the next time you open the Web browser, tap  and then select the bookmark you created.

