

PocketFlash^{2.0}
G O L D E D I T I O N

AOL
E-Mail

Compatible with the 3Com Palm Modem

Access AOL E-Mail without a desktop!

Uses all AOL local phone numbers

Online and Batch modes

Easy, intuitive interface

Pmi

A Software Solution for the Palm Connected Organizers.

Published by Power Media, Inc.

Developed by Scrawl, LLC.

[Power Media Inc.](http://www.powermedia.com)

Section 1: Introduction

PocketFlash is an application that allows you to send and receive email from an AOL account using your PalmOS Device and Palm Modem. Now you can compose and review AOL email anytime and anywhere with the ease and convenience you have come to expect from the Palm OS Device.

PocketFlash works in two ways. First, in Online Mode, you can connect to AOL and read and write your email online, just as you would on your desktop. Except with PocketFlash, you can access AOL anywhere you have a phone line. Second, in Batch Mode, PocketFlash lets you read and write email without requiring a phone connection, on the bus, on the train, or even at the beach. Later, at your leisure, PocketFlash works with your Palm Modem to send all your email at once and retrieve any waiting messages, usually all in under a minute.

To get the most use out of PocketFlash, you can use both modes interchangeably. For convenience, this manual is organized so that you only need to read the sections which cover the mode you wish to use. Read Section 3: Using PocketFlash in Online Mode or Section 4: Connecting to AOL in Batch Mode as applicable.

To keep things simple, this manual will refer to your Palm OS 2.0 or newer compatible organizer (whether it is a Palm III, IIIx, V, 3Com PalmPilot Professional, IBM WorkPad or other compatible device) as an *organizer*.

Installation



1. On your desktop computer find the folder where your Palm desktop software is located.
2. Locate your installation program and double click on it. Because of the variety of different Palm Computing devices, your installation program may be named InstApp, Install App, Palm Installation Tool, or something similar. If you cannot locate the program, please refer to your Palm Computing Device documentation for more information.
3. Choose the PocketFlash 2.0 application for installation. You can also Select any other programs you want to install.
4. Close your installation utility and do a HotSync. Your program will be installed during the HotSync process.
5. The program may be accessed on your organizer by tapping the Applications button in the upper left of the silk screen and selecting the PocketFlash 2.0 Icon, shown in the screenshot.

Minimum Requirements for Using PocketFlash

- America Online (AOL) Account
- 3Com Palm Modem
- PalmOS Device running PalmOS 2.0 or greater

Minimum Requirements for Installing PocketFlash

Macintosh systems

- Macintosh System 7.1 or greater
- 68030 or faster processor
- 8 MB RAM

Windows systems

- Windows 3.1, 95, or 98
- 386 or faster processor
- 8 MB RAM

Section 2: Getting Started

Once you have installed PocketFlash on your organizer, you will need to enter the serial code of the product. After that, you are ready to configure the application for your AOL account. If this is a “demo” version of PocketFlash, you will not see either the Enter Serial Code screen or the Register PocketFlash screen, and you can skip those steps, but be sure to read Section 7: Demonstration Mode.

Enter Serial Code



Before you can start using PocketFlash, you must enter a Serial Code. This code should either be on the PocketFlash CDROM or floppy disk, or may have been emailed to you if PocketFlash was purchased online.

The code is ten uppercase letters.

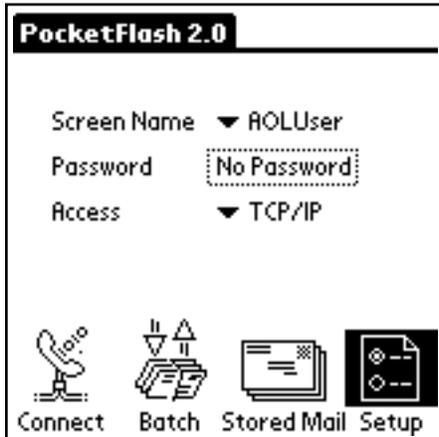
Register PocketFlash



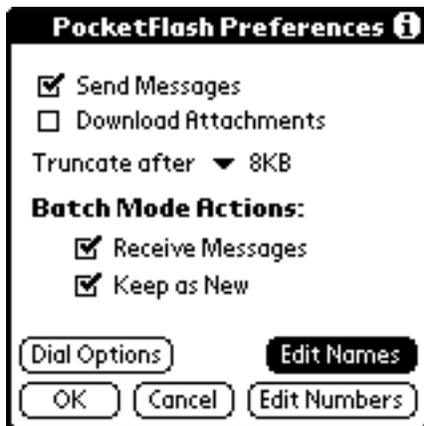
It is suggested that you register PocketFlash for one very important reason: AOL has, in the past, changed the way mail is retrieved from their system. Should such a change occur and you are registered, you will automatically receive via email an update to PocketFlash so that it continues to work effectively. Updates cannot be installed on unregistered versions of PocketFlash.

More information is detailed in Section 6: Registering PocketFlash.

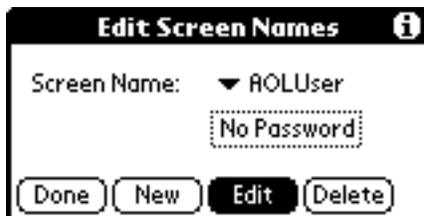
Enter Screen Name and Password



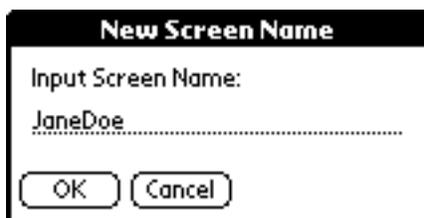
First you must enter your Screen Name. Tap the Setup icon at the bottom right of the Main screen.



In the Setup screen, tap the Edit Names button.



In the Edit Screen Names dialog, tap the Edit button to change AOLUser to your own Screen Name.



Replace AOLUser with your own AOL Screen Name. Enter your AOL Screen Name as you would enter it into your desktop computer – do not add the @aol.com extension. Tap OK when you are finished.



If you want, you can have your organizer remember your password. In the Edit Screen Names dialog box, tap the Password Box, currently No Password, then enter your password. If you would rather not have PocketFlash save your password, leave the password blank and you will be prompted to enter your password each time you connect.

Enter Phone Number and Connect Method

The next step is to enter your local AOL access phone number and connect method. You can copy this information from the AOL setup on your desktop computer. Alternately, you can call AOL at 1 800 827-6364 and ask them for help in choosing a local phone number and connect method.

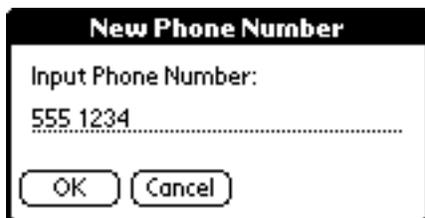


In the Setup screen, tap the Edit Numbers button.



Tap the New button and enter your AOL phone number.

The 800 number already entered will connect you with AOL, but charges a fee for connect time. For local calls, enter the AOL phone number you normally use.



You should enter *ONLY* the phone number. Calling card numbers and other modifiers are entered on the Dialing Options screen (more details on this are in Section 8: Beyond the Basics). Press OK when you are finished to return to the Edit Phone Numbers dialog.



You can connect to AOL over three different networks: AOLNet, SprintNet or GlobalNet. Check the set-up of AOL on your desktop machine for the type of network you are connecting to. Usually in the United States you will connect to AOLNet.

Using the wrong network will not damage your organizer or your AOL account, but will prevent you from connecting.

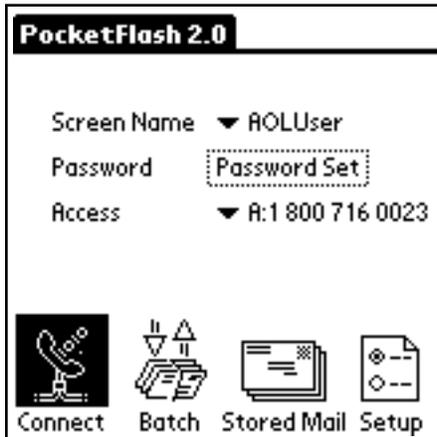
PocketFlash 2.0 has two modes of operation: an “online” mode and a “batch” mode. The Online Mode looks and acts much like the version of AOL on a desktop computer, whereas Batch Mode acts much like an “Auto AOL” session.

Online Mode may be much easier to use for many users and allows a great deal of flexibility in interacting with AOL. Not only can messages be sent and retrieved, they can also be refiled, ignored, and kept as new.

However, Batch Mode may be more useful for efficient access, especially when mobile. During Batch Mode, PocketFlash connects only long enough to retrieve new mail and to send waiting mail. Retrieved mail is placed in the “Incoming” folder so it can be viewed while not connected to AOL via a phone line. Many users find this convenient: retrieve mail and carry it with you to peruse and reply to at leisure.

Section 3: Using PocketFlash in Online Mode

When you use PocketFlash in Online Mode, your organizer connects directly to AOL and you can interact with AOL as you normally would on your desktop computer.



To connect to AOL in Online Mode, tap the Connect icon at the bottom of the Main screen.



Your organizer will retrieve all the headers of the new messages in your AOL mailbox.

If you have previously written messages and saved them in the Outgoing folder, connecting in Online Mode will also send these messages and refile them in the Sent folder (see Section 5: Working With Mail Offline for more details).

While your organizer communicates with AOL by sending and receiving messages, the current status will replace the buttons at the bottom of the screen.

Using the New Mail, Old Mail, and Sent Mail folders.

The three mail folders in PocketFlash are designed to mimic the action of the desktop AOL application. To view a message, tap the message to select it, then press the Read button at the bottom of the screen. Alternately, just double-tap the message itself.

New Mail Folder



The New Mail screen contains all the headers of the messages in the AOL mailbox.

Messages can be sorted. Tapping the column heading sorts the messages by that column. Tapping the same column heading twice reverses the sort. The current sort column is underlined.

If there are more headers than can fit on the screen, a scrollbar will appear. To access all the messages, use the pen to move the scrollbar up and down or use the physical scroll buttons on the organizer.



An envelope, , next to the date indicates that the message is new (see the second message).

An envelope with a small box to the lower left, , means that this message has an attachment (see the first message).

A checked box, or , indicates the message has already been read (see the third and fourth messages).

The Other... button offers more options (see Section 8: Beyond the Basics for more details).

Checked messages have been transferred to the Old Mail folder (using the Other... button), and your organizer's screen will show these messages in their proper location the next time you switch folders.

To switch folders, tap a folder tab at the top of the screen.

Old Mail Folder

You can still read, reply to, or delete messages in the Old Mail folder. However, just as with your desktop computer, AOL keeps messages in the Old Mail folder for only 2-3 days.

If you want to keep a message longer, use the Keep as New option in the Other... dialog. For details on this and additional options available through the Other... button, see Section 8: Beyond the Basics.

Sent Mail Folder

Once you have composed and sent a message, it will be saved in the Sent Mail folder.

You can read, forward, or delete messages in the Sent Mail folder normally. However, AOL keeps sent messages only for a few days before erasing them.

The Other... button offers more options (see Section 8: Beyond the Basics).

Reading, writing, replying to and forwarding messages online.

Just as on your desktop, you can read messages, compose new messages, or reply to messages while connected to AOL.

Reading a message

To read a message in any of the three folders, select the message and then tap the Read button. Alternately, you can double-tap any message in the list.



The two arrows in the top right of the screen move between messages in the current folder.

Tapping the Headers button switches between showing  and hiding  full mail headers.

Tapping the HTML button switches between showing  and hiding  HTML text in the message.

The Done button returns to the previous screen showing the list of messages.

The Reply... button opens the Reply To... dialog (see below).

The Delete button deletes this message from AOL.

Tapping Save copies this message to Stored Mail on your organizer.

Reading an attachment

If a message has an attachment, a paperclip button  will appear at the top of the screen. To view the attachment, tap . This will take you to the attachment screen.



All the buttons have the same function as described in the subsection Reading a message, above.

Composing a message

To create a new mail message tap the New button in any of the folder views.



Edit Message

To: sheridan@earthgov.gov
CC:
BCC:
Subj: My Daddy told me to never
start a fight
Body: But, by golly, make sure
that you end it.
.....
Feisty old coot!
.....
.....

[Send] [Save] [Details...] [Discard]

Compose your message, entering the email address, subject and body.

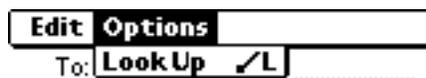
If you are sending the email to an AOL user, the “@aol.com” is optional.

To send the message immediately, tap the Send button.

Tapping the Save button will transfer the message to the Drafts folder in the Stored Mail section of PocketFlash (see Section 5: Working With Mail Offline, for more details).

The Details... button offers more options (see Section 8: Beyond the Basics).

The Discard button erases this message and returns to the previous folder.



Edit Options

To: Look Up ✓L

Note that you can select “Lookup” from the Menu to select email addresses from the address book.

Forwarding or Replying to a message

To reply to or forward a message, tap the Reply... button while viewing the message. Then create and edit the reply (or forwarded message) as described above.



Reply Options

Quote: None All Selected

Reply to: Sender All Forward

[OK] [Cancel]

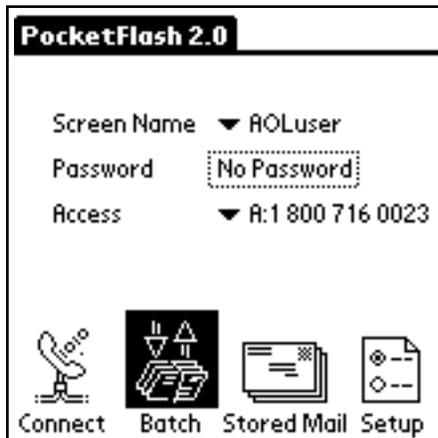
You have several choices of whom to reply to and how much text to include in your message.

The Quote: radio buttons determine which text from the original message to include in your new message. To include only a portion of the original message, use the pen to highlight part of the message before tapping Reply... and make sure the Selected radio button is highlighted.

The Reply to: radio buttons fill in the To: field in the new message. Selecting Sender will only reply to the email address from which the message was sent. Selecting All will reply to all of email addresses in the “To:”, “From:”, and “CC:” fields.

Section 4: Connecting to AOL in Batch Mode

When you use PocketFlash in Batch Mode, your organizer connects to AOL, gets email that has been sent to you, and sends email you have written. Then it closes the connection to AOL. This process usually takes a little less than a minute. Using the Stored Mail section of PocketFlash, you may compose your letters and read the email sent to you at your leisure (see Section 5: Working With Mail Offline).



To connect to AOL in Batch Mode, tap the Batch icon at the bottom of the screen. Your organizer will connect to AOL, get any incoming messages, send messages in the Outgoing folder in Stored Mail, and log off.



Various status notifications will appear as the organizer is sending and receiving mail.



A dialog will appear when the Batch Mode has finished, showing the number of messages sent and received during this session.



This message will appear if the session was stopped prematurely for some reason, such as clicking the Stop button shown above.

Section 5: Working With Mail Offline

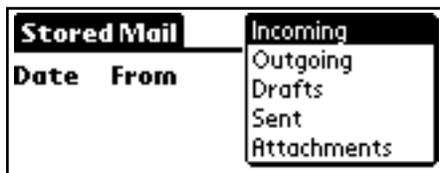
You can use PocketFlash to create, edit, and read mail offline anytime.



To access the mail stored on your organizer, tap the Stored Mail icon at the bottom of the screen.

The Five Offline Folders: Incoming, Outgoing, Drafts, Sent, and Attachments

The Offline portion of PocketFlash contains five folders: Incoming, Outgoing, Drafts, Sent, and Attachments.



To switch between folders, use the pick list at the top right of the screen of any of the five folders.



To view a message, tap the message to select it, then press the Read button at the bottom of the screen. Alternately, just double-tap the message itself.

The messages in each of the five folders can be sorted by any of the columns: Date, From/To name, or Subject. Tapping the column heading sorts the messages by that column. Tapping the same column heading twice in a row reverses the sort. The current sort column is underlined.

If there are more headers than can fit on the screen, a scrollbar will appear. To access all the messages, use the pen to move the scrollbar up and down or use the physical scroll buttons on the organizer.

In all five folders, the four buttons at the bottom of the screen behave the same way.

- The Done button returns to the Main PocketFlash screen.
- The Read button opens the currently highlighted message.
- The New button creates a new message to be composed.
- The Delete button deletes the currently highlighted message.



An envelope icon next to the date indicates that the message is new (see the second message).

An envelope icon with a small box to the lower left means that this message has an attachment (see the first message).

A checked box, or , indicates the message has already been read (see the third and fourth messages).

The messages in these folders are stored on your organizer, and will never be deleted, unless you do it yourself. The messages in the Outgoing folder will be refiled in to the Sent folder after being sent.

Removing Messages



You can remove all the messages in a folder by using the purge command in the menu of the folder

Purging messages will remove all of the messages older than a specified date in the current folder.

First, select the messages you wish to erase. Selecting OK will remove those messages after confirming your selection. This action CANNOT be undone.

Incoming Mail folder

The Incoming Mail folder contains the messages received from AOL in Batch Mode, as well as any messages saved during Online Mode.

Outgoing Mail folder

The Outgoing Mail folder contains the messages ready to be sent the next time you log on to AOL. You may still edit any of these messages before next connecting to AOL in either Batch or Online mode.

Drafts folder

The Drafts folder contains messages that have been created, but are not ready to be sent.

Sent Mail folder

The Sent Mail folder contains messages you have composed and sent from the Outgoing folder.

Attachments folder

Attachments can be saved to the Stored Mail folder from either Batch Mode or Online Mode.

If the Download Attachments option is checked for Batch Mode, PocketFlash will download text attachments along with new messages and save them in the Attachments folder of Stored Mail (see Section 8: Beyond the Basics for more details).

If you are reading an attachment in Online Mode, you can save it by tapping the Save button in the bottom right of the screen. To view the attachment, go to the Attachments folder in Stored Mail and either double-tap the attachment or tap the Read button to view the currently highlighted attachment.

Reading a message

To read a message in any of the five folders, select the message and then tap the Read button. Alternately, you can double-tap any message in the list.



The two arrows in the top right of the screen move between messages in the current folder.

Tapping the Headers button switches between showing  and hiding  Internet and other mail headers.

Tapping the HTML button switches between showing  and hiding  HTML text in the message.

The Done button returns to the previous list of mail messages.

The Reply... button opens the Reply To... dialog (see below).

The Delete button deletes this message from the Stored Mail folder.

Composing Mail

To create a new mail message tap the New button in any of the folder views.



Edit Message

To: sheridan@earthgov.gov
CC:
BCC:
Subj: My Daddy told me to never
start a fight
Body: But, by golly, make sure
that you end it.
Feisty old coot!
.....
.....

[Send] [Save] [Details...] [Discard]

Edit Options

To: Look Up /L

Compose your message, entering the email address, subject and body.

If you are sending the email to an AOL user, the “@aol.com” is optional.

Note that you can select “Lookup” from the Menu to select email addresses from the address book.

The buttons at the bottom of the screen are the same for all new messages, whether they are completely new, a replied-to message, or a forwarded message.

To put the message in the Outgoing folder, tap the Send button. If the Send Messages option in PocketFlash Setup is checked, the next time you log on, the message will be sent. You can edit, add, or delete messages on your organizer at any time before logging on and sending messages.

Tapping the Save button will transfer the message to the Drafts folder. Here drafts of your messages are saved for later editing. Messages in this folder will not be sent — they will remain on your organizer until you either transfer them to the Outgoing folder or delete them.

The Details... button covers more options (see Section 8: Beyond the Basics).

Discard erases the message.

Forwarding or Replying to a message

To reply to or to forward a message, tap the Reply... button at the bottom of the message you wish to work with. Then compose, edit, and process it as you would a new message.



The image shows a dialog box titled "Reply Options". It contains two rows of radio buttons. The first row is labeled "Quote:" and has three options: "None", "All", and "Selected". The "Selected" option is currently selected. The second row is labeled "Reply to:" and has three options: "Sender", "All", and "Forward". The "Sender" option is currently selected. At the bottom of the dialog box are two buttons: "OK" and "Cancel".

The Quote: radio buttons determine which text from the original message to include in your new message. To include only a portion of the original message, use the pen to highlight part of the message before tapping Reply... and make sure the Selected radio button is highlighted.

The Reply to: radio buttons fill in the To: field in the new message. Selecting Sender will only reply to the email address from which the message was sent. Selecting All will reply to all of email addresses in the "To:", "From:", and "CC:" fields.

You can send your mail by either using a Batch connection or going online (see Section 3: Using PocketFlash in Online Mode or Section 4: Connecting to AOL in Batch Mode for more details).

Section 6: Registering PocketFlash

It is necessary that you register PocketFlash for one very important reason: America Online has, in the past, changed the way mail is retrieved from their system. Should such a change occur, and you are registered, you will automatically receive via email an update to PocketFlash so it continues to work effectively.

To help, the registration process has been made very simple and largely automatic: PocketFlash will remind you every few days and allow you to automatically register.

Note: Power Media, Inc. will not redistribute your email address.

Automatic Registration



Every few days, the register dialog will appear. Tap the "Now" button.



PocketFlash will place a copy of the registration email into your outbox, ready to be sent to Power Media, Inc. Connect to AOL in either Batch or Online Mode to send this email. Ensure that the send mail option is checked (see "PocketFlash Setup" in Section 8: Beyond the Basics for more details).

After Power Media receives the registration, a piece of registration email will be sent back. If you read this email on your organizer using PocketFlash, it will automatically register you; otherwise you can manually register, as discussed in the next section.

Note: PocketFlash must actually download the message in order for automatic registration to occur. This will happen automatically in Batch Mode if the message is in the New Mail folder. In Online Mode, this means you must actually open the message yourself, from either the New or Old Mail folders.



When PocketFlash reads the registration email, a dialog box will appear, informing you that you are successfully registered.



You can verify that you've been registered by checking the PocketFlash About dialog.

You can access the PocketFlash About dialog by tapping your organizer's Menu button while on the Main screen.

If you happen to receive the registration email on your desktop, you can either keep it as new, or go back and read the message in Online Mode in the Old Mail folder. Alternately, you can Manually register PocketFlash as explained below.

Manual Registration

To manually register PocketFlash, you first need to receive the Registration Code email.



Start manually registering by selecting Register from the PocketFlash menu.



A new dialog will appear into which you should enter the Registration Code from the email. The code should be nine characters long and all in lower case.

Problems with Registration

If you have any problems with registration, please send email to registration@powermedia.com. Include the following information in your email:

- PocketFlash version (from the About dialog)
- Name that appears in the Register PocketFlash dialog
- Serial ID (from the CDROM)

If all else fails, call Power Media, Inc. at +1 503 684 8232.

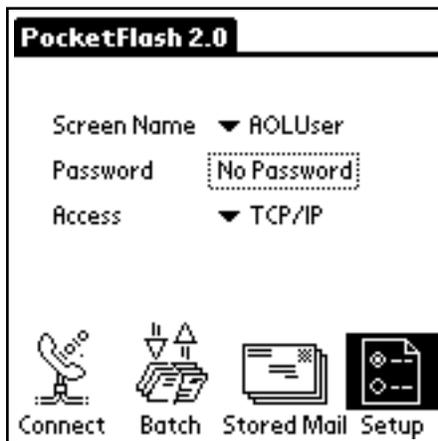
Section 7: Demonstration Mode

To allow you to evaluate PocketFlash, we've created a Demonstration version designed to let you test the features of the program before deciding to purchase a full version.

PocketFlash will only allow you to send or receive a single message per connection, and will ignore your signature, even if it has been set.

Section 8: Beyond the Basics

PocketFlash Setup



PocketFlash has a small set of options to allow you to configure the product to your wishes.

To access this screen, tap the Setup button in the bottom right of the Main screen.

Screen Names



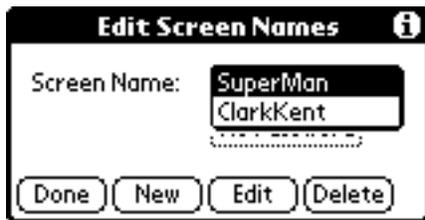
If you have more than one Screen Name with your AOL account or more than one AOL account, you can store these different names and passwords in PocketFlash. Tap the Edit Names button in the PocketFlash Setup screen.

Adding a New Screen Name



Tap the New button to enter another name and, if you wish, set the password

Editing a Screen Name

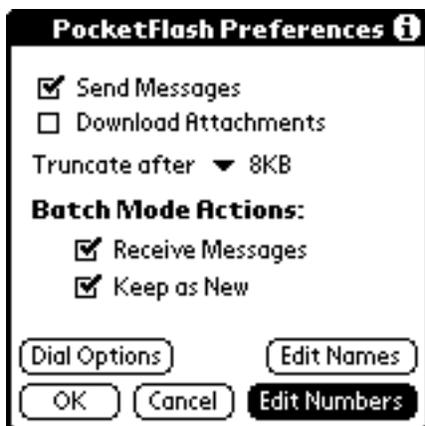


In the Edit Screen Names dialog, choose the name you want to edit and press the Edit button. PocketFlash will ask you for the new screen name. To remove an unwanted Screen Name select the Screen Name and tap the Delete button.

Changing a Password

Tap the Password Set box to enter a new password. You cannot edit an existing password; you can only replace it with a new one. If you don't want PocketFlash to store your password, simply tap Done with a blank entry line. PocketFlash will then prompt you for your password whenever you press the Connect button.

Phone Numbers



If you often connect to AOL from different locations, you may want PocketFlash to store a variety of phone numbers. Additional phone numbers are added the same way the first number was entered. Tap the Edit Numbers button in the PocketFlash Setup screen.

Adding a New Phone Number



In the Edit Phone Numbers dialog, tap the New Button. Enter only the phone number itself. For information on calling card numbers and prefixes (for reaching an outside line etc.) see the section below on Dialing Options.

Editing a Phone Number or Connect Method

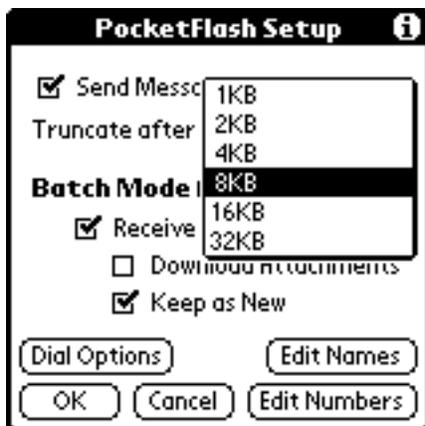


In the Edit Phone Numbers dialog, choose the phone number you want to edit from the pick list. Tap Edit to change the phone number. Use the Method pick list to change the Connect Method. To remove an unwanted phone number, select the number and tap the Delete button.

Send Messages

Checking this option will send messages from your Outgoing folder when you log on to AOL in either Batch or Online Mode. If you want to keep the messages without sending them, leave this box unchecked.

Truncate after...



Use the pick list to select the maximum message size that PocketFlash will store. Messages larger than this will be truncated to this size when stored on your organizer. Selecting a larger size will enable the receipt of larger messages in their entirety, but is more likely to cause the organizer to run out of memory. During Batch Mode, messages which are truncated are automatically left in the New mail folder of your online mailbox, whether Keep as New has been checked or not, so they can be retrieved later, in full, with a desktop computer. Note that truncating messages does not speed retrieval—AOL still sends the full message body, but PocketFlash just ignores it after it reaches the truncate size.

Batch Mode Options

These options are specific to logging onto AOL in Batch Mode.

Receive Messages

If this box is checked, PocketFlash will download any messages sitting in your AOL New Mail folder.

Download Attachments

If the Download Attachments option is checked, PocketFlash will automatically download text attachments associated with the new messages. These attachments will be saved in the Attachments folder in Stored Mail. Only filenames with a name ending in .txt will be retrieved. To access other attachments, connect using Online Mode.

Keep as New

Check this option if you want email that has been read to remain in the New Mail folder of your online mailbox. This allows you to receive the same mail messages on your desktop computer after reading them with your organizer. Messages that have been received on the organizer will not be received again in Batch Mode if they are in the Incoming folder. To receive a message again, you must delete the message from the Incoming folder.

Dialing Setup



Dialing Setup allows you to configure your device to call from non-standard situations on the road, using calling cards, getting outside lines and so on.

You can access the Dialing Setup screen by tapping the Dial Options button on the PocketFlash Setup screen.



Options which are checked will be used, and the others ignored.

Commas can be used to place pauses in the dialing. Each comma represents a 1/2 second pause.

Dial Prefix

This number will be dialed first, before the session-specific phone number. This is useful for dialing “9,” or “8,” to get an outside line from hotels and offices.

Disable Call Waiting

This command is issued after the Dial Prefix. It instructs the phone system to disable call waiting signals while you are connected. This is usually “*70”, but may sometimes be “1170”.

Use Calling Card

Checking this box will dial the numbers included in Card Number and Access Number.

Access Number

This is the number to dial for your long distance or calling card service.

Card Number

This is the calling card number, including a PIN if required.

Order



Different calling cards require the various numbers in different orders. Select the appropriate ordering for your calling system.

Dial Suffix

This is the very last number that will be dialed.

Ignore Dialtone

Check this option if you want PocketFlash to ignore non-normal dialtones on certain phones. This can be useful when trying to dial out from an office or similar circumstances.

The Other... Dialogs

In Online Mode, the Other... button in all of the folders will open an Other... dialog.



In the New Mail and Old Mail folders, as well as when reading or replying to a message, the Other... dialog has four buttons.



In the Sent Mail folder, the Other... dialog has three buttons.

Cancel returns to the folder screen without making any changes.

Keep As New behaves the same way as your desktop application. The current message is kept in, or moved to, the New Mail folder.

Unsend will try to delete the message from AOL, preventing its recipients from being able to read it. If any of the recipients have already read the message, then unsend will fail. Unsend will also fail if any of the recipients are not AOL users.

Delete deletes the message from your AOL account.

Ignore moves the current message to the Old Mail folder without reading it.

The Details... Dialog

In both Online and Offline Mode, the Details... button on the Edit Message screen will open a Message Details dialog.



Confirm Read behaves the same as on your desktop application. If this box is checked, AOL will send you email letting you know that the AOL recipient read your message. (This will not work for non-AOL recipients)

Checking Signature will display a popup list. Here you can choose which signature to add to the end of your messages. Selecting Add New signature will open a dialogue to let you add a new signature.

If you tap the Edit Signature button, a dialog box will appear to let you edit the current signature (see Section 9: Going Further for more details).

Cancel returns to the Edit Message screen without making any changes.

Section 9: Going Further

Adding a Signature



You can add a signature to the end of outgoing messages. Tapping the Details... button when composing a new message brings up the Message Details dialog.

Checking Signature will display a popup list. Here you can choose which signature to add to the end of your messages. Selecting Add New signature will open a dialogue to let you add a new signature.



You can enter your signature into the area provided. This text is added as-is to the end of your mail message. If you want there to be a blank line or other divider between your message and your signature, you should include it here.

When you have entered one or more signatures, you can edit them by tapping the Edit Signature button. A dialog box will appear to let you edit the current signature.

Finally, when sending the new message, be sure the Signature checkbox in the Message Details dialog is checked.

Connecting to AOL via TCP/IP

The first option in the Access pick list on the PocketFlash Main screen is to connect via TCP/IP as opposed to dialing AOL directly. You can connect to AOL by first connecting to your own Internet provider and then getting to AOL via the Internet. Set up your PPP connection through the Setup option for your organizer. See your Palm Computing Device documentation for more information on setting up an Internet connection.

Section 10: Troubleshooting

The most common problems users have with PocketFlash are listed below. Please check all of these things carefully:

- having an incorrect Screen Name or Password
- dialing the wrong phone number or selecting the incorrect Connect Method
- not plugging the modem correctly into the organizer
- not plugging the phone cord into the modem
- having drained batteries in the modem

If you are still having trouble getting PocketFlash to work, this section provides an overview of commonly seen error messages:

Error Messages while Logging in

Error (XXX) in communications initialization

The serial port on your organizer became confused. Either it was connected to an incorrect device, or not shut down correctly by another application. Try resetting your device and starting PocketFlash again.

Error connecting to AOL: no dial tone

Your Palm modem did not hear a dial tone. Make sure the phone line is connected to the modem properly and in working order.

Error connecting to AOL: no carrier

PocketFlash didn't find a modem at the phone number you selected. Make sure you have entered the correct phone number.

Error connecting to AOL: no modem detected

PocketFlash could not find a modem. Make sure your organizer is correctly connected to the modem and that the modem has fresh batteries.

Error connecting to AOL: out of memory

Your organizer ran out of memory. Consider resetting and trying to connect again.

Error connecting to AOL: modem preferences have not been set

The modem preferences have not been set up. Go to the Preferences application to do this.

AOL is busy right now. Please try again later

Session timed out

The AOL server failed to respond to requests within a reasonable amount of time, so PocketFlash ended the session. If this error occurs, try connecting again later, perhaps not at a peak usage time. This error will also occur at the very beginning of a session if you have selected the wrong connect method for the phone number you are using.

This screen name was not recognized

This password was not recognized

Bad combination of screen name and password

The Screen Name or password is not recognized by AOL. Check the Screen Name for spelling mistakes.

This account is already in use

The AOL account or screen name is already being used by another person. This error can also occur if you do not logout of your account correctly. Try waiting for a few minutes and trying again.

Error Messages while Registering PocketFlash

PocketFlash registration failed

PocketFlash received your registration email, but could not make sense of it. Check the email in your Incoming Folder, and try registering manually. If there doesn't appear to be an error, contact Power Media Inc. You might also try going through the automatic registration process again.

Error Messages while Connected

An error occurred while sending a message: One or more of the AOL recipients of the message was not valid and the message was not sent

A mail message you attempted to send has one or more invalid AOL addresses in it. Double-check the addresses, then resend the email message. This error will only occur for messages addressed to AOL accounts (either @aol.com or without an @address specified at all). Mail incorrectly addressed to non-AOL users will return a bounced message to you at a later time.

An error occurred while unsendMessage/sending/ignoring/deleting/reading this message

An unexpected error occurred and the action listed was not completed. Try logging off, reconnecting and attempting the action again.

Other Error Messages

The phone numbers entered had invalid characters

The phone information entered had invalid characters

Phone numbers and information can only have the characters “0123456789 -.,*#”. Try only using these characters.

The screen name entered had invalid characters

The screen name can only have letters and numbers. Try only using these characters.

Ran out of heap memory

Your organizer's dynamic memory is full. This is not the memory that appears on the Applications screen. Consider removing other applications, and especially “hacks” that may be installed.

Ran out of database memory

Your organizer's main storage area is full, so PocketFlash couldn't store any more messages. You might consider purging folders to free space, especially the “Sent” Folder. There might also be space in use by other apps containing data that you no longer need. If this error occurs while downloading large messages, you might also consider setting the Truncate After... pick list to a smaller value.

Error accessing Preferences

Error with the Header Database

Error with the Offline Database

The message ID was not found

Error refiling message. Aborting.

An error occurred while saving debugging information

An unexpected error occurred and the action listed was not completed. Try logging off, resetting the organizer, reconnecting, and trying again.

Section 11: Frequently Asked Questions

Question: PocketFlash is saying something about needing to be registered. What do I do?

Answer: Read Chapter Four, which has detailed instructions on how to register.

Question: This is a great product! I've only got the demo, how do I get a full version?

Answer: Visit your local Palm retailer or contact Power Media, Inc. We will gladly suggest a retailer in your area or ship you a copy.

Power Media, Inc.
11101 SW Greenburg Rd.
Tigard, OR 97223
Phone# 503-684-8232 (7:00 am to 5:00 pm PST)
email: sales@powermedia.com
WWW: <http://www.powermedia.com/>

Question: I forgot to check the Keep as New preference, but I need to get this email to my desktop computer. What do I do?

Answer: There are a couple of different ways to get the email back. First, try checking the Old folder on PocketFlash's Online Mode or the Old folder of your online mailbox from your desktop computer. If you retrieved the mail within the last three days, it should be stored there. Finally, you can just forward the mail back to your AOL account assuming you haven't deleted it from your organizer.

Question: Why do I sometimes get a message I've already read?

Answer: PocketFlash tries to make sure messages that have already been retrieved do not get retrieved again. It does this by looking at the messages stored in the Palm organizer's Incoming folder. If you delete mail from the Incoming folder, the messages you deleted may be retrieved again."

Question: I deleted a message in PocketFlash but I need it again. How can I get it?

Answer: If the messages was deleted from the organizer's Incoming folder, and if you have Keep as New checked in PocketFlash Preferences, try to retrieve your mail again. If Keep as New is not checked, you will have to retrieve the mail with PocketFlash's Online Mode or with your desktop computer from the Old folder of your online mailbox. Messages deleted from other folders on the organizer cannot be retrieved.

Question: I sent a message with PocketFlash, but I need it again. Where is it stored on my organizer?

Answer: Messages that have been sent with PocketFlash will be moved from the Outbox folder to the Filed folder in the Mail application.

Question: Can I continue to use the Mail Application as with PocketFlash 1.0?

Answer: No, not with this version of PocketFlash 2.0.

Question: How can I send email to an AOL address with a space in it, like "AOL Help"?

Answer: To send mail to an address with a space in it leave out the space entirely: "AOLHelp". alternately, put the address in <>'s, as in "<AOL Help>".

Question: I erased PocketFlash from my organizer, then installed it again, but all of my phone numbers and passwords have disappeared! Where did they go?

Answer: The way PalmOS Devices deal with data is somewhat odd. If you erase an application, all the data associated with that application is also erased to save memory, in this case PocketFlash and its data. All you can do is reinstall PocketFlash and reenter the data. PocketFlash should, however, remain correctly registered.

Question: How do I upgrade to PocketFlash 2.0?

Answer: Simply install the application. It will automatically update any preferences it can. Unfortunately, mail stored in the mail application (as was done with PocketFlash 1.0) cannot be accessed with PocketFlash 2.0 and vice versa.

Question: What are the differences between PocketFlash 1.0 and 2.0?

Answer: PocketFlash 2.0 is a complete rewrite of the application to allow many more features:

- New Online Mode
- Customized message reading
- Easy message creation
- Viewing of attachments
- Completely new stored mail system
- TCP/IP access

Unfortunately, this upgrade required some fundamental changes that removed some of the features of 1.x, namely using the built-in Mail Application and retrieving specific messages via empty headers. These capabilities have been noted as missing and will likely be included in future updates.