User's Guide

GlimmerMail 1.05

By

Sun Room Software LLC

GlimmerMail 1.05

Introduction

Sun Room Software, LLC developed this quality product for its ease of use, wide range of application and to bring your vital information to your mobile device quickly and in a secure manner. We strive to bring you the best products at a reasonable cost, with the latest technology. We welcome your comments or suggestions.

GlimmerMail is a Palm Mail Client used to access MSN and Hotmail e-mail accounts. You may use GlimmerMail if:

- You have a legacy MSN or Hotmail email account that was created before September 27, 2004. Microsoft announced it will shut this type of access off to new users after September 27, 2004.
- You have subscribed to Hotmail/MSN Plus, Microsoft's yearly subscription service. The Hotmail/MSN Plus subscription enables users to access Hotmail/MSN accounts through GlimmerMail.

Free Trial

You may use GlimmerMail for free for 15 days at which point you must purchase it from an authorized website. The GlimmerMail End User License Agreement (EULA) details the Trial agreement between you and Sun Room Software, LLC. You can find the EULA in the last section of this document, on the website you purchased GlimmerMail from, or within the GlimmerMail main menu under Help.

Registering GlimmerMail

Once you purchase GlimmerMail from an authorized website, you will receive a personalized registration number from Sun Room Software, LLC via email. From the main menu under Help, you can access the About GlimmerMail menu option. On the about screen, you can enter the registration code provided to you by Sun Room Software, LLC. The GlimmerMail End User License details the license agreement between you and Sun Room Software, LLC. You can find the EULA in the last section of this document, on the website you purchased GlimmerMail from, or within the GlimmerMail main menu under Help.

Installation

To install GlimmerMail on your Palm follow these directions:

1. If you have a previous version of GlimmerMail, uninstall it. In the application launcher screen, select the Delete option from the App menu. Select GlimrMail and press the Delete button.
2. If you've just uninstalled a previous version perform a soft reset on your device.
3. Install GlimmerMail on your device by syncing it with your desktop or downloading it directly to your device from one of the Sun Room Software, LLC authorized websites.

Quick Start

Assuming you meet the usage requirements defined in the Introduction, there are only four simple steps you need to perform to setup GlimmerMail.

1. In the User Preferences menu, enter your email account username (you do not need to specify the full email address, just the username).
2. Select the appropriate account-type (Hotmail or MSN).
3. Enter your password (for security purposes, you will not see the password characters as you enter them).
4. Save your preferences by pressing Save.

To download your messages and begin using GlimmerMail press the Get button on the Main Screen. Refer to the Preferences section for details on customizing GlimmerMail.

Main Screen

The Main Screen is separated into three main sections; the Information/Menu Bar, Message Table, and the Button Bar/Folder Selection section. From the Main Screen you can access frequently used options through shortcut keys (refer to the Shortcut Keys section for details.

Information/Menu Bar

Messages Section

Buttons/Active Folder & Account

<Main Screen>
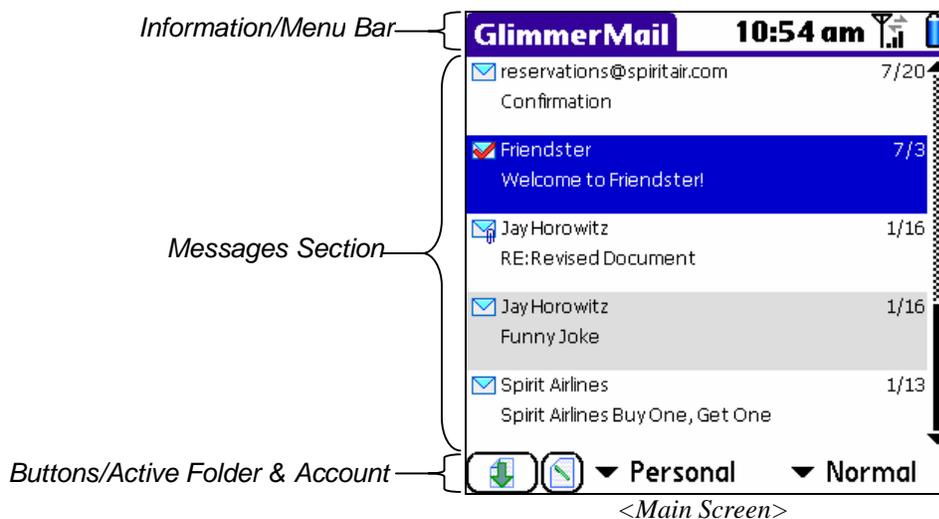
Information/Menu Bar

Basic Palm information is displayed on the Information/Menu Bar including:

- Application Name: Click on the Application Name to access the menu bar.
- Current time
- Signal strength indicator
- Battery strength indicator: Click on the battery strength indicator to see the percentage of battery power remaining.

Clicking on the Application Name will open the Main Screen menu and provide access to GlimmerMail features, including getting and reading messages, setting preferences, and accessing help. The following is a detailed description of each menu item:

- **Get Msgs:** Get new messages from the mail server.
- **Get Selected Bodies:** If you selected messages that do not yet contain message bodies, this option will download the message bodies. Refer to the Only Download Headers description within the Message Preferences section for details.
- **Write New Message:** Open the New Message screen. This screen allows you to send emails. Refer to the New Message section for details.
- **Mark Selected Read:** If you selected messages, you can mark them read by using this menu option. If you also selected the Palm option for Read Status Priority in Message Preferences, the server message read status will be updated the next time you press the Get button.
- **Mark Selected Unread:** If you selected messages you can mark them unread by using this menu option. If you selected the Palm option for Read Status Priority in Message Preferences, the server message read status will be updated the next time you press the Get button.
- **Select All:** Select all messages.
- **Unselect All:** Unselect all messages.
- **Move Selected Messages:** If you selected messages you can move them to another folder by using this menu option. Note that the messages will be moved locally AND on the mail server.
- **Delete Selected Messages:** If you selected messages you can delete them by using this menu option. If you choose to delete the message on the server, the operation will not take place until the next time you get messages in that folder. Refer to the Delete Selected Messages section for details.
- **System Preferences:** Open the System Preferences screen. Refer to the System Preferences section for system-wide preferences.
- **User Preferences:** Open the User Preferences screen. Refer to the User Preferences section for User Preference details.
- **Display Preferences:** Open the Display Preferences screen. Refer to the Display Preferences section for Display Preferences details.
- **Message Preferences:** Open the Message Preferences screen. Refer to the Message Preferences section for Message Preference details.
- **Folder Preferences:** Open the Folder Preferences screen. Refer to the Folder Preferences section for Folder Preference details.
- **Help:** View the GlimmerMail main help screen.
- **License Agreement:** View the GlimmerMail End User License Agreement.
- **About GlimmerMail:** View the GlimmerMail about screen and registration status. Upon purchasing GlimmerMail, you can enter the Registration number here.

Message Section

The Message section contains a list of all of the downloaded messages in the selected folder (refer to the Button Bar/Folder Selector section for details). Each message is displayed in its own row. Every other row is shaded to show a clear division between each message/row.

The Message section is divided into two columns, the Message Status column and the Message Header column.

- Message Status column: This column is used to graphically display information about each message. Possible graphics include:

Icon	Icon Description
	Only the message header was downloaded.
	Only the message header was downloaded. The message is selected.
	Only the message header was downloaded. There is an attachment to the message on the mail server.
	Only the message header was downloaded. There is an attachment to the message on the mail server. The message is selected.
	The message header and body were downloaded.
	The message header and body were downloaded. The message is selected.
	The message header and body were downloaded. There is an attachment to the message on the mail server.
	The message header and body were downloaded. There is an attachment to the message on the mail server. The message is selected.

- Message Header column: This column is used to display who the message was from, the subject of the message and when the message was received.

Button Bar / Folder & Account Selector

The Button Bar / Folder & Account Selector section contains the Get messages and New message buttons and displays the name of the current folder as well as the current Hotmail/MSN account. If you are using more than one folder you can click on the Folder Selection list to change the current active folder (refer to Folder Preferences for more information). If you are using more than one account, you can click on the Account Selection list to change the current active account (refer to System Preferences for more information).

Shortcut Keys

From the main menu, you can use the following shortcut keys to access common GlimmerMail functions:

- A – Switch to the Next Active **A**ccount
- B – Get Selected Message **B**odies
- D – **D**elete Selected Messages
- F – Switch to the Next Active **F**older
- G – **G**et Messages
- I – Goto **I**nbox
- N – Write a **N**ew Message
- S – **S**elect All Messages
- U – **U**nselect All Messages

Five-way Navigation

You to access every GlimmerMail feature through the use of the Five-way navigation buttons. This includes menu access and viewing/selecting messages. To view or select a specific message using the Five-way navigation buttons perform the following steps:

1) In the Main Screen, press the Left Navigation button until the Message section is selected.
2) Press the Center Navigation button to enter Message Selection Mode. When you are in Message Selection mode the active message will be highlighted and you can do the following:

- Press the Up/Down Navigation buttons to browse the messages in the Message section.
- Press the Left Navigation button to select the currently highlighted message.
- Press the Right Navigation button to exit Message Selection Mode.
- Press the Center Navigation button to view the message.
- Access menu options and Shortcut Keys to perform tasks on selected messages.

View Messages

From the Main Screen, you can click on a message header to view the body of the message. If the message body was not yet downloaded, the default viewer is opened and message header details are displayed. GlimmerMail has two message viewers. You can select the default viewer in Message Preferences (*HTML Render-capable Devices Only*).

- **Text Viewer:** This is a simple text-based message viewer. Some older devices only have access to this viewer.
- **HTML Viewer** (*HTML Render-capable Devices Only*)**:** Newer devices have the option to select the HTML viewer as the default. If the HTML viewer is set as the default viewer, all messages that contain HTML code will be rendered and viewed in the HTML viewer.

<Message Viewer>
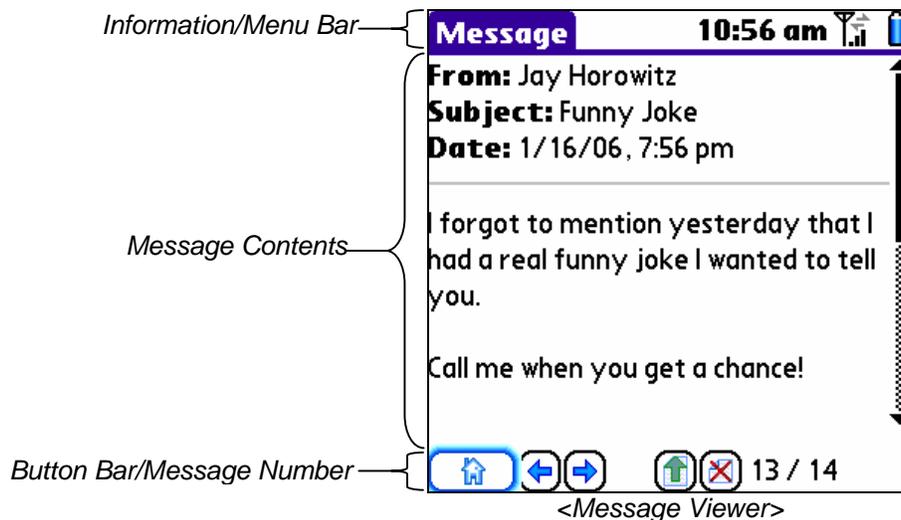
Within the message viewers, you can perform the following tasks:

- **Return To Main Screen:** Select the Home Icon ( ) to return to the main message screen.
- **Previous Message:** Select the Previous Message Icon ( ) to view the previous message contents.
- **Next Message:** Select the Next Message Icon ( ) to view the previous message contents.
- **Get Current Body:** If the message body hasn't yet been downloaded, select the icon at the bottom right ( ) to download it.
- **Delete Current Message:** Select the Delete Message Icon ( ) to delete the current message.
- **Reply To Message:** Select the Reply button ( ) to reply to the sender of the current message.
- **Find Text** (*HTML Viewer only)***:** Find text in the current message.

- **Narrow/Wide Display** (*HTML Viewer only*)**:** Change the layout of HTML messages. Narrow Display attempts to limit the HTML body to the width of the screen. Wide Display attempts to render the HTML as it would look on a large screen.

New Message

This screen is used to reply to, forward, or send new messages. There are three ways you can access the New Message Screen:

- Press the Reply button in the Message View screen.
- Select the Forward menu option in the Message View screen.
- Press the New button in the Main Screen.

<New Message>
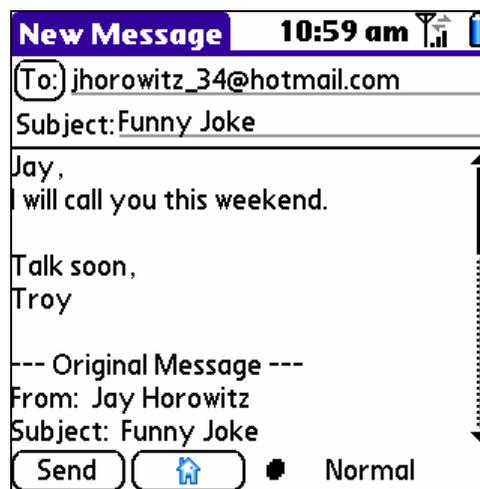
You can perform the following actions from the New Message screen:

- **Cut/Copy/Paste:** You can Cut/Copy/Paste text to/from any field using the Edit Menu.
- **To Button:** Press the To button to open up the Send To Screen. The Send To Screen allows you to select email addresses from your address book. Refer to the Send To section for details.
- **To Field:** Email addresses can be manually entered into the To Field. If you are replying to a message, this field will be automatically populated. Email addresses can be separated by commas or semi-colons.
- **Subject:** Enter the subject of the message you are sending. If you are replying to a message, this field will be automatically populated.
- **Message Body:** Enter the message body you would like to send to the user. If you Forward or Reply to a message, the original message body will be automatically attached to the bottom of the new message.
- **Send:** Send the message.
- **Home Icon:** Close the New Message window and return to the Main Screen without sending a message. If you select the Home Icon, all new message information will be lost.

Send To Screen

The Send To Screen is used to edit the email address To list.

<Send To>
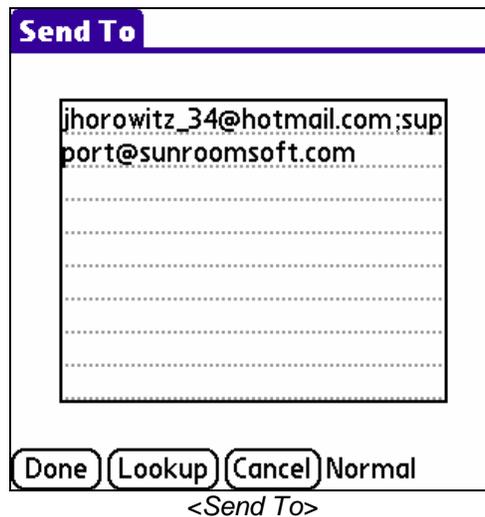
You can perform the following actions from the Send To Screen:

- **Send To Field:** Manually edit the Send To email list. Email addresses can be separated by commas or semi-colons.
- **Done:** Save the Send To email list and return to the New Message Screen.
- **Lookup:** Open your personal address book and select an email address to add to the Send To email list.
- **Cancel:** Restore the previous Send To email list and return to the Send To Screen.

Delete Selected Messages

There are two ways you can delete messages:

- Select one or more messages from the Message section and select the menu option Delete Selected Messages or use the Delete Selected Messages Shortcut Key.
- Open a message in the message viewer and select the Delete Icon at the bottom right () to delete the current message.

<Delete Selected Messages>

After choosing the delete option, a Delete Confirmation window will be displayed (above). You have the following options:

- **Delete From Server:** If you leave this option checked and select OK, the selected message(s) will immediately be deleted locally and will be deleted on the server the next time you Get messages.
- **OK:** Confirm that you would like to delete the message(s).
- **Cancel:** Do not delete the message(s) and return to the previous screen.

Preferences

The preferences menu gives you access to all of the GlimmerMail preferences. Here you can customize the look, feel, and functionality of GlimmerMail.

System Settings

In the System Settings screen you can set the system-wide options. Note that settings in this window affect all accounts.

<System Settings>
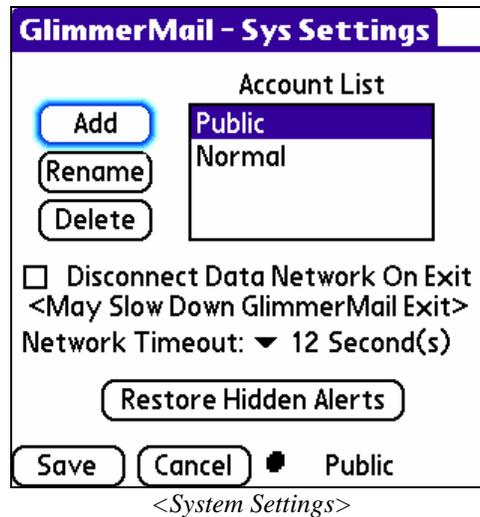
System Preferences include:

- **Add:** Add an additional account to GlimmerMail. Once added, you can switch accounts using the pick-list in the bottom-right of the main screen and setup User/Display/Message/Folder preferences for that account.
- **Rename:** Select an account from the Account List and press the Rename Button to rename that account.
- **Delete Account:** Select an account from the Account List and press the delete button to delete that account. Note, this will remove all local messages that previously existed in the account within GlimmerMail. The mail server will NOT be affected.
- **Disconnect Data Network on Exit:** If selected, the network library will be shutdown when closing GlimmerMail. Selecting this option may cause a pause when exiting the application due to the time required to close the network library.
- **Network Timeout:** The Network Timeout is the number of seconds GlimmerMail will wait for a server response before stopping and canceling the current operation. If you experience errors while logging on to the mail server, raise this value.
- **Restore Hidden Alerts:** Some GlimmerMail informational Alert Messages, such as the message that notifies you that your server-based messages will be deleted the next time you get mail, can be hidden/disabled. This option restores these alert messages.
- **Save:** Save the preferences and return to the Main Screen.

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     • **Cancel:** Restore the previous preferences and return to the Main Screen.

User Preferences

In the User Preferences screen you can set the preferences required to get GlimmerMail up and running.


<User Preferences>

User Preferences include:

- **Full Name:** Enter your full name, or the name you would like people to see when you send them messages.
- **Username:** Enter your email username. You do not have to specify the full email address, just the username.
- **Account Type:** Select the type of email account you are accessing.
- **Password:** Enter your email password. You will not be able to see the characters you are entering. This is intentional so your password cannot be stolen.
- **Save:** Save the preferences and return to the Main Screen.
- **Cancel:** Restore the previous preferences and return to the Main Screen.

Display Preferences

In the Display Preferences screen you can set the preferences required to change the look and feel of each account.

<Display Preferences>
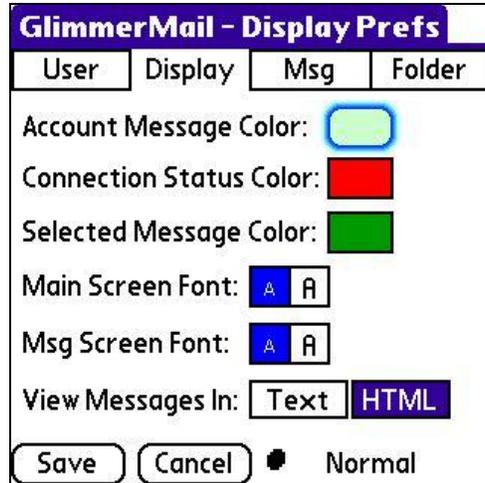
Display Preferences include:

- **Account Message Color:** Select the background color you would like to see in the Main Message screen.
- **Connection Status Color:** Select the text color you would like the network status text to be displayed in.
- **Selected Message Color:** Select the color you would like highlighted messages to be when using your 5-way navigation buttons to select messages in the Main Message screen. Not all Palm devices support 5-way navigation.
- **Main Screen Font** (*High Resolution Devices Only*)**:** Select a small or large font on the Main Screen.
- **Message Screen Font** (*High Resolution Devices Only*)**:** Select a small or large font for viewing messages.
- **Save:** Save the preferences and return to the Main Screen.
- **Cancel:** Restore the previous preferences and return to the Main Screen.

Message Preferences

In the Message Preferences screen you can set the preferences that determine what messages you retrieve and how you would like to view them.


<Message Preferences>

Message Preferences include:

- **Only Download Headers:** If selected, only message headers will be downloaded when you press the Get button. Use this option to reduce the time required to check your mail. Refer to the Main Screen section for details on downloading message bodies.
- **Remove Messages Deleted From Server:** If selected, messages will automatically be deleted locally if they were removed from the server.
- **Mark Messages Read After Viewing:** If selected, messages will automatically be marked read after viewing them. Unread messages are boldfaced, while read messages use a standard font.
- **Read Status Priority:** If Server is selected, the message read status for all local messages will be updated to match the mail server message read status every time you press the Get button. If Palm is selected, the mail server will be updated with the read status of the local messages every time you press the Get button.
- **Get Messages Received in Last <X> Days:** If this message filter is selected, only messages received within <X> days will be retrieved.
- **Get Messages Under <X> Kilobytes:** If this message filter is selected, only messages that have message bodies less than <X> Kilobytes will be downloaded.
- **Get Unread Messages Only:** If this message filter is selected, only messages marked Unread will be downloaded.
- **View Messages In <Text/HTML>** (*HTML Render-capable Devices Only*)**:** If Text is selected, all messages will be viewed in a non-HTML text viewer. If HTML is selected, all messages will be viewed in an HTML viewer.
- **Save:** Save the preferences and return to the Main Screen.
- **Cancel:** Restore the previous preferences and return to the Main Screen.

Folder Preferences

In the Folder Preferences screen you can set the preferences for the mail folders you would like to access. Folders that have been added to the Active Folder List will be available for access in the Main Screen. The Inbox, Sent, Deleted and Junk Mail folders will always be available from the folder pick-list in the Main Message screen.

<Folder Preferences>
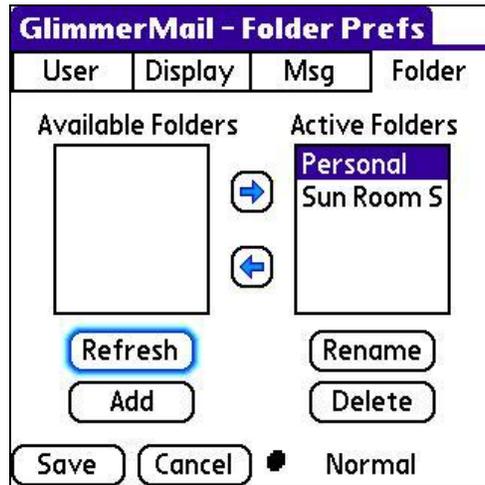
Folder Preferences include:

- **Available Folders:** After pressing the Refresh button, this list will be updated with the list of folders you have in your mail account. You can not use a folder unless it is in the Active Folder List. Select a folder in the Available Folder List and press the Right Arrow Button (⮕) to move it to the Active Folder List. After saving your preferences, the newly added folder(s) will be available in the Folder Pick List on the Main Message Screen.
- **Active Folders:** Folders in the Active Folder List can be accessed from the Main Screen. To remove an active folder, select it and press the Left Arrow Button (⬅).
- **Refresh** (*Available Folders*)**:** Press this button if you would like to get a list of all non-active mail folders that exist on the server.
- **Add** (*Available Folders*)**:** Press this button if you would like to add a folder locally and on the server. Once the operation is complete, you still must add the new folder to the Active Folders list before being able to use it.
- **Rename** (*Available Folders*)**:** Press this button if you would like to rename an existing Active Folder. This operation affects the local folder name and the server folder name.
- **Delete** (*Available Folders*)**:** Press this button if you would like to delete an existing Active Folder. This operation only deletes the folder on the server. You must remove the folder from the Active Folder list to delete it from GlimmerMail.
- **Save:** Save the preferences and return to the Main Screen.
- **Cancel:** Restore the previous preferences and return to the Main Screen.

Technical Support

Technical support is provided via email. For customer service or technical support, send an email to:

support@sunroomsoft.com

Frequently Asked Questions

1) I'd like to be automatically notified when new messages arrive. Does GlimmerMail support this feature?

   GlimmerMail does not currently support background downloads, BUT you can setup your Hotmail/MSN account to automatically notify you via an SMS text message when you receive a new email message. You can do this by performing the following steps:

   1. *Go to http://mobile.msn.com/ in a desktop web browser.*
   2. *Click on MSN Hotmail & Other E-mail.*
   3. *Click on Sign In if you are not logged into your email account.*
   4. *Follow the instructions to setup alerts and filters.*
   5. *Contact Hotmail/MSN support if you have questions about setting up your email account with alerts.*

   NOTE: This feature may not be supported by all phone carriers.

2) When I press the Get button, it returns an error. How do I stop this from happening?

   Example: "Error: Network Issue, Request Could Not Be Received"

   This error usually means that the login process timed-out due to a weak phone signal or issues with the mail server. If you frequently get this error, raise the Network Timeout value in System Preferences. The best way to make this change is to raise it one value at a time until the errors no longer appear.

3) Why aren't all of my messages downloading when I press the Get button?

   In the Message Preferences screen, there are message filters that will tell GlimmerMail only to download the message if they meet the filter criteria. Make sure the filters are turned off and try to press the Get button again. Refer to the Message Preferences section for more information on message filters.

4) Why do some of my messages open up in the Text viewer even though my default viewer is the HTML viewer?

   Some messages that you receive may not be HTML messages. GlimmerMail makes an attempt to view the message in the default viewer. If the received message is only in text format, the Text viewer will be used. If the received message is only in HTML format and the default viewer is in Text format, the HTML code will be removed and the message will be viewed in the Text viewer. This behavior allows for devices that do not have an HTML viewer to view messages in HTML-only format.

5) Does GlimmerMail support attachments?

   GlimmerMail 1.05 does not support downloading and sending attachments. Although, you can see when there is a message attachment within GlimmerMail (refer to the Message section for details). Full attachment support is planned for future versions.

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Rights" as that term is defined in the Federal Acquisition Regulations ("FARs"). Contractor/Manufacturer is: Sun Room Software, LLC.

9. UPGRADES AND SUPPORT

Licensor shall provide upgrades for the major version purchased and the subsequent major versions that may be released within seven (7) days of the Product registration date at no charge when and if available. Licensor shall also provide e-mail support to Licensee as set forth herein. Licensor will reasonably respond to Licensee during normal business hours, whenever possible, within seven (7) business days to Licensee for all support and service related issues. Licensor shall take those reasonable steps that it deems, in its sole discretion, appropriate to fix cellular carrier-specific and compatibility issues in accordance with this EULA. Licensor may, after review, deem in its sole discretion that no action need be reasonably taken.

10. EXTERNAL CHANGES

GlimmerMail interacts with many third party internet-based services and networks that are not owned by Licensor. Licensor has no contractual agreement or control over the availability, accuracy and consistency of data or services provided by said third party owners and networks. If GlimmerMail does not function as intended due to changes in internet-based services and networks that are not owned by Licensor, nor under Licensor's reasonable control, Licensor will take those steps if deemed, in its sole discretion, appropriate to resolve those issues that Licensor determines, in its sole discretion, reasonable to resolve in accordance with this EULA. Licensor may, after review, deem in its sole discretion that no action need be reasonably taken.

11. MISCELLANEOUS

This Agreement is made under the laws of the State of Michigan, USA, excluding the choice of law and conflict of law provisions. This Agreement is the entire Agreement between Licensee and Licensor relating to Product and: (i) supersedes all prior or contemporaneous oral or written communications, proposals, and representations with respect to its subject matter; and (ii) prevails over any conflicting or additional terms of any quote, order, acknowledgment, or similar communication between the parties during the term of this Agreement. If any provision of this Agreement is held invalid, all other provisions shall remain valid unless such validity would frustrate the purpose of this Agreement, and this License shall be enforced to the full extent allowable under applicable law. No modification to this License is binding, unless in writing and signed by a duly authorized representative of each party. The License granted hereunder shall terminate upon expiration of the term or Licensee's breach of any term herein and Licensee shall cease use of and destroy all copies of Product. Duties of confidentiality, indemnification and the limitation of liability shall survive termination or expiration of this Agreement. Any future purchases of Product shall also be subject to this Agreement. All shipments are FOB Sun Room Software, LLC.

All of Licensor's licensors and subsidiaries are direct and intended third-party beneficiaries of this Agreement and may enforce it against Licensee.

12. TRADEMARKS

All references to trademarks not owned by Licensor are property of their respective owners.

13. CONTACT

Should you have any questions concerning this EULA, or if you desire to contact Licensor for any reason, please e-mail Sun Room Software, LLC at support@sunroomsoft.com.

14. RIGHT TO AMMEND

Licensor reserves the right to amend the terms and conditions of this EULA at any time by posting such changes at an internet site located at http://www.sunroomsoft.com. Licensee agrees to be bound to the terms and conditions as they may change on said website.