



For Palm™ Handhelds

Version 1.2

User's Guide



© Copyright 1999-2000 America Online, Inc. All rights reserved.

AOL Mail, version 1.2, User's Guide

Fourth Printing, April 2000

This document contains valuable confidential and proprietary information of America Online, Inc. No part of this document may be transmitted, distributed, copied, photocopied, scanned, reproduced, translated, microfilmed, or otherwise duplicated on any medium without written consent of America Online. If written consent is given, the same confidential, proprietary, and copyright notices must be affixed to any permitted copies as were affixed to the original.

Use of this document and the software programs described herein is subject to applicable license agreements and nondisclosure agreements. Unless specifically otherwise agreed in writing, all rights, title, and interest to this document and software remain with America Online.

Information in this document has been carefully checked and is believed to be accurate. However, this information is subject to change without notice, and America Online assumes no responsibility for any inaccuracies that may be contained in this document. In no event will America Online be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect or omission in this document, even if advised of the possibility of such damages.

In the interest of continued product development, America Online reserves the right to make improvements to this document and the products it describes at any time, without notice or obligation.

America Online, AOL, the Triangle Logo and AOL Mail are trademarks and/or registered trademarks of America Online, Inc. in the United States and other countries.

© 2000 Palm, Inc. All rights reserved. Palm OS, Palm Computing, PalmModem, HotSync, Grafitti, and the Palm Computing Platform Compatible logo are registered trademarks and Palm, the Palm logo, the Palm OS logo, the Palm Computing Platform Platinum logo, and the HotSync logo are trademarks of, Palm, Inc. or its subsidiaries.

All other product names and service names referenced herein are trademarks or service-marks of their respective companies.

Contents

Chapter 1: Introduction to AOL Mail

What is AOL Mail?	1
Setting up your organizer for AOL Mail	1
Installing AOL Mail	2
Deleting AOL Mail	3
Backing up AOL Mail	4

Chapter 2: Connecting to AOL Mail

Entering data in AOL Mail	5
The first time you use AOL Mail	5
About locations	6
Additional location options	9
Connecting to AOL Mail	11
Signing on for the first time	11
After you sign on for the first time	13
Automatic sign off because of inactivity	14

Chapter 3: Managing Your Online Mailbox

If you have an Online Mailbox password	15
A tour of your AOL Mail Online Mailbox	15
Command buttons	16
Menu commands, Options menu	17
Reading Mail	18
Command buttons	19
Menu commands, Edit menu	19
Mail with embedded images, attached files and rich text	20
Truncation of long messages	20
Date and time display options	21
Searching for text in AOL Mail	22
Writing new messages	24
Menu commands used in writing messages	25
Using your Palm Address Book in writing and forwarding mail	26
Replying to and forwarding mail	28
Deleting mail	30

Chapter 4: Your AOL Mail File Cabinet	
Setting preferences for your File Cabinet	31
A tour of your AOL Mail File Cabinet	32
Saved tab	32
Sent tab	33
Waiting tab.	34
Editing mail in the Waiting tab	35
Chapter 5: Using Auto AOL	
Setting Auto AOL options.	37
Launching Auto AOL	38
Running on empty	40
If Auto AOL fails.	41
Chapter 6: Troubleshooting	
Frequently asked questions	43
Technical support for AOL Mail	45
Index	47

Chapter 1

Introduction to AOL Mail

This chapter summarizes the main features of AOL Mail, shows how to set up your Palm™ handheld so you can use it for AOL Mail, and shows you how to install AOL Mail on your Palm™ handheld.

What is AOL Mail?

AOL Mail is an application from America Online that lets you use your Palm™ handheld to access your e-mail from remote locations. All you need is a Palm™ handheld and a Palm™ modem. With AOL Mail you can

- dial into any AOL access number, with any screen name.
- send and receive e-mail messages online, directly from your handheld.
- save received messages for offline perusal.
- compose messages offline, and then send them later when you are online.

You can also use your other Palm™ handheld functions while you are online with AOL Mail.

AOL Mail is a stand-alone application for your handheld. You do not synchronize it to data in your AOL desktop e-mail application. The Palm HotSync® technology is used only to install AOL Mail, and to back up AOL Mail data from your handheld to your desktop computer.

Setting up your handheld for AOL Mail

AOL Mail requires

- a Palm™ handheld running Palm OS 3.0 or higher.
- 425K of free RAM.
- a Palm™ modem.

Prior to the installation of AOL Mail, connect the handheld cradle to your desktop computer and install the Palm Desktop software on your computer, as described in the Palm documentation. You use the computer and the Palm Desktop software to install AOL Mail on your handheld.

If you are using a Macintosh, the Palm MacPac, version 2, contains Palm Desktop software for the Macintosh, and an adapter to connect the cradle.

Installing AOL Mail

You install AOL Mail by first copying the file **aolmail.prc** to your desktop computer. You then use the Palm Desktop software to install the application on your Palm™ handheld. This section describes procedures for both Windows and Macintosh installations.

To install AOL Mail from a Windows system

1. Copy aolmail.prc to your PC.
2. Double-click aolmail.prc to add it to the list of files to be installed during your next HotSync. The Palm Install Tool appears when you do this. Click Done and then click OK to the message.
3. Place your Palm™ handheld in its cradle and press the HotSync button.
The install process takes a few minutes. You will see a series of messages on your monitor and your handheld. When the synchronization is complete, the message window on your desktop computer disappears and your handheld displays a message that the HotSync was successful.
4. Remove the handheld from its cradle. Tap the Applications icon and verify that the AOL Mail icon is there. (See page 3.)

To Install AOL Mail from a Macintosh

1. If you are not using Palm MacPac Version 2.0 or higher, please upgrade before installing AOL Mail. The latest Palm MacPac can be downloaded free of charge from Palm, Inc.'s Web site (<http://www.palm.com/custsupp/downloads/>).
2. Copy aolmail.prc to your Macintosh.
3. Launch the HotSync Manager application. In the HotSync Controls tab, ensure that HotSync is enabled.
4. Select Install from the HotSync menu.
The Install Handheld Files window opens.
5. Click the Add to List button.
6. Locate the aolmail.prc file, then click Add File.
The file is added to the window.
7. Close the Install Handheld Files window.

8. Place the handheld in its cradle and press the HotSync button on the cradle.
The process takes a few minutes. You will see a series of messages on your monitor and your handheld. When the synchronization is complete, the message window on your desktop computer disappears and your handheld displays a message that the HotSync was successful.
9. Remove the handheld from its cradle. Tap the Applications icon and verify that the AOL Mail icon is there.



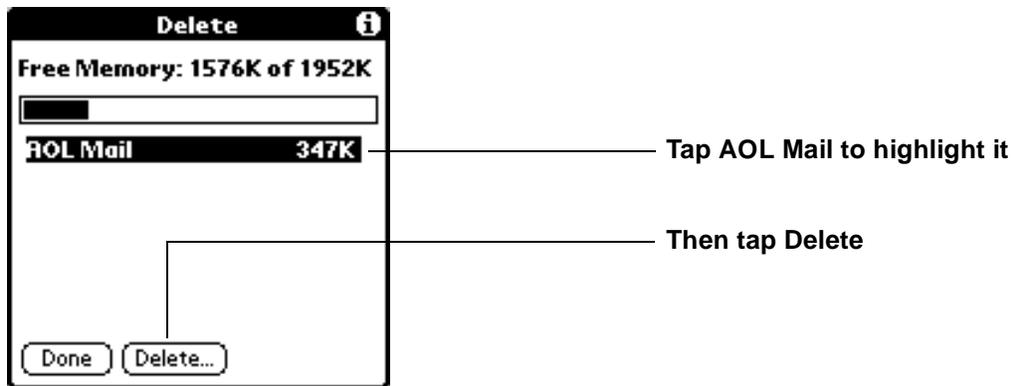
This icon should appear if the installation was successful

Deleting AOL Mail

If you delete AOL Mail from your handheld, you not only delete the application, but all associated data. If you need to delete AOL Mail from your handheld, use the following procedure.

To delete AOL Mail from your handheld

1. Tap the Applications icon on your handheld.
2. Tap the Menu icon.
3. Tap Delete from the App menu.
4. Tap AOL Mail to highlight it, then tap Delete
5. Tap Yes to the Delete Application message that appears.
6. Tap Done.



Backing up AOL Mail

Each time you perform a HotSync, the AOL Mail data in your handheld is backed up to your desktop computer. If you do a hard reset and then do a HotSync, the data will be restored to your handheld.

Chapter 2

Connecting To AOL Mail

This chapter shows you how to launch AOL Mail, add locations to access your e-mail, and sign on to AOL.

Entering data in AOL Mail

You enter data in AOL Mail the same way you enter data in any other Palm™ handheld application:

- using Graffiti® writing.
- using the on-screen keyboard.

Review your Palm documentation for details on these two methods of entering data.

The first time you use AOL Mail

You launch AOL Mail by tapping the Applications icon on your handheld, and then tapping the AOL Mail icon. The first time you launch the application, you are greeted by a Welcome screen that prompts you to select one or more phone numbers to dial into AOL.



Tap Proceed to Setup to display the following screen.



The screen informs you that you may incur telephone charges, and displays a default location, “Anywhere.” You will probably want to access AOL through another location in a specific country and area code. To do this, tap OK to display the Location screen.



Tap the “i” for detailed information about the options on this screen

“Home” is the default name. You can change it to another name if you want

About locations

Locations are groupings of one or more phone numbers to access AOL. Before you begin your first AOL Mail session, you should define a location. Other locations with additional access numbers can be added later. As mentioned, there is a default location, Anywhere, that contains two toll free numbers. However, there is a surcharge of \$6.00/Hr if you access AOL through one of these numbers.

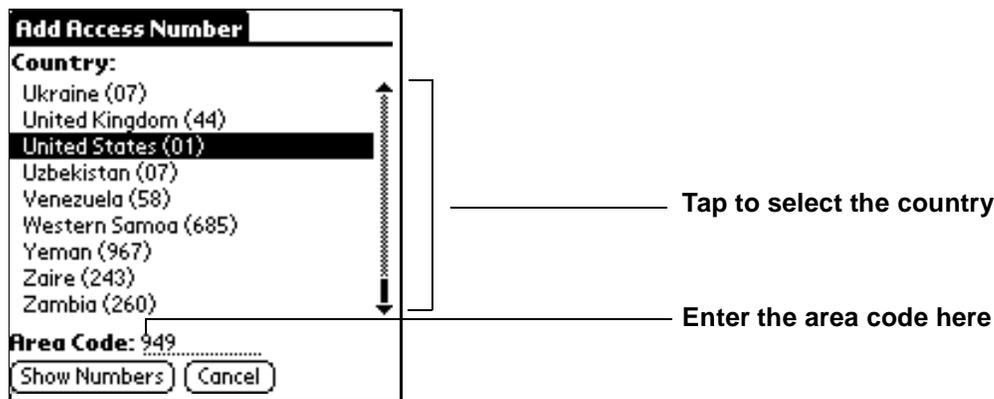
Note: Your first AOL Mail session must take place in the United States. This is because your first session dials a United States 800 number and then downloads the access number database from the Host to your Palm™ handheld. In subsequent sessions, the database is on the handheld and you can access AOL Mail from any country.

The next procedure shows how to add your first location.

To add your first location

1. On the Locations screen, retain the default settings or make the following changes:
 - **Location Name:** Enter a new name for the location (for example, Office) in this field.
 - **Dial ___ for outside line** If the location requires that you dial a number to get an outside line, tap the check box and then retain the default number (9) or enter another number, followed by a comma.
 - **Disable call waiting ___** If you have call waiting, check this box so that incoming calls do not disconnect you. You also need to enter the deactivation code. Contact the phone company for the deactivation code for your area. Common codes are *70 for touchtone service and 1170 for rotary service.
 - **Touchtone dialing** Uncheck this box *only* if your phone uses pulse dialing exclusively. Otherwise, keep the box checked.
2. Tap OK

The Add Access Numbers screen displays. You use this screen to select a country and area code. In the example below, area code 949 in the United States is selected.



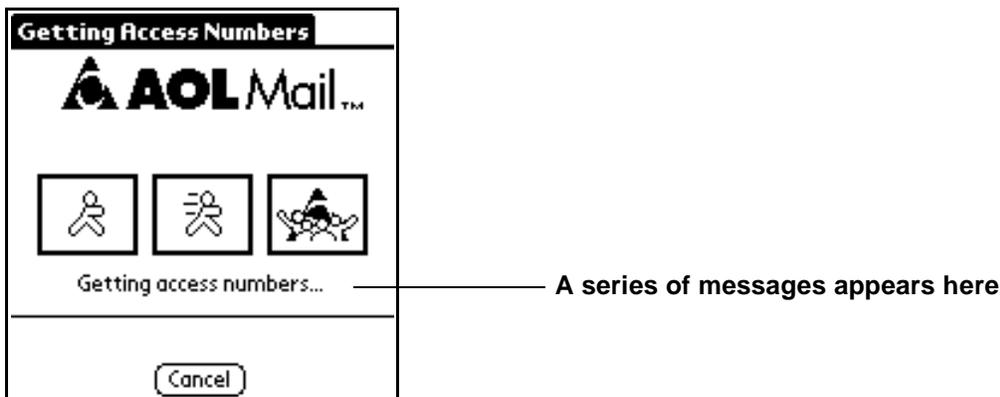
3. Tap Show Numbers.
The Retrieve Access Numbers screen displays.



The screen prompts you to connect your handheld to the modem and phone line.

4. If you haven't already done so, connect the handheld to the modem and phone line, and then configure the screen with the appropriate settings for an outside line, call waiting, and Touchtone dialing (page 7).
5. Tap OK.

This starts a temporary connection to AOL to retrieve the access numbers. The AOL Mail screen appears with a series of messages showing the modem connection to America Online, the retrieval of the access numbers, and the disconnection. The following figure shows the AOL Mail screen while the access numbers are being retrieved.



After the access numbers are retrieved, the Add Access Number screen appears, listing the access numbers for the area code you selected. The following example shows the access numbers for area code 949.



Tap the "i" next to an access number for further information about the number

- Check one or more of the numbers you want for this location, then tap Add Selected Numbers. The Setup Locations screen appears showing the new location. In the example shown below, the Home location was set up with three access numbers in the 949 area code.



This screen shows the location named Home, with three access numbers

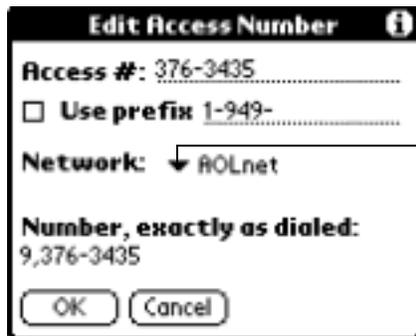
Additional location options

You can rearrange the access numbers in a location, add other locations, add new access numbers to a location, and edit or delete access numbers and locations.

- To rearrange the access numbers in a location, tap to highlight an access number and then drag the number to a new position. (As you drag, a horizontal line indicates the position of the access number.)

Note: When connecting to AOL, the first number on the list is dialed. If no connection is made (because the line is busy, for example), successive numbers are dialed. This cycle will repeat a total of five times if no connection is made. If experience shows that a particular number is more readily available, you will want to put it at the top of the list.

- To add a new location, tap New Loc. Configure the Location screen and then tap OK. In the Add Access Number screen that displays, select the country and area code and tap Show Numbers. Then carry out step 6 of the preceding procedure.
- To add new access numbers to a location, highlight the location and then tap Add #. In the Add Access Number screen that displays, select the country and area code and tap Show Numbers. Then carry out step 6 of the preceding procedure.
- To edit an access number or location, highlight the item and tap Edit. A screen then displays in which you can edit the access number or location.



These fields can be edited
A drop-down menu displays different networks

- To delete an access number or location, highlight the item and tap Delete. A confirmation screen appears asking whether you want to delete the item. Tap Yes to delete or No to return to the previous screen.

Note: If you delete a location, the confirmation screen warns you that all access numbers in the location will be deleted.

After you have chosen your location(s) and access numbers, tap . This takes you to the main AOL Mail screen.



This is the main screen for AOL Mail

Connecting to AOL Mail

From the main AOL Mail screen, you can

- sign on to your AOL Online Mailbox.
- access your File Cabinet.
- perform an Auto AOL session.

Note: You must have signed on least once as an existing member before you can use the File Cabinet.

We will discuss the File Cabinet in Chapter 4 and Auto AOL in Chapter 5. This section shows how to connect to your AOL Online Mailbox.

Signing on for the first time

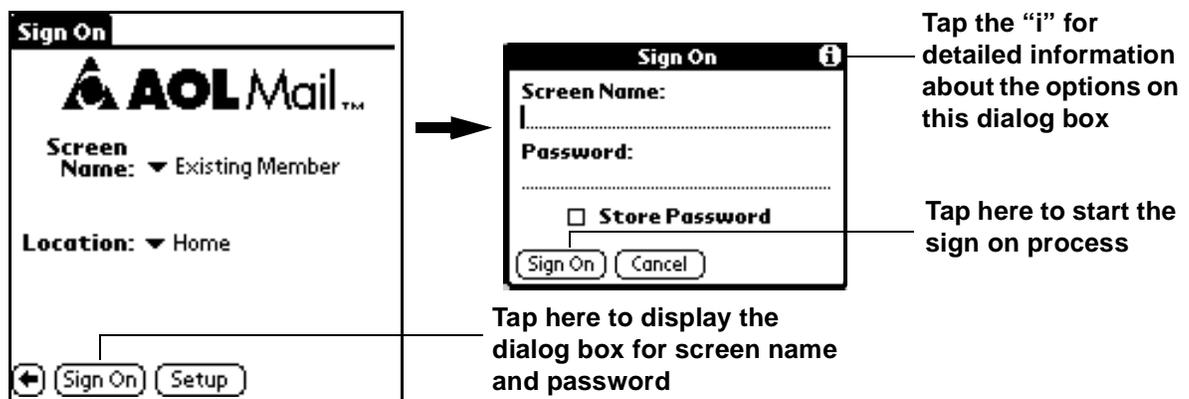
The first time you tap Sign On on the main screen, a screen appears that lets you sign on as an existing member, using the location of your choice. The screen name you enter for Existing Member in this initial sign on will be displayed in future sessions. All locations you added are listed, along with the Anywhere location.

To sign on for the first time with an existing screen name

1. On the Sign On screen that lists your screen name as “Existing Member,” select a location and then tap Sign On.

A dialog box appears in which you enter your screen name and password, and choose whether or not you want your password stored.

Note: If you store your password, you will not have to enter it each time you sign on.



2. Enter your screen name and password. Check the Stored Password box if you want your password automatically entered when you sign on in subsequent sessions.
3. Tap Sign On.

This starts the sign on process, using an access number in the specified location. The AOL Mail screen appears with a series of messages showing the progress of the sign on. The following figure shows the AOL Mail screen while the connection to America Online is being made.



These messages show the progress of the sign on

If the sign on is successful, the AOL Online Mailbox displays.



The appearance of your AOL Online Mailbox means you have signed on successfully.

4. Tap  to return to the main AOL Mail screen.
The screen now has four icons.

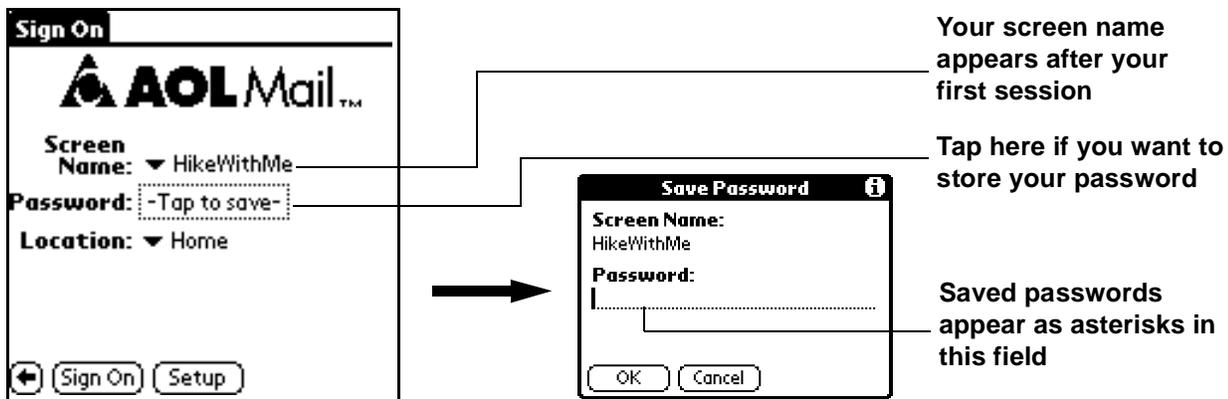


- Tap **Online Mailbox** to return to your Online Mailbox. (On the Online Mailbox screen, tap  to return to the main AOL Mail screen.)
- Tap **Auto AOL** to set Auto AOL options and run Auto AOL. See Chapter 5. (On the Auto AOL screen, tap Cancel to return to the main AOL Mail screen.)
- Tap **File Cabinet** to access your File Cabinet. See Chapter 4. (On the File Cabinet screen, tap  to return to the main AOL Mail screen.)
- Tap **Sign Off** to sign off AOL Mail. A dialog box asks you to confirm that you want to sign off. After you sign off, the following changes appear on the main AOL Mail screen:
 - The Online Mailbox icon is gone.
 - Sign Off is replaced by Sign On.

After you sign on for the first time

To sign on again, tap the Sign On icon on the main AOL Mail screen. In this and subsequent sessions, your screen name is displayed in the Screen Name field of the Sign On screen.

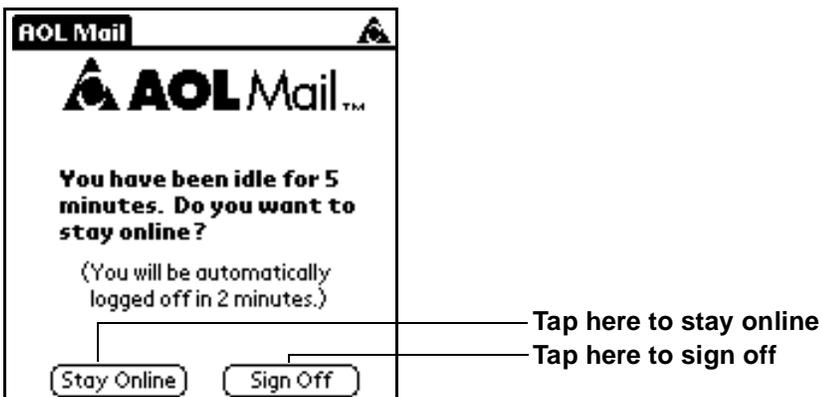
If you decided not to store your password in the first sign on, you can now do so. To do this, tap in the Password field to display the Save Password dialog box. Enter your password and tap OK to store your password.



Note: If you stored your password in the first sign on, the Password field will say Saved. Tap Sign On and the sign on process starts automatically. To clear your stored password, tap Saved. Remove your password from the dialog box that displays and then tap OK. The Sign On screen will now say Tap to Save in the Password field.

Automatic sign off because of inactivity

If you sign on and do not use AOL Mail, an activity timer reminds you that you have been inactive, and gives you the option of staying online or signing off. If there has been no activity for five minutes after you sign on, the following dialog box displays.



Tap Stay Online if you want to remain online. Tap Sign Off to sign off. If you do not choose one of these options, you will be automatically logged off two minutes after the dialog box appears.

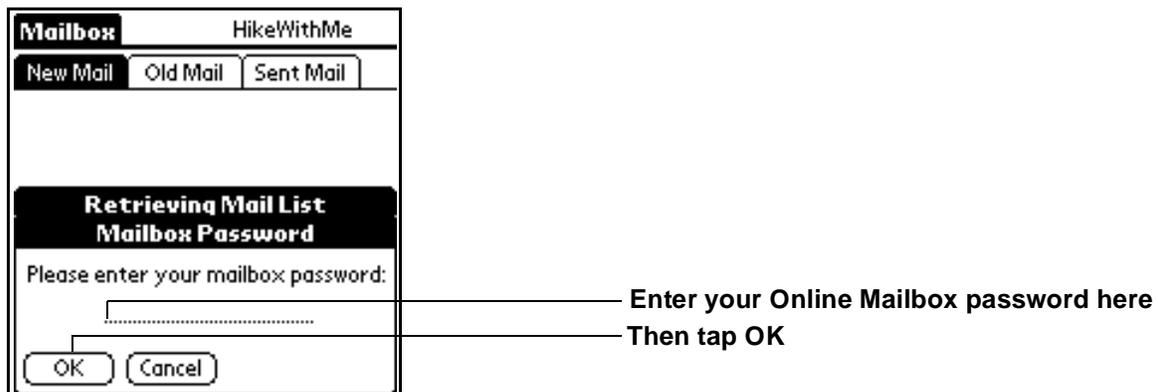
Chapter 3

Managing Your Online Mailbox

When you sign on to AOL Mail, your handheld displays the Online Mailbox with your screen name. This is the same mailbox you would see if you had signed on to America Online e-mail from your desktop computer. You use the Online Mailbox in AOL Mail in much the same way you use your desktop Online Mailbox. This chapter details the options available to you when you access your AOL Mail Online Mailbox.

If you have an Online Mailbox password

If you created a password for your Online Mailbox by going to Keyword: Mailbox Password, you are asked to enter the password before you can access your Online Mailbox. The last stage of the sign on process displays the following dialog box.

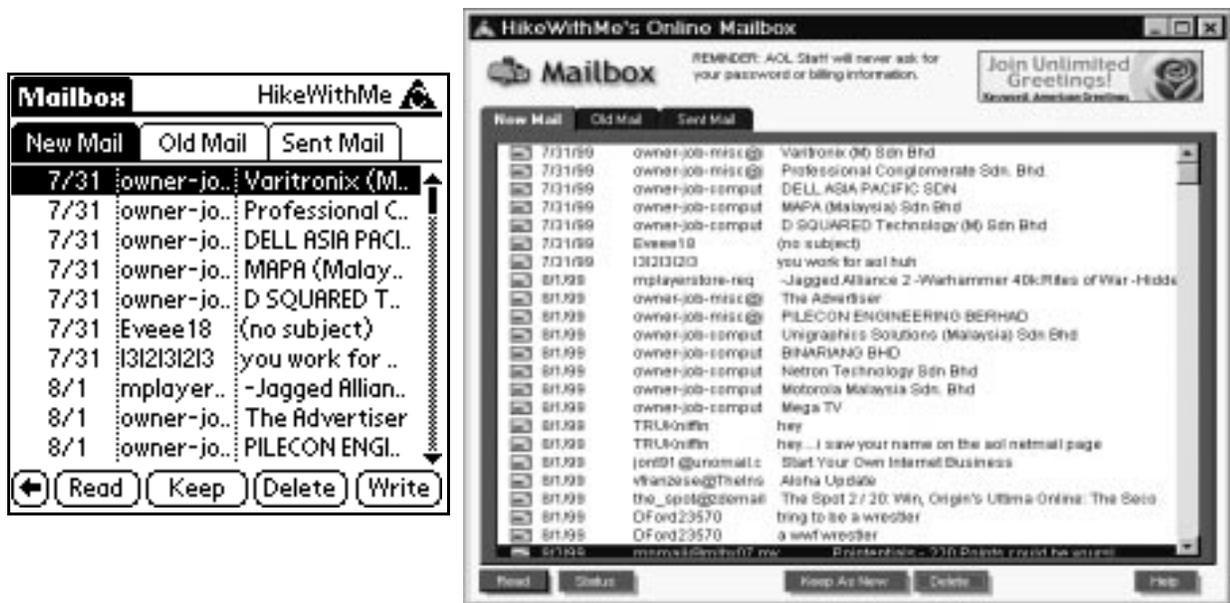


Enter your mailbox password and then tap OK. The Online Mailbox then displays.

Note: You must create the password on your desktop e-mail application, by going to Keyword: Mailbox Password. AOL Mail does not allow you to create a mailbox password.

A tour of your AOL Mail Online Mailbox

The following figure compares your AOL Mail Online Mailbox and your desktop e-mail application.



Like your desktop e-mail application, the Online Mailbox has three tabs.

- **New Mail** lists all your unread messages. (Oldest messages are listed first.)
- **Old Mail** lists messages you have read. (Newest messages are listed first.)
- **Sent Mail** lists messages you have sent. (Newest messages are listed first.)

Command buttons

The following commands are available by tapping the buttons at the bottom of the screen:

- Read** Opens the selected message.
- Keep** Keeps a selected message as a new message. (Not available on the Sent Mail tab.)
- Delete** Deletes the selected message.
- Write** Opens a blank, new message screen that lets you write, then send or store the new message.
-  Returns you to the Main AOL Mail screen.

Menu commands, Options menu

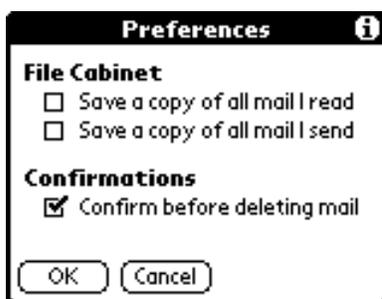
With your Online Mailbox open, tap the Menu icon on the handheld () to display the Options menu.



The following commands are available in the Options menu:

- | | |
|-----------------------------|---|
| Refresh List | Updates the list of entries on all three tabs. When you tap the command, the tab you are looking at is refreshed immediately. Tabs that are closed when the command is tapped are refreshed when they are opened. |
| Mark All Mail As New | Tap this item to display a window asking if you want to mark all messages as new. Only available on the New Mail and Old Mail tabs. |
| Preferences | Displays a dialog box (next figure) that lets you set preferences. (See “Deleting mail” on page 30 and “Setting preferences for your File Cabinet” on page 31). |
| About AOL Mail | Displays a screen showing information about AOL Mail and how to obtain technical support. (See “Technical support for AOL Mail” on page 45). |

The following figure shows the dialog box that displays when you tap Preferences in the Options menu.



Tap the “i” for detailed information about the options on this screen

Reading Mail

You can read messages from any tab in your Online Mailbox. To read a message, highlight the message and tap Read. The following screen displays.



Tap to save the message if you have *not* selected “Save a copy of all mail I read” under Preferences; if this selection was made, the button is hidden

If the message extends below the screen, a scroll bar appears on the right. To scroll the message, tap the up or down arrowhead, or in the area above or below the slider.

The message window contains command buttons at the bottom of the screen to reply to and forward the message (page 28), delete the message (page 30), and save the message in your File Cabinet (Chapter 4). You would tap the Save command to save the message only if you had *not* selected the option “Save a copy of all mail I read” on the Preferences menu. (See “Setting preferences for your File Cabinet” on page 31.) If you select this preference, the message is automatically saved when you read it.

The next section describes the command buttons at the bottom of the New Mail screen.

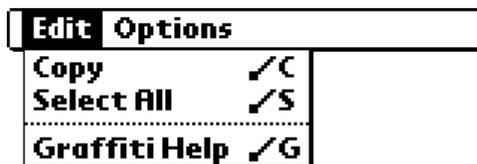
Command buttons

- Reply** Replies to the message. After you write the message, choose one of the following:
- Tap Send Now to send the reply immediately.
 - Tap Send Later to save the reply in the Waiting tab of your File Cabinet (Chapter 4).
- Fwd** Forwards the message. You can also add comments. When you are ready to forward the message, choose one of the following:
- Tap Send Now to send the reply immediately.
 - Tap Send Later to save the reply in the Waiting tab of your File Cabinet (Chapter 4).
- Delete** Deletes the message.
- Save** Only on the New Mail and Old Mail tabs. Saves the message in the Saved tab of your File Cabinet (Chapter 4), provided you have not selected this option under File Cabinet preferences. If you have selected the option under File Cabinet preferences, the button is not displayed.
-  Returns you to the tab where the message is listed.

Menu commands, Edit menu

With the New Mail screen open, tapping the Menu icon on your handheld () displays the following Edit menu.

Note: This menu can also be accessed from several other screens.

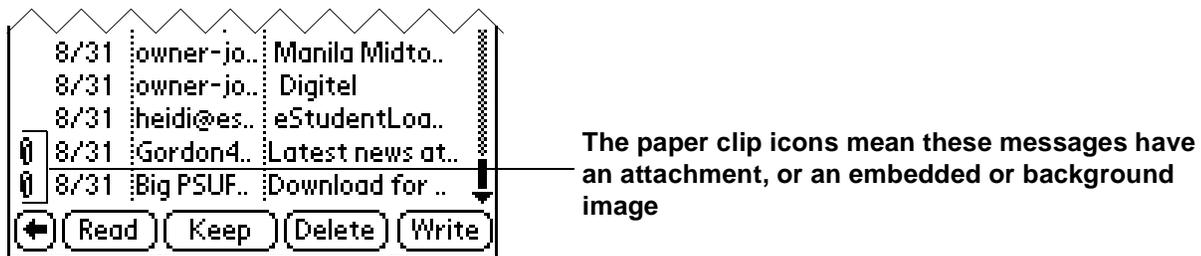


The commands on this menu, described in the following table, allow you to copy text for use in other messages, and provide on-screen help for Graffiti writing.

- Copy** Copies selected text from the message to the clipboard.
- Select All** Selects the entire message.
- Graffiti Help** Displays the entire Graffiti alphabet, including numbers, punctuation and special characters.

Mail with embedded images, attached files and rich text

If you receive mail with embedded images, background images or an attached file, a paper clip icon appears next to the message. This is shown in the following figure.



You cannot display the embedded or background image, or access the attached file.

- If the message contains an embedded or background image, it will say “Embedded image not displayed” below the To: field.
- If a file was attached, the name of the file is shown below the To: field.
- If the message contains rich text, the text is displayed but it is converted to ordinary text.

Note: You can forward the message with its attached file, as long as the message is also in your Online Mailbox.

Truncation of long messages

Messages longer than 16K are truncated when they are downloaded to the Palm™ handheld. If you read a message longer than this, a notification is displayed at the end of the body text when you reach the 16K limit, as shown in the following figure.



If the message exceeds 16K, it is truncated and this notice appears

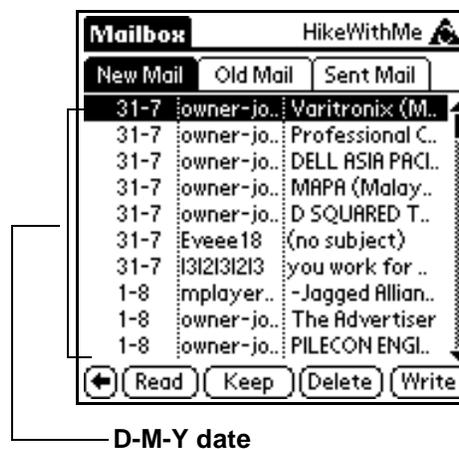
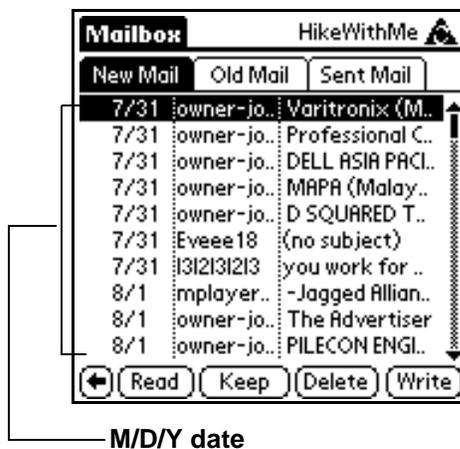
Date and time display options

You can set the format for the way the date and time are displayed in messages. To do this, you first set a preference for the date and time display on your handheld.

To set the format for display of date and time

1. Tap the Applications Launcher, then tap the Preferences icon, .
2. Select Formats from the pick list at the top.
3. Tap the Date pick list, then select the date format.
This sets the date format for received messages.
4. Tap the Time pick list, then select the time format.
This sets the time format for received messages.

When messages are listed in the Online Mailbox or File Cabinet, the date is truncated to show the month and day, but not the year. In the following figure, the date display for the M/D/Y and D-M-Y options are compared.



However, when a message is opened by tapping Read, the top of the message shows the entire date and time string. The following figure compares two different date and time format strings.



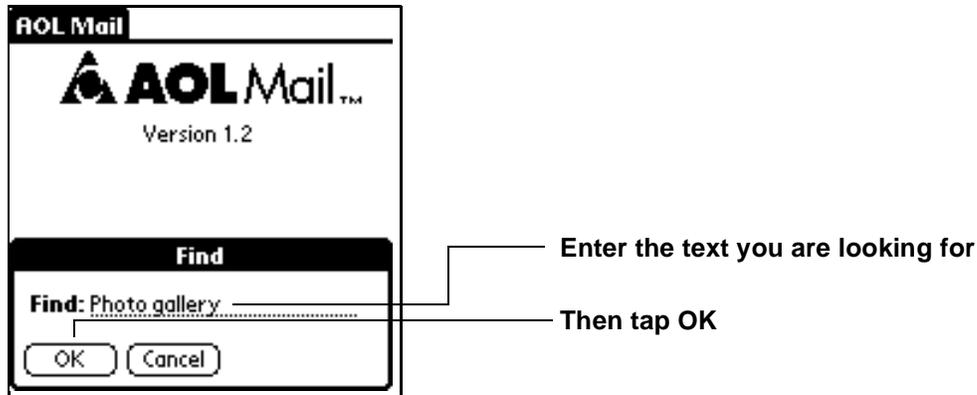
Searching for text in AOL Mail

You can use the Find feature of your handheld to search for specific text in a message. (Review Find in your Palm documentation.) You can search offline and online. If you search offline, Find will search all messages in the File Cabinet. If you search online, Find will search the subject line, and the body of messages you have read. Using Find for specified text displays the sender and the subject of the message on a single line. Tapping this line opens the message.

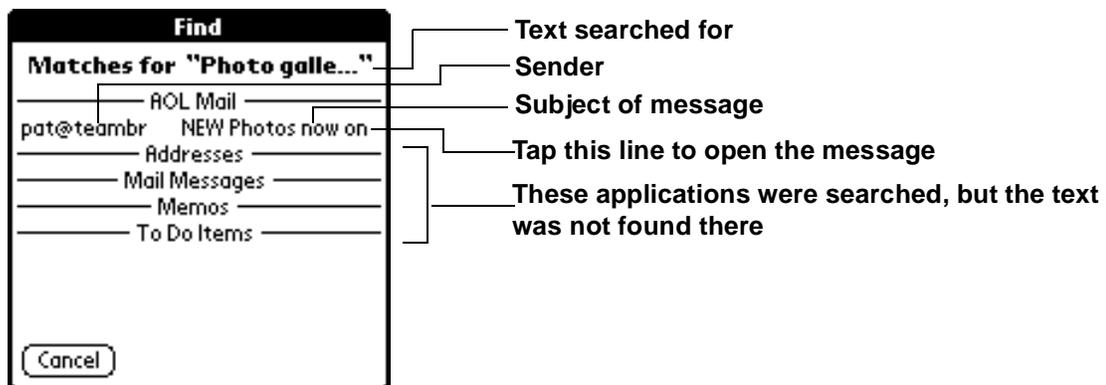
When you invoke Find, a global search is made of all handheld applications that support Find. If the text appears in more than one application, all instances are displayed.

To search for a message that contains specified text

1. Tap the Find icon on your handheld ().
The Find dialog box displays.
2. Enter the text you are looking for in the Find field.



3. Tap OK.
A search is then made for all instances where this text occurs. If the text is found in AOL Mail, the matches are listed by sender and subject.

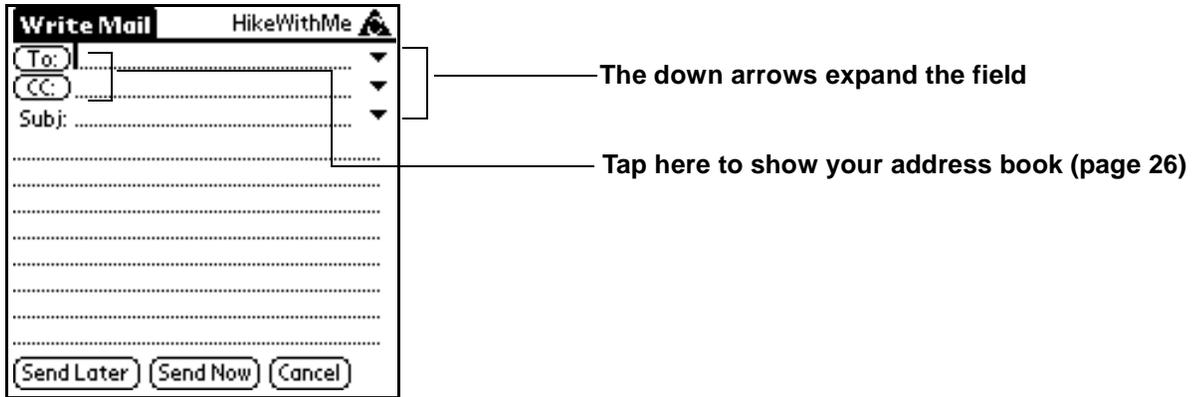


This example shows a single message in AOL Mail with the specified text. The sender and subject are identified.

4. Choose one of the following options.
 - Tap the line with the sender and subject to open the message.
 - Tap Cancel to return to the screen from which you started the search.

Writing new messages

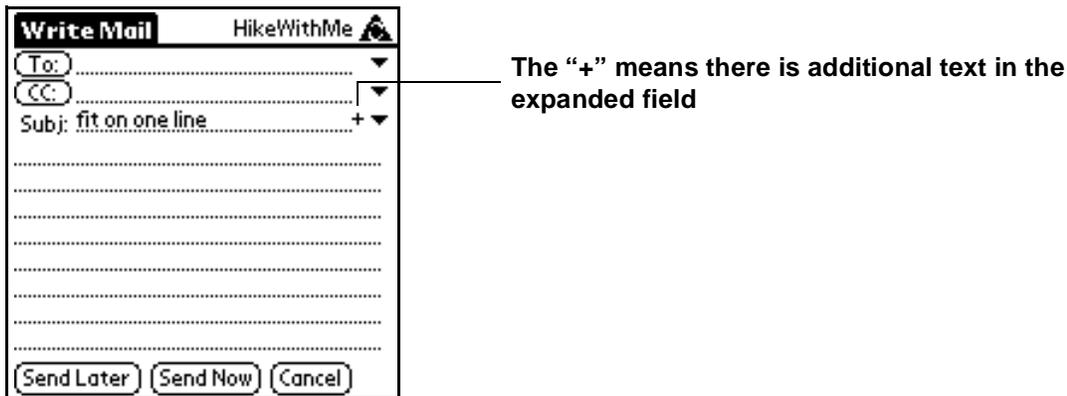
You write a new message by first tapping the Write button on any of the tabs in your Online Mailbox or File Cabinet. This displays the Write Mail screen



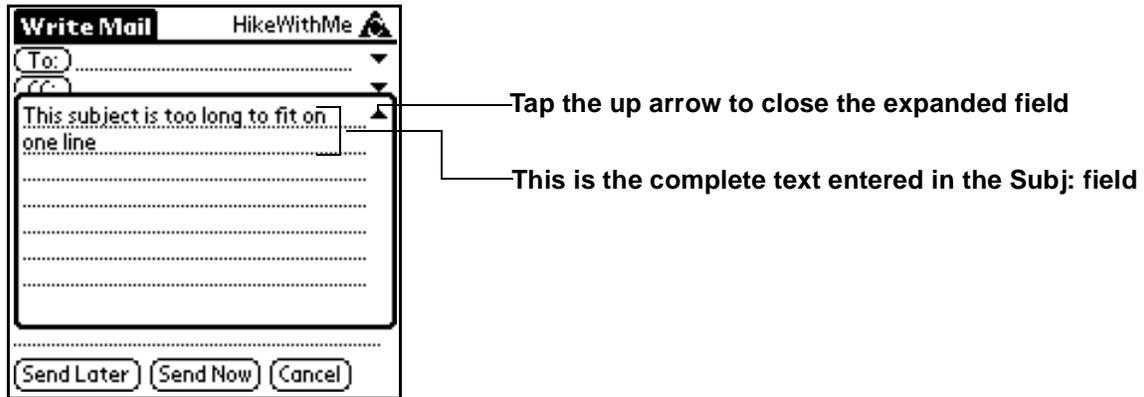
You can write a message by entering text directly from the on-screen keyboard, or by Graffiti writing. In addition, the Edit menu contains several functions to facilitate message writing. The following limits apply to entries in the fields of the Write Mail Screen.

To:, CC:	4K each
Subj:	80 characters
body of message	16K

The down arrows in the upper right part of the screen let you expand the field to enter more text. In the following example, the text “This subject is too long to fit on one line” was entered in the Subj: field. This causes a “+” to appear next to the arrow, indicating that additional text, not displayed on the line, is in the expanded field.



If the expanded field is shown by tapping the down arrow, the following screen displays.

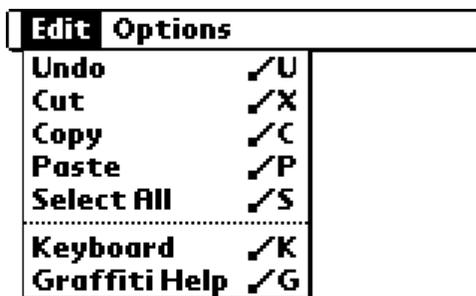


All the entered text is shown in the expanded field. To close the field, tap the up arrow in the upper right corner of the expanded field.

Note: If you want to send a *blind* copy, enclose the address in parenthesis in either the To: or CC: fields. The recipient of the blind copy will receive the message with his or her address shown in a BCC: field. The address of the recipient of the blind copy will not be known to any of the other recipients.

Menu commands used in writing messages

With the Write Mail screen open, tap the Menu icon on the handheld () to display the Edit menu.



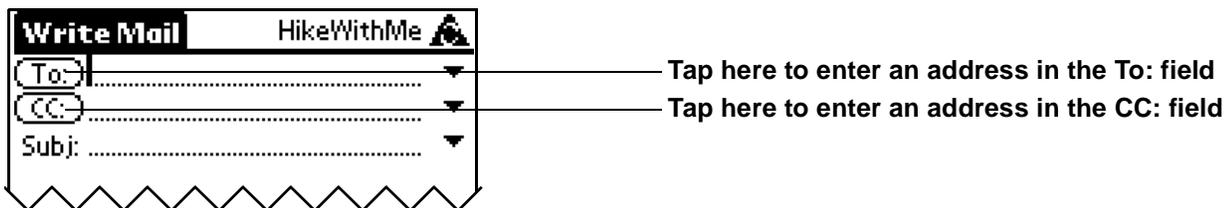
The following commands are available in the Edit menu:

Undo	Undoes a Cut, Copy or Paste command from this menu. It does not remove text you have entered in the message.
Cut	Cuts selected text and places it on the clipboard.
Copy	Copies selected text and places it on the clipboard.
Paste	Pastes text from the clipboard into the message at the insertion point.
Select All	Selects the entire content of whatever field the cursor is in. You can then cut or copy the selected text to the clipboard.
Keyboard	Opens the on-screen keyboard to enter text in the message.
Graffiti Help	Displays the entire Graffiti alphabet, including numbers, punctuation and special characters.

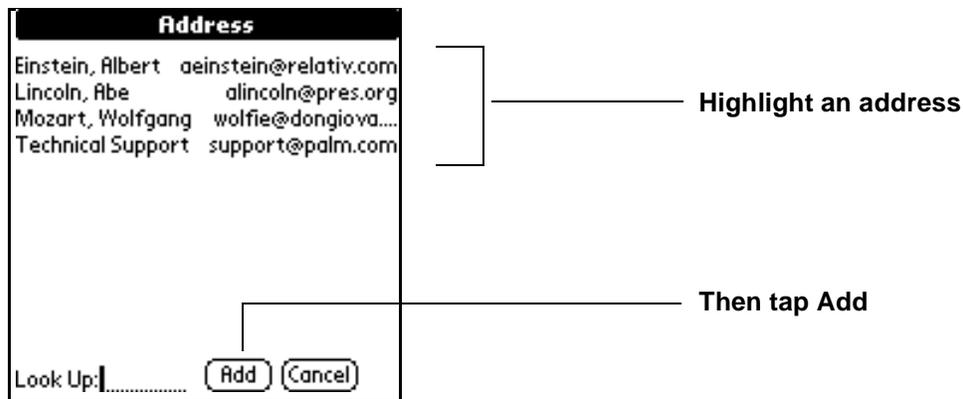
Using your Palm Address Book in writing and forwarding mail

AOL Mail lets you use your Palm Address Book to simplify entering screen names and Internet addresses in messages you write or forward. The address must be listed as an e-mail address in your Palm Address Book. Consult the Palm documentation for information on placing an e-mail address in the Address Book.

To enter an e-mail address from your Palm Address Book in the To: or CC: fields, tap directly on the button.



This displays a screen showing all the e-mail addresses in your Palm Address Book.



Highlight the address by tapping it and then tap Add. The address is added to the field.

Note: Use the Look Up field to find and highlight an entry if you have a long list of entries. Entering the first letter, or the first few letters of the name (not the e-mail address) highlights the desired entry.

To write a new message

1. Enter an e-mail address from your Address Book in the To: field, or tap in the field to enter an address manually. Press the down arrow to expand the field, if necessary.
2. Repeat step 1 in the CC: field if you want to send a copy to other recipients.

Note: To enter multiple addresses in the To: or CC: fields, separate the addresses with commas.

3. If desired, enter a subject in the Subj: field.
4. Tap to place the cursor in the message field and enter the message. If the message extends beyond the screen limit, additional lines and a scroll bar appear.
5. When the message is complete, choose one of the following command buttons:
 - Tap Send Now to send the message immediately. An information window appears telling you that your mail has been sent.
 - Tap Send Later to put the message in the Waiting tab of your File Cabinet. An information window appears telling you that the message has been saved in the Waiting tab of your File Cabinet.
 - Tap Cancel to close the screen. You will see a confirmation window telling you that you are about to lose the data you have entered. Tap Yes to cancel, or No to return to the message.

Replying to and forwarding mail

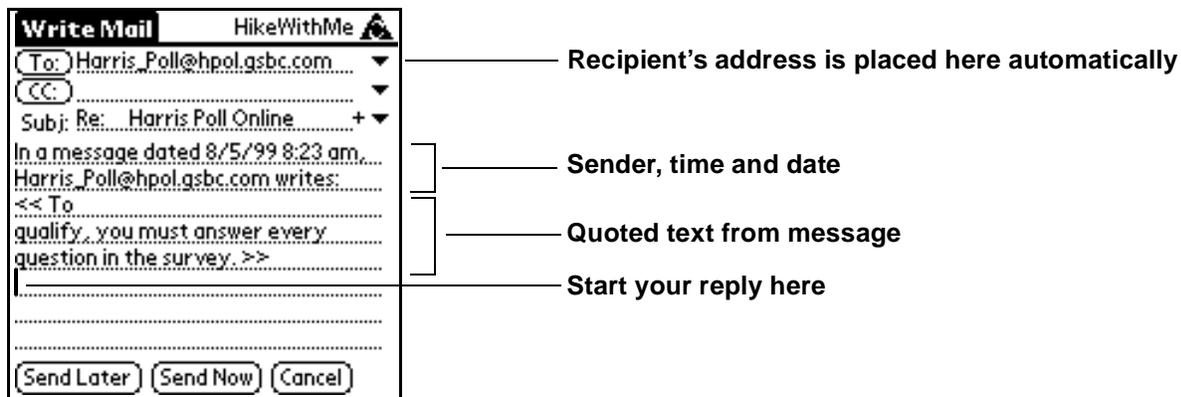
You can reply to, or forward any message you read in any tab of your Online Mailbox. In your response, you can quote part or all of the original message to remind the recipient(s) of the context of the original message.

To reply to a message

1. With the message open, do one of the following, depending on whether or not you want to quote from the original message.
 - If you don't want to quote from the message, tap Reply.
 - If you want to quote part or all of the message, carry out one of the following options.
 - To quote part of the message, drag the stylus across the text you want to appear in your response. Then tap Reply.
 - To quote the entire message (including headings), choose Select All from the Edit menu. Then tap Reply.

If there is more than one recipient, a dialog box asks whether you want to reply to just the sender, or to the sender and all recipients. If you are the only recipient, the dialog box does not appear.

After tapping your choice of recipients, the Write Mail screen displays.



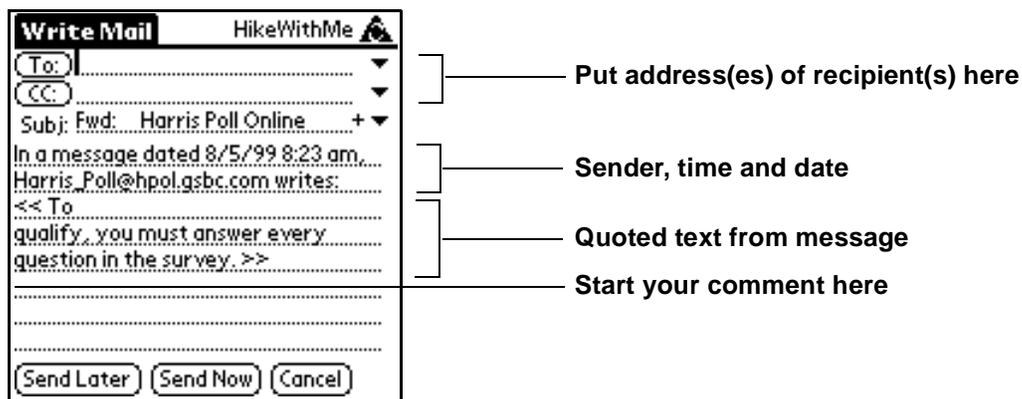
This example shows a reply in which a part of the original message was quoted.

2. Enter your reply in the message field. If the reply extends beyond the screen limit, additional lines and a scroll bar appear.
3. Select one of the sending options, as described above in step 5 under "To write a new message" on page 27.

To forward a message

1. With the message open, do one of the following, depending on whether or not you want to quote from the original message.
 - If you don't want to quote, tap Fwd.
 - If you want to quote part of the message, drag the stylus across the text you want to appear in the forwarded message. Then tap Fwd.

The Write Mail screen displays.



The To: and CC: fields are empty. The Subj: field contains the same subject as in the original message. (In this example, a part of the original message was quoted.)

You may also add a comment to the message. Whether or not you quote and/or add a comment, the entire message is forwarded, although it will not be visible to you.

2. Enter an e-mail address from your Address Book in the To: field (page 26), or tap in the field to enter an address manually.
3. Repeat step 2 in the CC: field if you want to forward a copy to other recipients.
4. If you want to add a comment, tap to place the cursor in the message body field and enter the comment. If it extends beyond the screen limit, additional lines and a scroll bar appear.
5. Select one of the sending options, as described above in step 5 under “To write a new message” on page 27.

Deleting mail

You can delete a message in any tab of your Online Mailbox by tapping Delete at the bottom of the screen. If the “Confirm before deleting mail” box under Preferences of the Options menu is checked (page 17), a confirmation window displays.



If you tap Yes to delete the message, it is removed and cannot be recovered.

Chapter 4

Your AOL Mail File Cabinet

Your AOL Mail File Cabinet is the counterpart to your Personal Filing Cabinet (PFC) on your desktop AOL e-mail application. Like the PFC, it can store data offline. Your File Cabinet

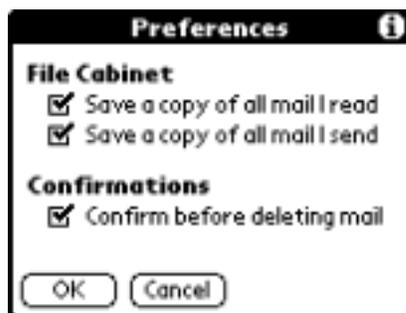
- stores messages you have read.
- stores messages you have sent.
- retains messages you have composed and will send at a later time.
- lets you carry out many of the functions of your Online Mailbox, such as reading, writing, replying to, and forwarding mail.

Whereas the PFC stores messages in a hierarchical system of folders, the AOL Mail File Cabinet organizes its data in tabs. Superficially, it resembles the Online Mailbox with its tabular organization, and collection of button and menu commands. You can view mail in the File Cabinet either online or offline. All data in the File Cabinet is backed up to your desktop computer during a HotSync.

Note: The AOL Mail File Cabinet is not synchronized with your desktop PFC. The two are separate storage areas.

Setting preferences for your File Cabinet

You can set preferences for your File Cabinet by first selecting Preferences from the Options menu of any screen on your Online Mailbox or File Cabinet.

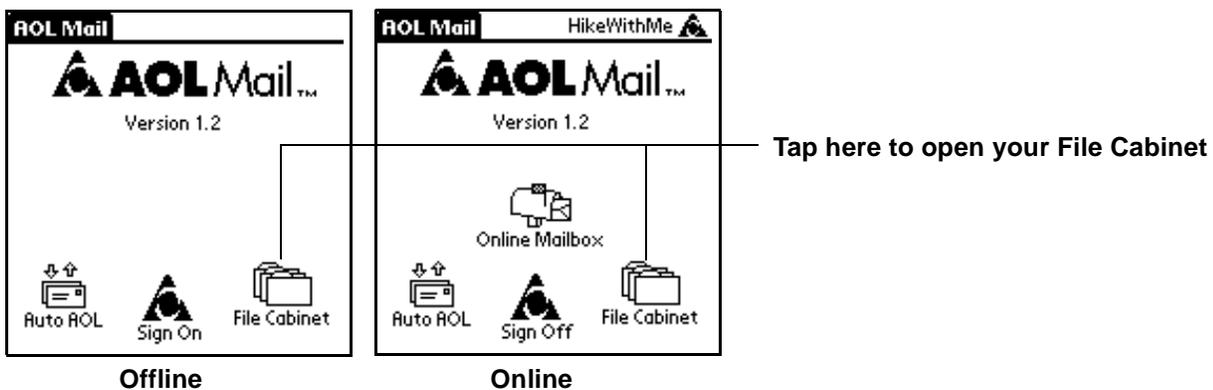


- **Save a copy of all mail I read:** Check this box to automatically place a copy of all new mail you read in the Saved tab of your File Cabinet.
- **Save a copy of all mail I send:** Check this box to automatically place a copy of all mail you send from AOL Mail on your Palm™ handheld in the Sent tab of your File Cabinet.

You can set or change your File Cabinet preferences at any time. Just select Preferences from the Options menu of any screen, tap to change the current selections, then tap OK.

A tour of your AOL Mail File Cabinet

You access your File Cabinet by tapping the File Cabinet icon on the main AOL Mail screen.



This opens the File Cabinet. The tab displayed will be the last tab you accessed. If you have not yet accessed the File Cabinet, the Saved tab appears.

The File Cabinet has all the menu options of the Online mailbox, with two exceptions: The Refresh List and Mark All Mail as New commands (page 17) are found only in the Online Mailbox.

Saved tab

The Saved tab contains messages you have read under either of the following conditions.

- Before reading the message, you chose that all messages be automatically saved by checking the “Save a copy of all mail I read” box on the Preferences dialog box.
- You read a message, and then tapped the Save button at the bottom of the message.

The Saved tab is shown in the following figure.



———— This screen shows messages you have saved

In the Saved tab you can

- read a message. Tap Read at the bottom of the screen to open the message.
- reply to or forward a message. With the message open, Tap Reply or Fwd. If you create the reply or forward offline, you can place the message in the Waiting tab by tapping Send Later. If you are online, you can send the message immediately by tapping Send Now.
- write a new message. Tap Write to display a blank Write Mail screen. The sending choices depend on whether you are offline or online. If you are offline, you can place the message in the Waiting tab. If you are online, you can send the message immediately.
- delete a message. Tap Delete to display a confirmation window (if you elected to display the window, under Preferences of the Options menu), or to delete the message without displaying a confirmation window. (See “Deleting mail” on page 30).

Sent tab

The Sent tab contains messages you have sent from this handheld, provided you previously checked the “Save a copy of all mail I send” box on the Preferences dialog box. Checking this box automatically places all sent messages in the Sent tab.

The Sent tab is shown in the following figure.



— This screen shows messages sent from this handheld

In the Sent tab you can

- read a message. Tap Read at the bottom of the screen to open the message.
- write a new message. Tap Write to display a blank Write Mail screen. The sending choices depend on whether you are offline or online. If you are offline, you can place the message in the Waiting tab. If you are online, you can send the message immediately.
- delete a message. Tap Delete to display a confirmation window (if you elected to display the window, under Preferences of the Options menu), or to delete the message without displaying a confirmation window. (See “Deleting mail” on page 30).

Waiting tab

The Waiting tab contains composed messages, replies and forwards you have designated to be sent at a later time by tapping Send Later. The Waiting tab is shown in the following figure.



— This screen shows messages waiting to be sent

— The Send button only displays if you are online

In the Waiting tab you can

- read or edit a message. See “Editing mail in the Waiting tab” on page 35.
- write a new message. Tap Write to display a blank Write Mail screen. The sending choices depend on whether you are offline or online. If you are offline, you can place the message in the Waiting tab. If you are online, you can send the message immediately.
- send messages that have been placed in the tab, if you are online. Tap Send to send a highlighted message in the Waiting tab. If you are offline, the Send button is not displayed.
- delete a message. Tap Delete to display a confirmation window (if you elected to display the window, under Preferences of the Options menu), or to delete the message without displaying a confirmation window. (See “Deleting mail” on page 30).

Editing mail in the Waiting tab

The Waiting tab of your File Cabinet is a repository for any message you write, forward or reply to, and then store there by tapping Send Later. After the message is in the Waiting tab, you have the following choices.

- If you are online, you can highlight a message and send it by tapping Send.
- You can edit a message, online or offline, by tapping Edit.
- You can delete a message by tapping Delete.

If you have second thoughts about the content of a message in the Waiting tab, you can edit it before sending it. In addition, because there is no Read command in the Waiting tab, you can also use the Edit command to simply review a message without changing it.

To display a message in the Waiting tab for edit or review, highlight the message and tap Edit. The Edit Mail screen displays showing the message as it was originally saved in the Waiting tab.



Change any aspect of the message and then tap **Save** to put the altered message in the **Waiting** tab. If you don't want to save the changes, tap **Cancel**.

Chapter 5

Using Auto AOL

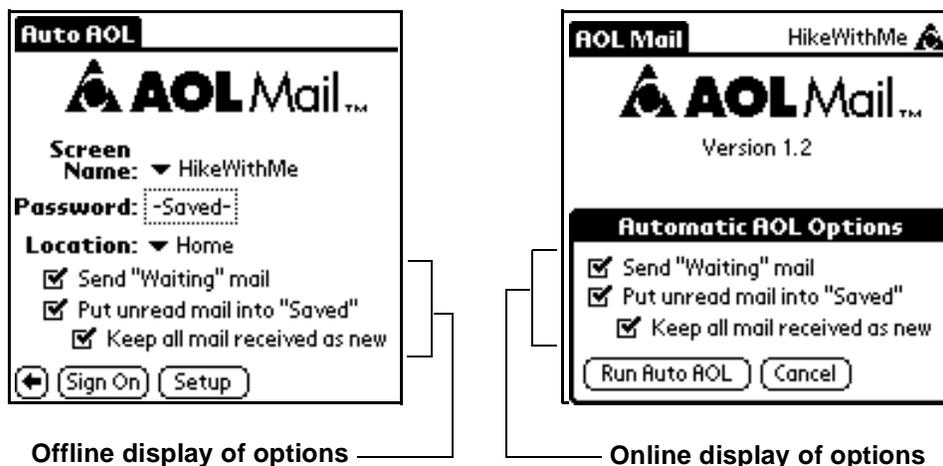
The Auto AOL feature of AOL Mail is the counterpart of Automatic AOL for your desktop AOL e-mail application. Auto AOL for AOL Mail shares two key features with its desktop cousin. With Auto AOL you can

- send all messages in the Waiting tab of your File Cabinet in a single action.
- place all unread messages into the Saved tab of your File Cabinet.

Normally, a new message only goes into your Saved tab after you read it, in which case it becomes checked and is no longer in the New Mail tab. Auto AOL has a third feature, which – if you choose to have Auto AOL put unread messages into your Saved tab – also lets you retain these unread messages as new messages in your New Mail tab. These features let you read new messages when you are offline, yet still retain them as unread messages in your Online Mailbox.

Setting Auto AOL options

Auto AOL can be launched offline or online. When you tap the Auto AOL icon, a screen displays that lists the available options. You set these options before you run Auto AOL. The options are displayed in a slightly different way offline and online. Offline, the options are displayed on the screen that lets you sign on. Online, the options appear in a dialog box.



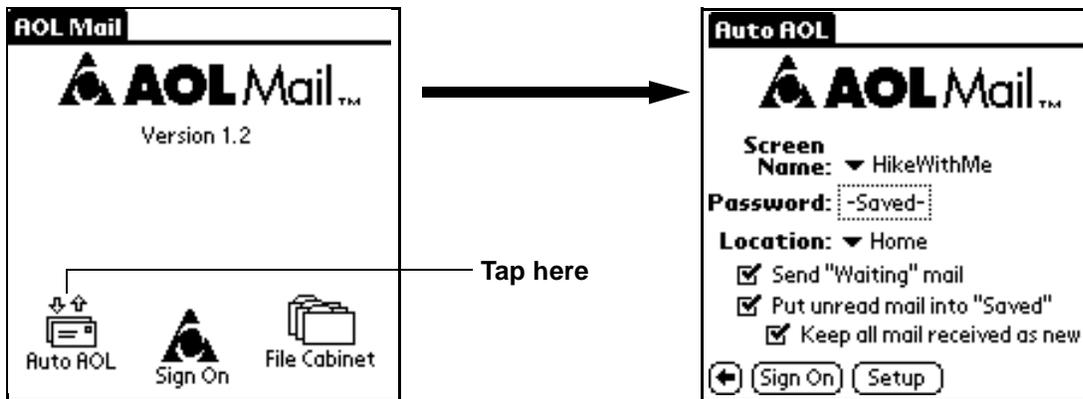
- **Send “Waiting” mail** Check this box to send all mail in the Waiting tab of your File Cabinet. All messages in the Waiting tab – new, replies or forwards – are sent in a single action.
- **Put unread mail into “Saved”** Check this box to put all mail currently in the New Mail tab of your Online Mailbox into the Saved tab of your File Cabinet. You can then read these messages when you are offline.
- **Keep all mail received as new** This option is only relevant if you checked the above option to put unread mail into the Saved tab. Check this box to keep the unread messages in the New Mail tab as new messages. When you go back online, the messages are still in the New Mail tab of your Online Mailbox, even if you have read them offline.

Launching Auto AOL

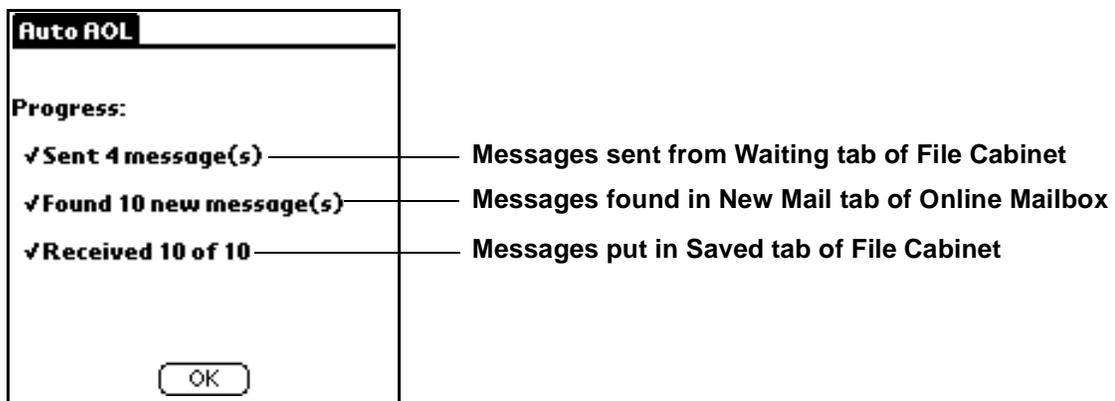
You can launch Auto AOL both offline and online. If you launch it offline, you are signed on to execute Auto AOL, and then signed off after it completes. If you launch it online, you are still online after it executes.

To launch Auto AOL offline

1. Tap the Auto AOL icon on the main AOL mail screen.
The offline Auto AOL screen displays.



2. Set your preferences on the Auto AOL screen by tapping the appropriate check box(es).
In this example, all three boxes are checked.
3. Tap Sign On.
This signs you on *only* to run Auto AOL. (After Auto AOL runs, you are automatically signed off.) Auto AOL runs, displays a progress screen, and signs off. The progress screen shows what happened during the Auto AOL session.



Because all three options were checked, the following occurred.

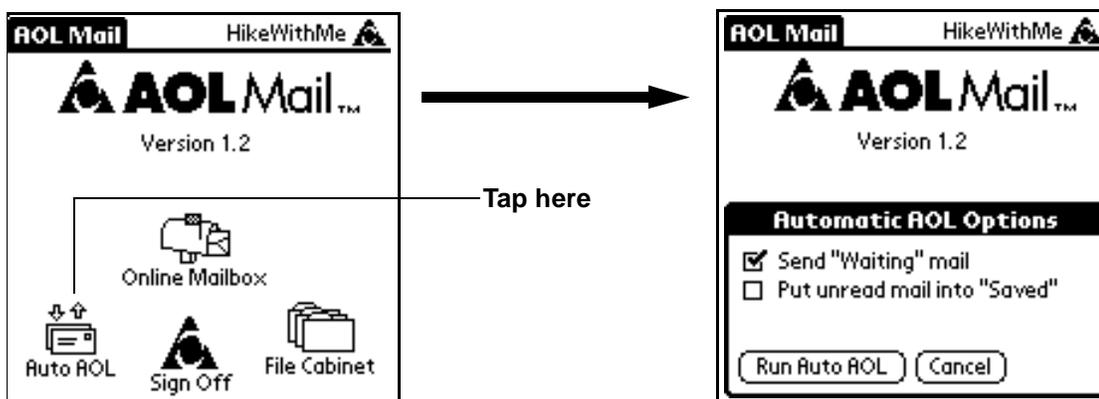
- Four messages in the Waiting tab of the File Cabinet were sent.
- There were 10 unread messages found in the New Mail tab of the Online Mailbox.
- These unread messages were placed in the Saved tab of the File Cabinet.

4. Tap OK.

This returns you to the main AOL Mail screen.

To launch Auto AOL online

1. Tap the Auto AOL icon on the main AOL mail screen.
The online Auto AOL screen displays.

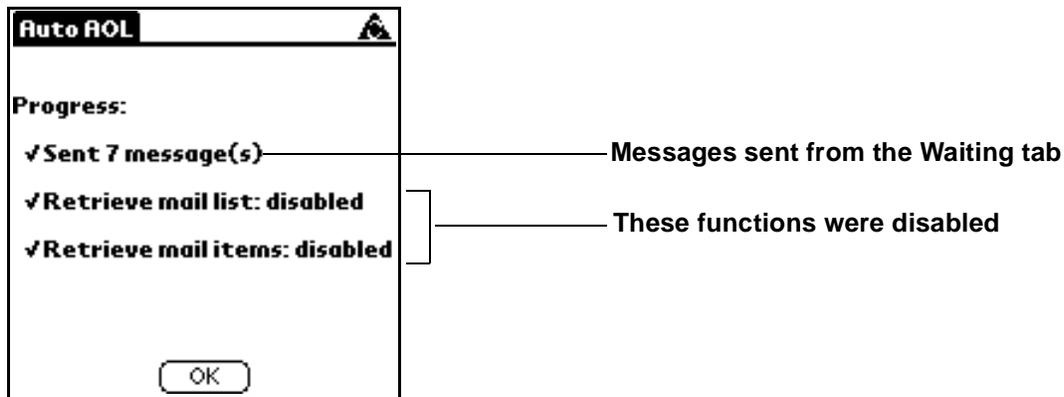


2. Set your preferences on the Auto AOL screen by tapping the appropriate check box(es).

In this example only the first option was selected. Not selecting the second option caused the third option to be removed from the screen. This occurred because the third option has no meaning if the second option has not been selected.

3. Tap Run Auto AOL.

Auto AOL runs and displays a progress screen.



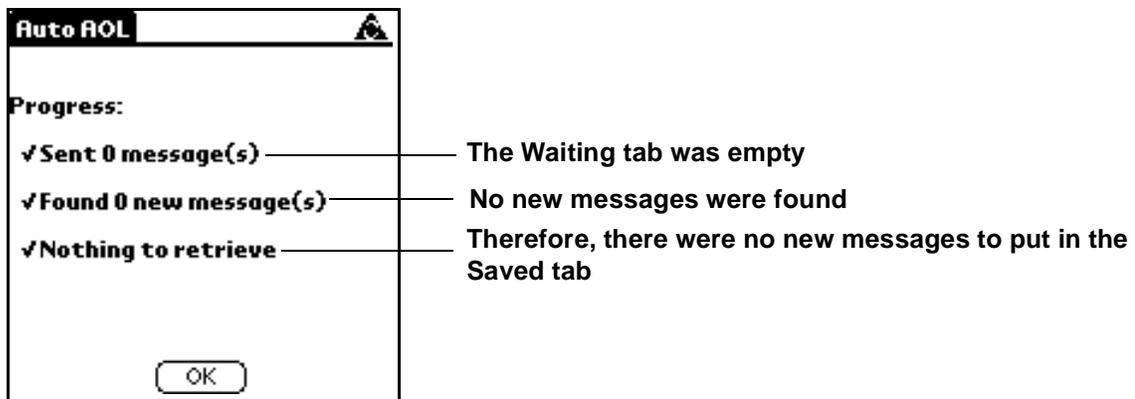
Because only the first option was checked, the following occurred.

- Seven messages in the Waiting tab of the File Cabinet were sent.
- No unread messages were retrieved from the New Mail tab of the Online Mailbox.
- Therefore, there was nothing to place in the Saved tab of the File Cabinet.

4. Tap OK to return to the main AOL Mail screen. You are still online.

Running on empty

If you start Auto AOL with no unread messages in the New Mail tab of your Online Mailbox, and no messages in the Waiting tab of your File Cabinet, the following progress screen displays.



- Because there was nothing in the Waiting tab, no messages were sent.
- Because the New Mail tab was empty, no new messages were found.
- Therefore, there was nothing to place in the Saved tab.

If Auto AOL fails

Auto AOL runs as a sequential series of events. For example, if you have checked all three options and there are messages to be sent as well as unread mail to be saved, Auto AOL will proceed to successively send all messages in the Waiting tab, and then place all unread mail in the Saved tab. If Auto AOL encounters a problem at any stage, the process stops and nothing further is executed. In the case of such a failure, the following Information box appears on the Progress screen.



Note: In some cases, for example, having a message in the Waiting tab with an invalid screen name, this box is preceded by another Information box that gives the reason for the failure.

Tap OK to close the Information box, the tap OK to close the Progress screen.

In addition to trying to send a message with an invalid screen name, Auto AOL could also fail if there is a message in the Waiting tab with no recipients. This might happen if you start to write a message, fail to add a recipient, and then allow seven minutes to elapse, after which you are automatically signed off (page 14). The system would place the incomplete message in the Waiting tab.

Chapter 6

Troubleshooting

Frequently asked questions

- Which Palm™ handhelds are compatible with AOL Mail?** AOL Mail requires a Palm™ handheld running any of the following versions of the Palm OS: 3.0, 3.1, 3.2, 3.3 or 3.5. At this time, only devices manufactured by Palm, Inc. are supported. AOL Mail may work on other Palm OS licensed devices, but are not recommended or supported.
- Do I need a Palm™ modem to use AOL Mail?** Yes. AOL Mail has been tested with Palm, Inc.'s Palm™ modems. Other connection methods (for example, connecting a PC modem to the Palm's serial port, connecting via the Palm's IR port, or connecting through a cellular modem) might work, but are not recommended or supported. AOL Mail will not connect via TCP/IP or the Palm.Net wireless service.
- How much RAM does AOL Mail require?** About 425K, plus the size of any messages that have been saved in the File Cabinet.
- Can I use AOL Mail on a Palm OS emulator?** Possibly. However, we do not support using AOL Mail in an emulated environment.
- How much does AOL Mail cost?** The AOL Mail application itself is free. When connected to AOL using AOL Mail, you will incur charges at your normal rate.
- Members on unlimited usage plans incur no additional charges.
 - Members on metered usage plans will be billed for AOL Mail usage at the same rate as desktop AOL usage. For example, if you are on the \$9.95/5/\$2.95 plan and connect for 4 hours using a desktop AOL client and 3 hours using AOL Mail, you will be billed for 7 hours of usage: $\$9.95 + (2 \times \$2.95) = \$15.85$.
 - Members on the "Bring Your Own Access" or "BYOA" plan will be charged for each minute they are connected. (TCP/IP access at no additional charge might be offered in the future.)

Can I use my copy of AOL Mail with a different master account?	The list of stored screen names cannot be modified. To use a different master account with a different set of screen names, you must reinstall AOL Mail. You can, of course, always sign on as a guest.
Which features of the AOL desktop e-mail software are not supported?	AOL Mail does not support Status, Unsend, rich text (including hyperlinks), embedded images, background images, and uploading/downloading attachments. Also, messages larger than 16K will be truncated when downloaded to the Palm™ handheld.
Can I synchronize my AOL Mail File Cabinet with my AOL desktop client Personal Filing Cabinet?	Not at present. However, this feature may appear in a future release of AOL Mail.
I accidentally deleted AOL Mail. Can I restore my File Cabinet from backup?	Yes, provided your File Cabinet has been backed up and you do not delete the Palm desktop software. You back up your File Cabinet every time you do a HotSync. After AOL Mail has been deleted, restoring the File Cabinet requires that AOL Mail be reinstalled during the next HotSync following the deletion.
Why is my password displayed as I enter it?	AOL Mail displays passwords during entry to minimize Graffiti errors. However, saved passwords are never displayed.
Can I switch applications while signed on?	Yes. Simply tap the Applications Launcher to open the screen of applications icons. Use any application on your handheld. Then tap the Applications Launcher to return to the icons screen, and tap the AOL Mail icon to return to AOL Mail.
Will I appear on others Buddy Lists when connected with AOL Mail?	No. AOL Mail sessions are hidden from Buddy Lists.
Can I beam the AOL Mail application to another Palm™ handheld?	Yes. Beaming of the AOL Mail application is supported via the Beam option in the Applications Launcher. However, items of personal information – such as screen name, passwords, File Cabinet data, or locations – are not beamed. Only the AOL Mail application is beamed.
Can I beam records from within AOL Mail to another Palm™ handheld?	No. Beaming records within AOL Mail is not supported.

If AOL Mail displays an incorrect date or time, how can I fix it?

The date and time displayed by AOL Mail are determined by the settings of your Palm™ handheld (local date and time) and the time zone determined by the AOL Host. Make sure date and time are correct on your Palm™ handheld in the General panel of the Preferences application.

How do I add new e-mail addresses to my Address Book?

To add a new address:

- Tap the Address Book icon or button.
- Tap New. (Required fields for AOL Mail are: Last Name and/or First Name, and E-mail.)
- Enter last name and/or first name, and e-mail address.
- Tap Done to add the name and e-mail address. You can now use this address to write, reply to and forward mail (page 26).

Technical support for AOL Mail

For additional information and technical support, visit <http://aol.com/anywhere/>, or call **(888) 235-0893**.

Index

A

- About AOL Mail
 - command 17
 - screen 17
- access numbers
 - adding to locations 8–9, 10
 - deleting 10
 - editing 10
- accessing
 - Auto AOL 13
 - File Cabinet 13, 32
 - Online Mailbox 13
- address book
 - adding addresses to 45
 - use of, to write and forward mail 26–27
- Anywhere location 6
- AOL Mail
 - address book for 26–27
 - and Buddy Lists 44
 - backing up 4
 - beaming to another Palm™ handheld 44
 - billing for use of 43
 - deleting from the Palm™ handheld 3
 - desktop e-mail features not supported 44
 - desktop installation using a Macintosh 2–3
 - desktop installation using Windows 2
 - disabling call waiting 7
 - displaying date and time 44
 - entering data in 5
 - File Cabinet 31
 - finding text in 22–23
 - hardware requirements for 1
 - MacPac for Macintosh installation 2
 - main screen for 10
 - Online mailbox 15
 - overview of 1
 - Palm™ handhelds compatible with 43
 - RAM requirements for 1
 - reading mail 18
 - selecting locations for 5
 - sending a blind copy 25
 - setting up Palm™ handheld for 1
 - signing off 13
 - signing on after a first time sign on 13
 - signing on for the first time 11–12
 - switching applications while signed on 44

- use of master accounts in 43
- writing messages 24, 27
- area codes, for access locations 7
- attached files in messages 20
- attached files, forwarding messages with 20
- Auto AOL
 - accessing 13
 - failure of 41
 - launching offline 38–39
 - launching online 39–40
 - overview of 37
 - progress screen for 39, 40
 - running with empty tabs 40
 - setting options for 37

B

- backup
 - backing up AOL Mail 4
 - restoring File Cabinet from 44
- beaming AOL Mail to another Palm™ handheld 44
- billing plans, AOL Mail 43
- blind copy of e-mail (BCC) 25
- Buddy Lists and AOL Mail 44
- buttons, command
 - Delete 16, 19
 - Fwd 19
 - Keep 16
 - Read 16
 - Reply 19
 - Save 19
 - Write 16

C

- call waiting, disabling for AOL Mail 7
- commands, Edit menu
 - Copy 20, 26
 - Cut 26
 - Graffiti Help 20, 26
 - Keyboard 26
 - Paste 26
 - Select All 20, 26
 - Undo 26
- commands, Options menu
 - About AOL Mail 17

- Mark All Mail As New 17
- Preferences 17
- Refresh List 17
- Copy command 20, 26
- countries, for access locations 7
- Cut command 26

D

- date and time, displaying in AOL Mail 44
- date format for display in messages 21
- Delete button 16
- Delete command 19
- deleting
 - access numbers 10
 - AOL Mail from the Palm™ handheld 3, 44
 - locations 10
 - messages 30

E

- Edit Mail screen 36
- editing
 - access numbers 10
 - locations 10
 - mail in Waiting tab of File Cabinet 35
- embedded images in messages 20
- embedded images, forwarding messages with 20
- emulator, Palm OS 43

F

- File Cabinet
 - accessing 13, 32
 - editing mail in Waiting tab 35
 - overview of 31
 - preferences 31
 - restoring from backup 44
 - setting preferences for 31
 - tabs of 32–35
- finding text in AOL Mail 22–23
- forwarding messages 28, 29
- Fwd button 19

G

- Graffiti Help command 20, 26

H

- hardware needed for AOL Mail 1
- HotSync
 - backing up AOL Mail during 4
 - to back up AOL Mail before deletion 3
 - to install AOL Mail 2

I

- icon, AOL Mail on handheld after installation 2
- installing AOL Mail
 - desktop installation, using a Macintosh 2–3
 - desktop installation, using Windows 2
 - MacPac for Macintosh installation 2
 - Palm Desktop software for 1, 2
 - restoring File Cabinet backup during 44
 - use of HotSync in 2

K

- Keep button 16
- Keyboard command 26

L

- locations
 - adding to AOL Mail 5, 7–9, 10
 - Anywhere location 6
 - deleting 10
 - editing 10
 - for first AOL Mail session 6
 - naming 7
 - outside lines for 7
 - overview of 6
 - selecting access numbers for 8–9
 - selecting area codes for 7
 - selecting countries for 7

M

- MacPac, for Macintosh installation of AOL Mail 2
- mail
 - address book, use of 26–27
 - deleting 30
 - editing in Waiting tab of File Cabinet 35
 - formats for display of date in 21
 - forwarding 28, 29
 - options for display of date in 21
 - reading 18

- replying to 28
- searching for text in 22–23
- sending a blind copy 25
- truncation of if greater than 16K 20
- with attached files, embedded images and rich text 20
- writing 24, 27
- Mark All Mail As New command 17
- master account, AOL 43
- menus
 - Edit 20, 26
 - Options 17
- messages
 - address book, use of 26–27
 - deleting 30
 - editing in Waiting tab of File Cabinet 35
 - formats for display of date in 21
 - forwarding 28, 29
 - maximum size allowable in AOL Mail 44
 - options for display of date in 21
 - reading 18
 - replying to 28
 - searching for text in 22–23
 - sending a blind copy 25
 - truncation of if greater than 16K 20
 - with attached files, embedded images and rich text 20
 - writing 24, 27
- modem, Palm™
 - AC adapter for 1
 - connecting to Palm™ handheld 1
 - for AOL Mail 1
 - requirement for AOL Mail 43

N

- naming locations 7
- New Mail screen 16, 18
- New Mail tab, Online Mailbox 16

O

- Old Mail tab, Online Mailbox 16
- Online Mailbox
 - accessing 13
 - button commands 16, 19
 - comparison with desktop e-mail 15
 - Options menu commands 17
 - overview of 15
 - reading mail 18

- tabs of 16
- writing messages 24, 27
- outside lines for locations 7

P

- Palm Desktop software, for installing AOL Mail 1, 2
- Palm MacPac, for Macintosh installation of AOL Mail 2
- Palm™ handheld
 - AOL Mail icon after installation 2
 - beaming AOL Mail from 44
 - connecting to Palm™ modem 1
 - deleting AOL Mail from 3
 - Find feature to search for text in AOL Mail 22–23
 - models compatible with AOL Mail 1, 43
 - use of HotSync to install AOL Mail 2
- Palm OS emulator 43
- password
 - display of during sign on 44
 - storing for sign on to AOL Mail 11, 13
- Paste command 26
- Preferences command 17
- Preferences screen 17, 32
- preferences, File Cabinet 31

R

- RAM requirements for AOL Mail 1, 43
- Read button 16
- reading mail 18
- Refresh List command 17
- Reply button 19
- replying to messages 28, 28
- rich text in messages 20

S

- Save button 19
- Saved tab, File Cabinet 32
- screens
 - About AOL Mail 17
 - Edit Mail 36
 - New Mail 16, 18
 - Preferences 17, 32
 - Write Mail 24, 28, 29
- searching for text in AOL Mail 22–23
- Select All command 20, 26

Sent Mail tab, Online Mailbox 16
Sent tab, File Cabinet 33
signing off of AOL Mail 13

- signing on to AOL Mail
 - after a first time sign on 13
 - for the first time 11–12
 - storing your password 11, 13
- switching applications while signed on to AOL Mail 44

T

- text
 - entering in AOL Mail 5
 - searching for with Palm Find feature 22–23
- time and date, displaying in AOL Mail 44
- truncation of messages longer than 16K 20

U

- Undo command 26

W

- Waiting tab, File Cabinet 34
- Write button 16
- Write Mail screen 24, 28, 29
- writing messages 24