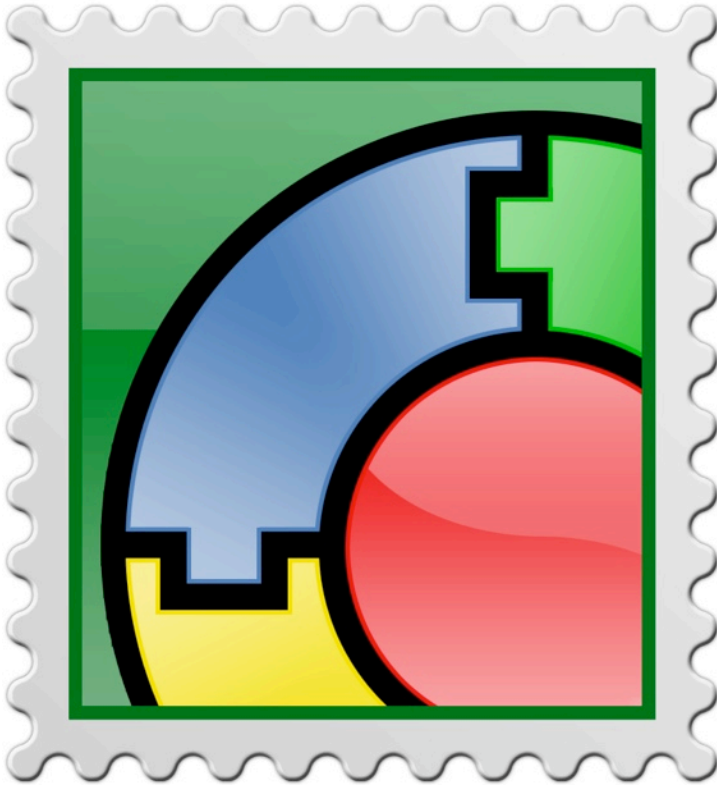


FLEXMAIL 4[©]

July 2009



WEB INFORMATION
SOLUTIONS, INC

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Before Getting Started

Terminology

Pocket PC systems refer exclusively to Windows Mobile devices with touch screens and stylus interaction. Smartphone systems refer exclusively to Windows Mobile devices with no touch screen and no stylus. Some phones are called Smartphones when they are Pocket PCs such as the Palm Treo. We will use these terms going forward.

System Requirements

FlexMail 4 requires the following minimum configuration:

- FlexMail 4 has been designed and tested on Windows Mobile 2003 Pocket PC (touch screen), Windows Mobile 5 Pocket PC and Smartphone and Windows Mobile 6 Pocket PC and Smartphone.
- 3.5 MB of free storage space on the device to hold the software
- If installing via a Desktop: ActiveSync 4.0 or later or Vista Windows Mobile Device Center 6.1 is required

Getting Started

Installing FlexMail

FlexMail can be installed from a desktop computer synchronizing with your mobile device or over-the-air directly to your device.

Installing via Desktop Syncing

1. Download the FlexMail 4 installer from the WebIS download page at <http://webis.net/mail>. We recommend downloading this file to your Desktop for easy access. You can archive it later.
2. Synchronize your mobile device with the desktop PC.
3. If you have FlexMail 2007 or earlier already installed on your Windows Mobile device go ahead and uninstall it first. Also make sure you explicitly remove the *Data* folder that usually resides in the FlexMail directory. The uninstall should ask you if you want to do this for you.
4. Run the **FlexMail_Setup.exe** that you downloaded in Step 1.

5. Follow the on-screen installation instructions on the desktop PC.
During FlexMail installation on the mobile device you will see a dialog box that asks you where you wish to install the software - Device or Storage Card. On Pocket PC devices we only support installation on the Device, not a storage card.
6. As always, we strongly recommend making a full backup of your device when installing any software.

Installing Over-the-Air

1. Download the FlexMail 4 installer from the WebIS download page at <http://webis.mobi/> using your Pocket Internet Explorer or Opera mobile browser on your device.
2. Once downloaded installation will continue automatically.
3. You will see a dialog box that asks you where you wish to install the software - Device or Storage Card. On Pocket PC devices we only support installation on the Device, not a storage card.

Upgrading from FlexMail 2007 to 4.10

FlexMail 4 is a major upgrade from FlexMail 2007 (3.0) and has a slightly different storage design over FlexMail 2007. These changes were necessary for the changes in reliability on SD cards and for memory usage changes. Because the changes required a complete difference in the data being stored as well as how the data is stored, a migration utility is not provided at this time. We may provide one in the future. This primarily impacts POP3 users. You can export your 2007 account settings and reimport them in FlexMail 4, however.

Be sure to fully uninstall FlexMail 2007 and all storages and settings before installing 4.0.

Launching FlexMail

Upon initial installation FlexMail will be in your Programs list. Simply open it from your Programs list and it will launch into its initial screen asking you if you wish to make FlexMail the default mail app.

Registering FlexMail

Once you launch FlexMail you can register FlexMail by going to the Menu->About screen and enter your registration code. You can also enter your email address here to subscribe for new version updates as well as to register for support.

Removing FlexMail

FlexMail is uninstalled just like any other Windows Mobile application. Upon uninstallation our software is designed to put any shortcuts you have set to FlexMail to hardware buttons or default PIMs back to their defaults. To uninstall FlexMail follow these steps:

Windows Mobile Pocket PC

1. Disconnect the mobile device from the Desktop PC (if connected).
2. From the **Start** menu, choose the **Settings** item, then under the **System** tab, tap on **Remove Programs**.
3. When the **Remove Programs** dialog box appears, locate the **WebIS FlexMail** entry in the list box.
4. Tap on it to **select** it.
5. Tap the **Remove** button to remove the FlexMail application.
6. Soft **Reset** your mobile device to finish the uninstallation.

Windows Mobile Smartphone

1. Disconnect the mobile device from the Desktop PC (if connected).
2. Go to the **Settings** application.
3. Navigate to the **Remove Programs** section and select it.
4. Locate the **WebIS FlexMail** entry in the list box.
5. Hit the Right Soft Key and choose **Remove**.

Getting Familiar with FlexMail

About FlexMail

FlexMail allows you to manage your e-mail from your Windows Mobile Pocket PC/Smartphone. It can be synchronized with desktop or with your mailboxes placed on POP3 or IMAP servers using industrial strength SSL security or going through a SOCKS proxy.

FlexMail provides many features above and beyond other mail clients including the built in Messaging application, but it does not take over the Messaging of your device. Windows Mobile Messaging is built very deeply into the operating system and many system-applications and some third-party software call the Messaging system using methods that are not able to be overridden. Secondly, because of the deep integration of Windows Mobile Messaging, even FlexMail has to use the Messaging subsystem for specific features such as MMS, SMS, and ActiveSync as they are proprietary and only available through this subsystem.

As such FlexMail is the best IMAP/POP3 client on Windows Mobile and can be used as a Messaging client using the SMS, MMS, and ActiveSync accounts, but you may still see the OS and other applications call the Messaging application instead.

What is new in 4.0?

While there are many specific improvements in FlexMail 4 the top new improvements are:

- Better IMAP features support (server search to filter messages, server-side messages parsing, more message operations done over IDLE, single attachment download etc.)
- IMAP server folders redesign (more settings, easier to use)
- Accounts and Application settings redesign
- Single-page view redesign (tabs gone, new left panel with IDLE indication)
- Original Email HTML reply/forward
- New Notifications settings (global-account-folder)
- Internal changes (messages saved already parsed, better save/load performance on WM5 etc.)
- MMS support on most devices
- Asian Language Encoding Plugin (visit the download page at <http://webis.net/> to download the separate installer for this)
- Memory usage optimization (memory occupied by messages is constantly cleaned up)

What is new in 4.1?

FlexMail 4.1 has had a very long development time focusing on reliability and robustness. While there are many specific improvements in FlexMail 4.1 the top new improvements are:

- SMS Conversation View
- SMS sending via direct SMS API or MAPI (depending on your device one may work better than the other)
- Option to hide folders in the folder tree
- Phone/URL/email underlining for all messages
- Option to show Wide HTML emails and switch between text/HTML right from the message view
- Configurable font size in the Today plugin
- Major internal structural changes to provide for better reliability and robustness.

Help Documentation

FlexMail contains extensive help within the application. While this documentation is designed to give you a running start in using FlexMail you may want to look at the built-in help for more specific information.

First run - Default application

On first run FlexMail will ask you if you wish for it to be the default application for mail and/or SMS. The SMS option will only show up on a Pocket PC Phone Edition device. On a Smartphone we only ask about the default Mail application because there are more limitations on what we can set on those devices. When you tell FlexMail to become the default app it sets up the OS to use FlexMail for email and/or SMS instead of the built in Messaging application. You can undo this action within the Application Settings. If you tell FlexMail to be the default mail app, but not the SMS app - some applications will still call FlexMail for SMS simply because they are only looking at the default mail app assuming both are the same thing.

Integration with Windows Mobile

FlexMail can become the default mail application on your Windows Mobile device. This allows third party applications to call the default mail application and FlexMail will open. However there are limitations to this integration imposed by the design of Windows Mobile.

The first limitation is that sometimes opening "Messaging" from an OS link such as the Today or homescreen Messaging key will open FlexMail and sometimes the built in messaging application. This occurs because those links check for the running Messaging application first before starting the default mail application. This is hardcoded behavior within Windows Mobile.

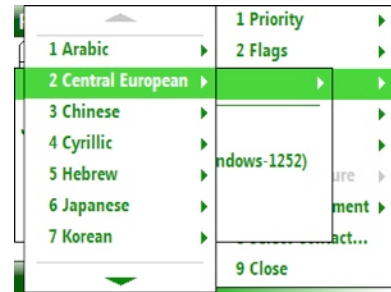
And finally on the Smartphone, incoming SMS messages will always go to the built in messaging application instead of FlexMail.

Today/Homescreen plugin

You will notice that while the Messaging Today plugin and application icons will use the FlexMail icons and will start FlexMail when tapped on, the Today plugin will not show any of FlexMail's accounts. This is because the Today plugin does not recognize our accounts. Instead turn on the FlexMail Today plugin to show FlexMail accounts. For Pocket PC users this is done by going to Start->Settings->Today and then choosing Items. For Smartphone users open FlexMail and go into General Settings. Turn on the homescreen plugin and follow the prompts.

Asian Encodings

FlexMail 4 does not come with support for Asian encodings on its own. Instead you have to install the Asian Encoding Plugin which is separate simply due to its extra size. The encoding's can be installed as part of the desktop installer or separately over the air at http://download.pocketinformant.com/Mail/FlexMail_CJK.cab



To install the Asian Encodings with the desktop:

1. Run the FlexMail Setup
2. Agree to the license and continue to the Component Selection screen
3. Check the Asian Encodings Component
4. Press the Install button.
5. On the device you will see FlexMail being installed and then you will see Asian Encodings plugin being installed. Make sure to answer any and all prompts.

To install the Asian Encodings over the air:

1. On the device open Pocket Internet Explorer
2. Type in http://download.pocketinformant.com/Mail/FlexMail_CJK.cab
3. The file will download and install on your device.
4. Make sure to answer any and all prompts.

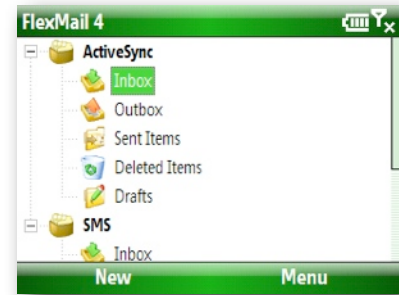
Important Note: You must install FlexMail 4 before you install the encoding plugin as it overwrites certain FlexMail 4 default files.

Messaging

Folder and Message Views

FlexMail 4 has two main views: The Folder List view and the Message List view. You start in the Folder List view and you go to the Message List view by tapping on a folder.

Once you are in the Message List view, you can go back to the Folder List by tapping on the bar on the left-side of the screen or by using the DPAD shortcuts listed below.



Keyboard Navigation

In FlexMail you can use the DPAD to navigate between the Folder List, Message list, and different accounts:

Press the ← DPAD key to go from the Message List to the Folder List.

Press the → DPAD key to go from the Folder List to the Message List.

Press the → DPAD key again to cycle through Inbox Accounts while in the Message List.

Folders

This view contains all visible storages with their folders. To change the visibility of a storage, go to the Storages menu.

Each folder that contains one or more messages is displayed in bold type and you can see the amount of messages in brackets. If a folder contains some unread messages there are two numbers in brackets: the first number specifies the amount of unread messages and the second number specifies the total amount of messages in the folder. These options can be changed within the View->Settings dialog.

Note that you cannot rename/delete/move standard folders such as Inbox, Outbox, Sent, Deleted, Drafts. You can set which IMAP server folder syncs with the local Drafts and Sent folders however.

If you tap and hold on a folder you get many different options which are self-explanatory, but we'll walk through some of them here.

New Folder

This creates a new local folder within FlexMail. If you are using IMAP and you wish to sync a folder, you would first want to create a folder on the IMAP server outside of FlexMail and then sync it. FlexMail will then create a local folder synced to the server folder.

Hide Folder

This allows you to hide folders from the folder list. To display hidden folders tap/hold on the Account name and select "Show hidden folders".

Empty/Reset Folders

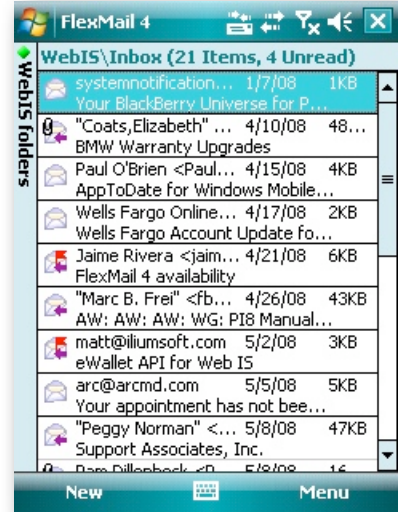
Both commands erase all data in these folders and compress the database immediately. Reset goes one farther and resets the download list for that folder. For IMAP this means that the contents of this folder get re-downloaded on the next sync. For POP3 it does not mean anything unless you perform it on the Inbox which will then mean that all mail still stored on the server will be downloaded. If the server does not store all POP3 email, then all email will be lost.

Messages View

You can see and manage all messages from the selected folder at this view. Smartphone and Pocket PC users will see a similar interface, however FlexMail optimizes the interface for both types so there will be some differences.

On a Pocket PC you can tap/hold on a message to get a context menu of actions. You can also have multiple views such as the 3 pane view or single page view. On a Smartphone you tap on the right soft key to get to the context menu of actions. Many options exist to customize your viewing of messages.

Tap and hold one or more messages to see the contextual menu. To select several contiguous messages just tap the first message and drag stylus to the last one. To select several messages which are not placed near each other tap the keyboard icon and then tap Control key and select each message you wish.



Messaging Columns

To specify which columns are visible tap any column name and select Columns. To make column visible just check it. To reorder columns use Move Up and Move Down buttons. To change a columns width select it and specify its width in pixels. *Note: all columns settings are individual for each folder.*

Keyboard shortcuts

FlexMail 4 provides a great feature which allows you to act upon the messages in your message list if you have a keyboard. They will not yet work when viewing a message.



The first time you press the joypad or any keyboard character while in the message list the shortcut list dialog will show up. After that it will only show up if you press “zero” or “H” on the keyboard.

In FlexMail these commands work when you press the key immediately. You don't need to press and hold a key - just simply press the key and immediately the function will run.

Creating a New Message

When you want to create a new message tap New on the menubar at the bottom of the screen. You can enter your message text and fill the necessary header fields. The headers are displayed in a tab to save space. You can flip through the tabs either via a TAB key or the up/down keys on your joy-pad or via the stylus. You can enter recipient name and address either from keyboard or choose from contact list.

Both Pocket PC and Smartphone devices support an auto-complete feature where you start typing a contact's name a context menu brings up found contacts that you can easily choose.

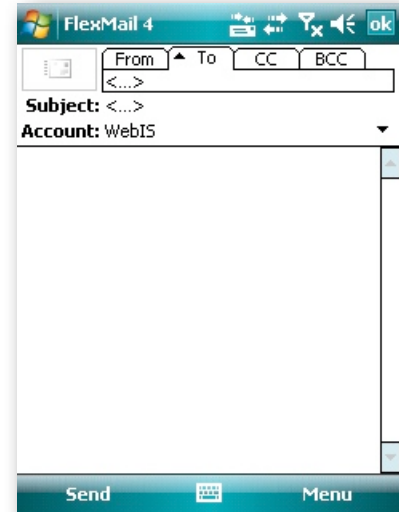
If you are on a Pocket PC you can tap/hold anywhere in the text area to bring up contextual menu which allows you to Undo, Cut, Copy, Paste, Delete, or Select All. On the Smartphone no context menus exist so you would need to download free software such as [Vito's CopyPaste](#).

To spell check a message go to the Message menu and choose “Check Spelling”. Spell Checking will work on Smartphone, but the options will not work.

HTML Reply

FlexMail 4 supports reading email in HTML format just like previous versions, but version 4 now allows you to also reply or forward an email with the original HTML formatting intact. You can also turn this feature off in the Application Settings.

One limitation of this mode is that you will not be able to see or edit the original email as there is no current HTML editing available.



Signatures, Encodings, and more

There are many other actions and features in FlexMail to make working with your email faster and better. You can setup a different signature for a new/forward/reply email, you can change encodings, or check spelling. Many of these options are setup in the Account Settings as defaults and then you can alter them during the process of creating an email by using the Left Soft key menu.

Sending Attachments or Pictures

If you are using Windows Mobile 5.0 or 6, FlexMail allows you to send attachments two ways. First you can add attachment files and navigate through the file system to add any files. Select the file and press OK at the top right to add a file.

The second way is using the Picture Picker which provides a quick way to send pictures via email. Windows Mobile 2003 only provides the normal attachment interface.

Drafts

When you close a new message dialog without sending the email, FlexMail will ask you if you wish to save the email as a draft. If you say yes, it will be saved in the Drafts folder of that account. FlexMail can only edit Drafts originated in FlexMail.

Mark Message for Download

When you are reading a message that has been partially downloaded you will see a “Mark for Download” link at the bottom of the email. For POP3 accounts this will occur on the next sync. For IMAP accounts this will occur on the next sync or if IDLE is enabled on the next IDLE operation which in some cases is immediate. For ActiveSync, it will download the rest of the message as soon as ActiveSync performs the operation.

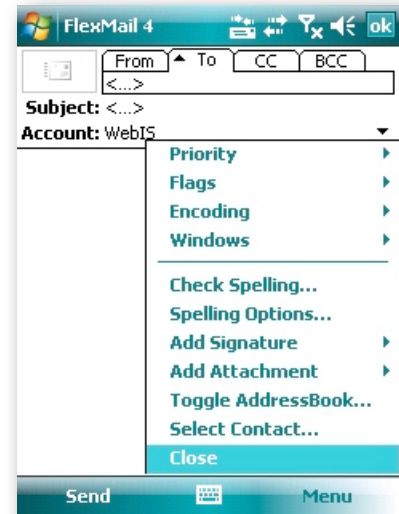
Occasionally due to some partial HTML downloaded you may not see the “Mark for Download” link at the bottom. Just use the menu instead.

Opening or Downloading Attachments

FlexMail 4 allows you to download attachments separately from your message. As such you can download 5k of a message or all of it and then only when you want to, download each attachment separately. Because its a mobile device FlexMail does not download all attachments automatically unless you have the Folder set to download the entire message.

Attachments show up as HTML links at the top of the message and you can tap on them or select them to download, save, or open them.

This feature is for IMAP and MAPI accounts only.



Copying/Moving a Message

To copy or move one or more messages simply select them and bring up the context menu and choose Move to Folder or Copy to folder from the contextual menu. Then select the destination folder.

When messages are moved or copied between IMAP account folders FlexMail always tries to copy or move message original on server without uploading local copy to a new folder. Of course this is only possible for messages which are already on server.

Marking a Message Read/Unread

To mark messages as read or unread select one or more messages and bring up the context menu. Choose Mark from the contextual menu. Then select how messages must be marked (read or unread).

Replying/Forwarding to a Message

To reply or forward to a message go to the Messages tab, select the message, tap and hold and choose Reply or Forward.

Meeting Requests

When FlexMail sees a POP3 or IMAP message that looks like a meeting request it gives you the option to accept or reject the appointment. If it is accepted the appointment will be added into your calendar.

Flagging Emails (IMAP)

FlexMail supports flagging emails to remind you to look at the email again later.

Mail View Format (wide, plain, regular)

When viewing a message full screen you can open the Menu and choose Wide format, Regular, or Plain text.

Create Appointment or Task from Email

One of the great features of FlexMail is the ability to convert an email into a task or appointment. Currently this feature is only available if you have Pocket Informant 8 installed on a Windows Mobile 2003/5.0/6 Pocket PC device. **It is not yet available on the Smartphone.**

Simply tap/hold on an email and the subject of the email will become the task or appointment subject and the body will become the notes of that task or appointment.

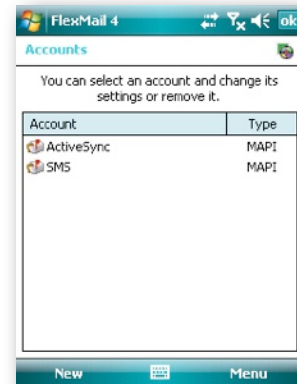
Message Properties

This window contains general information about a message such as location, size, type, priority, time when it was sent or received, as well as the entire header.

Managing your Accounts

Creating new Accounts

To create a new account tap New on the menubar and follow the wizard instructions. You can either use some of the preset templates FlexMail comes with for creating a new account for Gmail, Yahoo, AOL, etc.. or you can use the Empty Account Wizard to enter all the email account information manually.



When you are creating a POP3 Account you can choose if the general Local Folders storage or your own created storage will be used. Note that when account with separate storage is deleted you can delete this storage at once or leave it. If you leave such storage it will be impossible to delete it later.

Before you choose where to store your POP3 or IMAP folders, please read our [section on storage locations](#).

Editing Accounts

To change any setting of an existing account select it and tap Change. FlexMail provides a large amount of per-account settings individual to that account. Many of the settings are for advanced users or for specific corporate use. All of the account settings are divided over several icons.



General Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Common icon.

At this dialog you can change general information such as account name, your name, e-mail address, reply address, organization and default BCC address (if you want to send a copy of each message to some e-mail address).

General Account Settings (for SMS account)

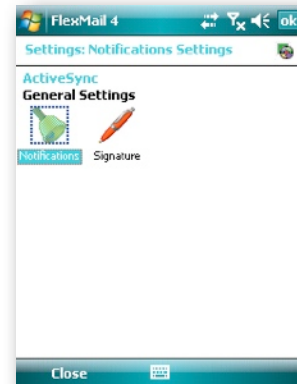
Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select SMS account, tap Change, select Common icon.

General Settings for SMS account differ from other accounts. For SMS account on this page you can configure:

Add country code... controls make FlexMail add country code to all outgoing SMS phone numbers. Of course, if number is already entered in international format FlexMail will not add any prefix.

Uncheck Use Unicode if required setting if you do not want FlexMail to switch automatically to Unicode when outgoing SMS message contains characters from the top of ASCII table.

Use Direct SMS API allows FlexMail to use the direct SMS functionality of your phone. Please do not use this setting unless you are having SMS issues with the regular method. Unfortunately while there are two methods of sending SMS programmatically, some phones work better with one method over another.

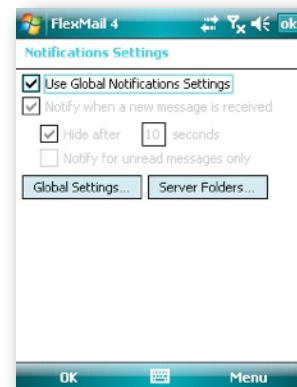


Notifications Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Notifications icon.

This settings dialog lets you configure notifications settings for account. You can either use global notifications settings (configured in global Notifications dialog) or override them with settings specific to this account only.

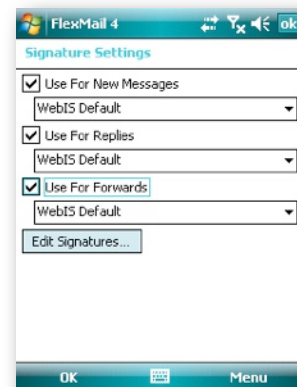
Uncheck Use Global Notifications Settings control to get access to account notifications controls. The controls themselves are identical to new message settings in global Notifications dialog.



Signature Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Signature icon.

Here you can add predefined signatures to outgoing messages, replies or forwards. Signatures available for selection can be configured in global Signatures dialog. If you do not select any signature here they will still be available to insert in your message (Add Signature submenu will contain all signatures defined globally).



Encoding Settings

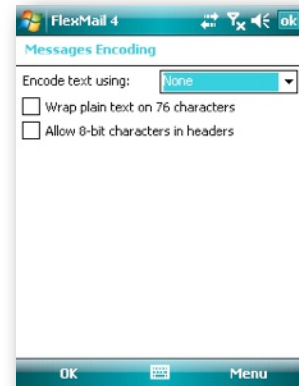
Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Encoding icon.

This dialog allows you to select various encoding options for messages sent with FlexMail. Some mail servers might require certain encoding settings (for details ask your Network Administrator).

Encode text using option configures how message body should be encoded on sending. You can either disable forced encoding there or select Base64 or Quoted Printable encoding to use on message body.

Wrap plain text on 76 characters - check this option if you want FlexMail to split message lines if they are longer than 76 characters.

Allow 8-bit characters in headers option enables sending characters from the second part of ASCII table as they are. Otherwise they will be encoded as quoted printable.

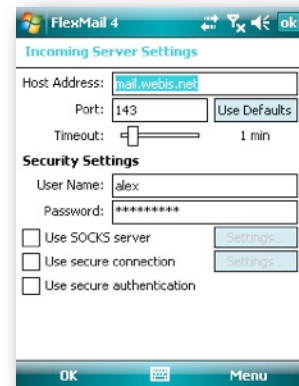


Incoming Server Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Incoming Server icon.

All incoming server settings are turned at this dialog.

Host address, port, user name and password are set at this dialog. **Timeout** (shows how long answer from server will be waited) and if **SOCKS server and/or secure connection/authentication** will be used you can set here as well.



If you do not know host address or port or in which form user name must be entered ask your system administrator. If you do not communicate with server administrator (for example using free mail server) such information must be available at that server.

Please note that SOCKS server and SSL (Use secure connection) details should be defined in other dialogs. You should tap on Settings button next to the controls to access details configuration dialogs.

Outgoing Server Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Outgoing Server icon.

This dialog contains information about host address, port, timeout, domain, if authentication, SOCKS server and/or secure connection/authentication must be used for outgoing (SMTP) server connection.

If outgoing server requires authentication you can select one of the following authentication variants: to use the same settings as in incoming mail server, set another user name and password for connection or to check incoming mail before sending (this can be configured by tapping Settings button next to the Authentication required control).

If you do not know host address or port or in which form user name must be entered ask your system administrator. If you do not communicate with server administrator (for example using free mail server) such information must be available at that server.

Please note that SOCKS server and SSL (Use secure connection) details should be defined in other dialogs. You should tap on Settings button next to the controls to access details configuration dialogs.

IMAP Specific Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select IMAP4 icon.

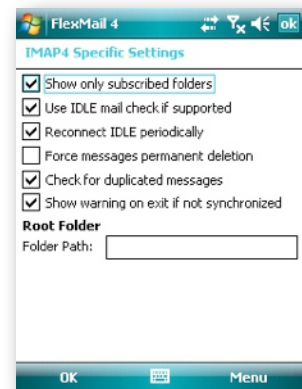
This dialog is available for IMAP accounts only. Please read carefully descriptions of these settings because changing them can cause problems with this account.

Show only subscribed folders - uncheck this option if you do not see some server folders. If it is unchecked folders list refresh will take more time especially for IMAP accounts with many folders.

Use IDLE mail check if supported option enables permanent connection to the IMAP4 server. If this feature is supported on your mail server FlexMail will be able to monitor server changes and update local storage instantly without manual synchronization. It also updates server with any local changes (reading mail, deleting messages etc.). Uncheck this option if you do not want your messages to be always synchronized with the server or want to save network traffic.

Reconnect IDLE periodically maintains IDLE connection to the server for the cases when device was turned off or network problems. Turn this option off if you work mostly offline and do not want FlexMail to try establishing server connections.

Force messages permanent deletion option is created for IMAP4 servers that do not support UIDPLUS capability. If this option is unchecked and server does not support this capability FlexMail is not able to delete messages permanently. If you enable this option FlexMail will delete messages however this will be done for all marked for deletion messages in the folder at once.



Show warning on exit if not synchronized will help you if you exit FlexMail and your local changes are not updated on server. Turn this option off if you do not want FlexMail to remind you in this case.

And finally you can specify the folder on the server that contains all your folders here (under Root Folder label).

If you are not sure in this folder name format ask server administrator.

POP3 Specific Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select POP3 icon.

This dialog is available for POP3 accounts only.

Use fast new messages check makes new mail check much faster however it can cause FlexMail to skip some messages. But it happens very rarely so this option is turned on by default. If you do not receive some messages please try to disable this option.

Sync Sessions Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Sessions icon.

This settings dialog configures send/receive sessions for selected account.

Include in "Send and Receive All" - uncheck this option if you do not want to synchronize this account when Send/Receive All command is executed.

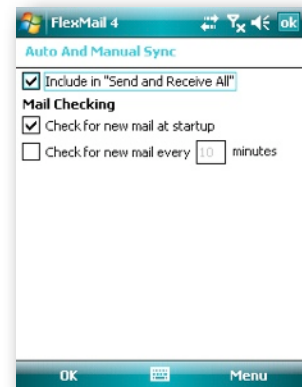
Check for new mail at startup - uncheck this option if you do not want to synchronize this account on startup. You will still see notification about starting synchronization at startup (if other accounts are still selected for it) however this account will be unchecked by default.

Check for new mail every ___ minutes option schedules for this account periodical sync sessions. You may either see a notification for these periodical sync sessions or not, this depends on the settings in global Notifications dialog.

Mail Download Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Download icon.

This dialog allows you to specify if mail will be checked at startup and then periodically (and how often).



You also can specify which messages should be downloaded. However these settings are available for whole account only for POP3 accounts. For IMAP4 accounts you can configure them individually for each folder, so please use Server Folders configuration dialog for this.

If you need only newest messages check **Only mail from the last ___ day(s)** and specify how old message can be.

If you need only small messages check **Only messages smaller than ___ KB** and specify maximum size of the message.

It's also possible to **download only headers** or **headers with message part of specified size**.

You can combine these rules as you need. For example, you can download only headers of messages that came not earlier than two days ago and are not larger than 10 KB.

Mail Deletion Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Delete icon.

This tab is available only for POP3 accounts. To tune deletion rules for IMAP account see Server Folders.

Sometimes you want to **leave downloaded messages on server** but sometimes you want them to be deleted. You should set if messages will be deleted from server after it has been downloaded at once. If you leave messages on server they can be deleted after specified number of days, after you delete them from local Deleted folder or never.

Also you can configure mail to be **deleted on server after you delete it locally**. You can change this setting at any time if you need.

And the last setting, **Delete messages moved from "Inbox"**, is a special option for the case if you want to keep a copy of message from "Inbox" in some other local folder and delete original locally, but not on server (moving means deleting original and this option is enabled only if Delete locally after deleted on server is on). For this scenario you should keep this option unchecked.

Socks Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Incoming Server or Outgoing Server tab. Mark Use SOCKS server and tap Settings near it.

Host address, port, SOCKS version and user authentication can be specified here.

If you are not sure in settings values ask your administrator.

SSL Account Settings

Select Accounts from softkey menu (or tap the FlexMail button and select Accounts from popup menu if you are using classic menus), select account, tap Change, select Incoming Server or Outgoing Server tab. Mark Use secure connection and tap Settings near it.

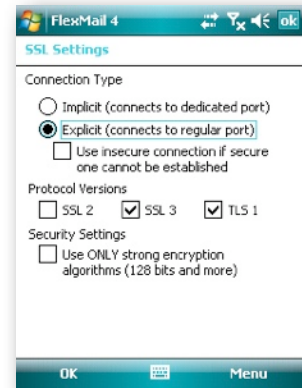
Connection Type depends on server.

Implicit - means that secure connection will be established first and all data will be transferred via secure connection.

Explicit - means that POP3 or IMAP connection will be established first and SSL connection will be established over it. You can allow or deny using insecure connection if secure one cannot be established.

Protocol Versions - there are three possible protocol versions: SSL2, SSL3, TLS1. You can select one or more of them to be used during secure connection. If you select two or three protocol versions connection will be established using the most recent of them supported by server. Note that you it is impossible to use only SSL2 and TLS1 when not using SSL3. You should enable all three versions if need both SSL2 and TLS1.

Security settings - there are a lot of different algorithms can be used during SSL connection. Some of them were broken and cannot guarantee security. If you want to use only strong algorithms which use keys not shorter than 128 bits and was not broken yet mark according checkbox.



IMAP Account

IMAP Account has some additional settings because of its specific. When using IMAP you have several folders on server and some local folders. Local folders and folders on server can be mounted or independent.

To create new local folder tap and hold IMAP account name or folder and select New Local Folder. Then you will have to enter new folder name and select parent folder.

To create new server folder or change settings of existing one tap and hold account name in the tree of folders and select Server Folders. If you want actions you take on local folder to affect server one you must mount server folder locally. To do it mark folders that must be mounted at the IMAP Server Folders page. After you mounted server folder you can specify what will happen to this folder on synchronization.

IMAP Server Folders

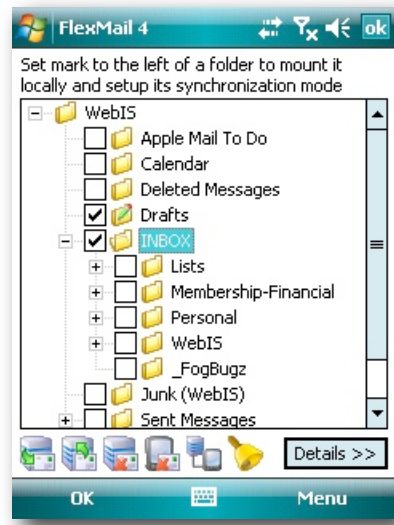
To open this page open Folders tab, select IMAP account, tap and hold it and select Server Folders from popup menu.

Another way to get to this dialog is to open account's IMAP Specific options dialog and select "Server Folders" button or menu command.

If you want actions you take on local folder to affect server one you must mount server folder locally. To do it mark folders that must be mounted. After you mounted server folder you can specify what will happen to this folder on synchronization. These actions are specified for each folder separately.

Below (or to the right for landscape display orientation) server folders tree you can see an overview of enabled sync options for currently selected folder. They are displayed by icons: if icon is grey the sync option is disabled and otherwise the option is enabled. There are 6 basic sync options: messages downloading, uploading, deleting on server, deleting locally, notifications and IDLE on/off. You can tap on icons in this overview to turn a corresponding option on or off, but to configure sync details you have to open Details view for the folder ("Details" or ">>" button or menu command).

In Details view you will see all the same overview icons, but now tapping them will bring you to the details configuration page of the corresponding option. Also for all pages you will find two menu commands in Details view: Set All as Default and Set Page Name as Default. Using them will make either all settings for the current folder or only from the current page as default for all mounted folders.



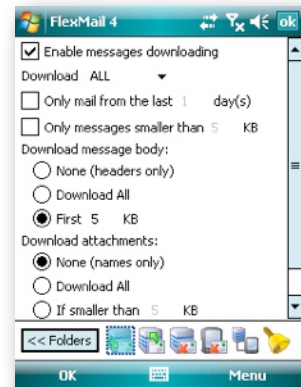
IMAP Server Folder Download Details

Use Download control to define which messages should be downloaded for the folder: ALL or only NEW. When ALL is selected FlexMail not only downloads new messages, but also checks for server updates for already downloaded messages. It means that when you mark message as read on server it will also be marked as read locally after sync.

If you need only newest messages check Only mail from the last ___ day(s) and specify how old message can be.

If you need only small messages check Only messages smaller than ___ KB and specify maximum size of the message.

Download message body and Download attachments control groups allow you to configure the part of message which will be downloaded on sync. For message body you can select not to download anything, download all or download only the first N KB. For attachments you can



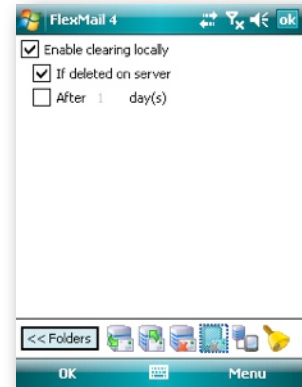
configure if nothing should be downloaded (apart from attachment names), everything or only attachments smaller than N KB.

You can combine these rules as you need. For example, you can download only headers of messages that came not earlier than two days ago and are not larger than 10 KB.

Allow single folder synchronization option allows you to run synchronization for this folder only. If this option is checked Send/Receive menu item for this service will include submenu with this folder.

IMAP Server Folder Clear Locally Details

You can configure FlexMail to delete messages in this folder when they are deleted on server (using If deleted on server checkbox) and/or after they become old (using After ___ day(s) controls).



Message Filters/Rules

FlexMail has a flexible automatic rules engine for use on POP3 and IMAP accounts. MAPI accounts can have rules run on them manually. To create a set of rules simply tap and hold on a storage folder or account and choose “Message Filters” or go to the Storages dialog and choose “Message Filters” there for a specific storage.

One great usage of Mail filters with POP accounts is that you can send messages to sub-folders of the Inbox and all e-mails will continue to sync correctly with your POP Inbox.

Rules can be added, deleted, or updated. Simply select a rule and choose Change. You will see a screen split into two. The top half shows the conditions of the rule and the bottom half shows the actions. Conditions include things like “Subject” “contains” “Meeting”. An action for this could be “Move message to folder” “Meetings”. Add a name for the filter and setup a match condition.

You can also import, export, and change the order of the rules through the menus.

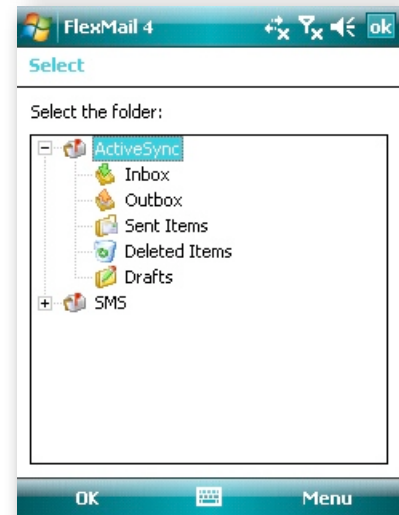
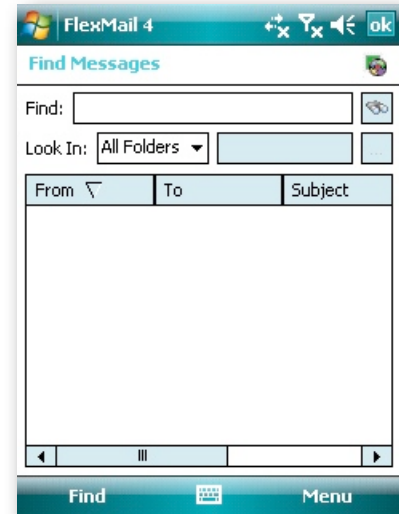
Folder Searching

Folder searching lets you search for text within all accounts and folders or specific folders. Simply choose Find from the Right Soft Key menu. You will get a dialog like this:

Type in the text you’re searching for and click Start Search.

You can also narrow the search to a specific folder by selecting “All Folders” and choosing “Specific Folder” and then using the Folder Picker to pick what folder to search.

The results will show and you can then use Menu->Open Message to open and read that message. You can also open the folder that message is in by choosing Menu->Open Folder while that message is selected.



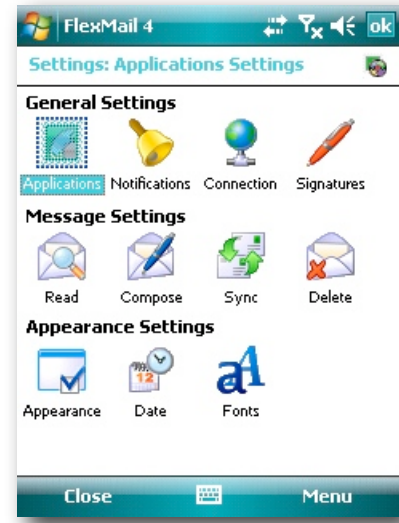
Settings

All settings are divided at several tabs according to their functions.

Application Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail icon, select **Settings** from popup menu. Then select **Applications** icon.

In this dialog you can specify settings specific to FlexMail as application and its interactions with other applications. Some of these options are not supported on all devices. If an option is not supported it will be hidden in this dialog.



Check that FlexMail is the default mail client at startup - if this is on FlexMail checks if it is default mail client on startup and gives you an option to make it default for SMS and/or Mail.

Make FlexMail the default mail program - check this option if you want FlexMail to be default mail application. It will launch when Messaging shortcut is tapped and will be default handler of saved message files if you tap them in File Explorer.

Make FlexMail the default SMS program - check this option if you want FlexMail to handle SMS messages (this means that FlexMail will take over new SMS notifications). This option is not available on Smartphone Windows edition and devices without phone module.

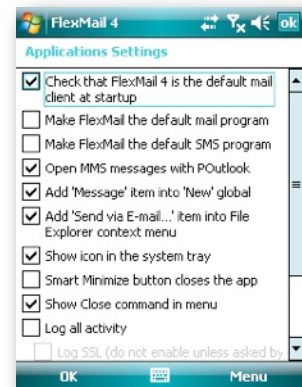
Open MMS messages with POutlook - this option controls MMS messages opening. If it is checked MMS are opened using POutlook user interface. Uncheck this option if this conflicts with SMS messaging (then there will be no support for MMS messages in FlexMail)

Add 'Message' item into 'New' global menu - check this option to add command item into system's global 'New' menu for FlexMail to create a new message.

Add 'Send via E-mail...' item into File Explorer context menu - check this option to add command item into File Explorer context menu to enable sending files as attachments via email.

Show icon in the system tray - when active FlexMail adds its icon to the system tray in Today screen. This icon can be used to call FlexMail quickly from Today Screen.

Smart Minimize button closes the app - check this option if you want FlexMail to close on minimization.



Show Close command in menu - this setting controls application Close command displaying in the main menu.

Log all activity - when checked all FlexMail activity is logged (excluding private information). Please check this option when support has asked you for logs. A sub-option of this setting exists and it is called **Include SSL status info in the log**. Do not check this option unless asked specifically by customer support.

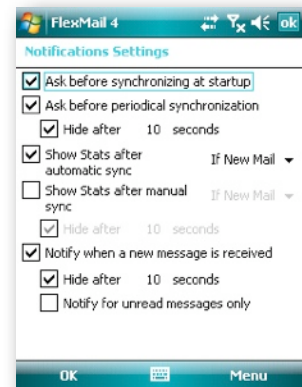
Switch to the following screen orientation mode on startup option adds ability to switch to some specific screen orientation while using FlexMail. If you have **Switch back on exit** option checked the screen orientation will be restored when you exit FlexMail.

Notifications Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Notifications** icon.

In this dialog you can specify which notification and for how long will be shown.

Ask before synchronizing at startup - check this option if you want to be asked to specify which accounts must be synchronized every time at startup.



Ask before periodical synchronization - check this option if you want to be asked to specify which accounts must be synchronized every time when it's time for automatic synchronization.

Hide dialog after __ seconds - check this option if you want notification before synchronization to hide and synchronization begin automatically if you do not react to it. Accounts specified by other settings will be synchronized.

Show Stats after automatic synchronization - check this option if you want to be notified after automatic synchronization. You can be notified either after each automatic synchronization or only when new mail has been downloaded.

Show Stats after manual synchronization - check this option if you want to be notified after manual synchronization. You can be notified either after each manual synchronization or only when new mail has been downloaded.

Notify when a new message is received - check this option to be notified about new messages after synchronization (for IMAP4 IDLE connection the notification will be displayed whenever a new message is received).

Hide notifications after __ seconds - check this option if you want notification after synchronization to hide automatically if you do not react to it.

If **Notify for unread messages only** option is checked you will be notified only on unread messages arrival (relevant for IMAP4 accounts).

Options listed below are available only for Windows Mobile for Smartphones (or Windows Mobile Standard as it is called now):

Play sound checkbox and selector list next to it are used to customize a sound which will be played when the new message notification is displayed. If this option is unchecked FlexMail will use default system settings for mail notifications.

Do not pop-up notification (only play sound and/or vibrate) - check this option if you do not want to see popup notification for new messages but want to be notified with sound/vibration (depending on your active system profile).

Connection Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Connection** icon.

You can establish one of two possible connections from your device: connection to "Work" and to "The Internet". This tab allows you to specify which of these connections and in which order will be used.

There are five possible variants:

- connecting manually;
- connect only to "Work";
- connect only to "The Internet";
- connect to "Work", if fails try to connect to "The Internet";
- connect to "The Internet", if fails try to connect to "Work".

Each of these variants can be useful in different cases. For example, it can be unwanted to connect over your work computer. Or you vice versa don't want to connect via mobile phone. You can select variant most suitable for you.

Signatures Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Signatures** icon.

In this settings dialog you can manage all your signatures which you want to add to your outgoing messages (to set which signature should be used with which account please use Account Signature Settings).

The main part of the dialog is used by signatures list. Each signature you create is displayed in this list. Below the list (on touchscreen-enabled devices only) you will see four buttons to control signatures list: **New**, **Edit**, **Delete** and **Import**. The same commands are also available in the menu.



New, **Edit** and **Delete** buttons/commands are used to create, edit and delete signatures respectively.

Import button/command allows you to import a signature from plain text file. You will be prompted for a file name and after import the signature will be displayed for editing.

Mail Read Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Mail Read** icon.

This dialog defines various options on how FlexMail should process incoming messages.

Mark message read after displaying for ___ seconds in preview - check this option if you want messages to be marked as read automatically after they have been previewed for specified time period.

Mark message read on opening in message view window - check this option if you want message to be marked as read on its opening in message window independently on how long this message has been displayed. To open message in message window select it in folder and double tap on it.

Mark message read on reply/forward - check this option if you want message to be marked as read on replying/forwarding message.

Send Read Receipts option controls Read Receipts sending. You can set FlexMail to send Read Receipts always, never or ask before sending them.

Read all messages in plain text - this option specifies if messages in HTML will be displayed as HTML or plain text. Checking this option is also a good way to improve messages downloading speed over IMAP. If it is checked FlexMail will not download HTML part of the message.

Use the following encoding as default for viewing messages - you can choose encoding that will be applied by default to messages in which encoding is not specified. Moreover you can ignore encoding specified in message and this one will be applied always.

Ignore encoding specified in message headers and use the default - the encoding specified above will always be applied to messages independently if any encoding is specified in message headers.

Automatically open a message when it is the only one in folder - when this option is on and you open a folder with a single message in it then FlexMail opens this message automatically.

Open a message only by double-click - check this option if you do not want FlexMail to open message by a single click on already selected message in the list.

Show images in HTML messages - gives you control which messages do you want to see when viewing HTML messages (all, inline only or none).

After moving or deleting an open item option allows you to select what to do when currently viewed message is deleted or moved from the current folder. Available options include opening next or previous item or returning to the message list.

Mail Compose Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Mail Compose** icon.

At this dialog you can choose settings for new messages and forwards/replies.

Add HTML alternative to new messages - if this option is checked FlexMail will add HTML alternative to all your outgoing messages. This will make messages larger but recipient will see them as HTML and when replying to your message mail clients will choose HTML format for a reply.

Preserve HTML original on reply/forward option enables to keep HTML formatting of original message when replying/forwarding it with FlexMail. There is one serious disadvantage: if this option is active you will not be able to modify original message's body when replying/forwarding it. Also it is recommended to turn this option off if there are problems with message composing user interface on your device (message body empties on paste etc.). This happens on some devices with non-standard input methods.

For replies/forwards use the encoding of original message - check this option if you want FlexMail to use encoding of the original message rather than using its own default encoding.

Use the following encoding as default for new messages - you can choose encoding that will be applied by default to all outgoing messages.

Include original message in reply - uncheck this option if you do not want to include original message in replies. This will save you some time by reducing the size of outgoing messages.

Two options **When replying to (forwarding) a message prefix each line of the original message** and their sub-setting **Prefix each line with** give you control over how FlexMail will format forward/reply message. These settings will not take effect if **Preserve HTML original on reply/forward** option is checked.

If **Suggest to add a new address to the contacts list** option is checked FlexMail will always ask you when it encounters an unknown email in outgoing message.

After reply or forward option allows you to select what to do when currently viewed message is replied or forwarded. Available options include returning to original message, message list or show next message in the current folder.

Auto-capitalize... group of options configure if FlexMail should auto-capitalize individual fields in message composing dialog: addresses, subject and message body.

Mail Sync Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Mail Sync** icon.

This dialog customizes some global account synchronization settings. For detail sync customization you should use each account's settings.

Immediate send if there is an active connection - check this option to make FlexMail send new messages immediately after you tap 'Send' button if there is an internet connection available.

Show Status Window on manual synchronization - uncheck this option if you do not want to see popup Status Window on each manual synchronization.

Popup Status Window on errors - uncheck this option if you do not want to see popup Status Window synchronization errors.

Reset synchronized accounts after manual synchronization option controls resetting auto-sync timer after successful manual synchronization. If **Reset all accounts, not only synchronized** option is checked then FM will reset auto-sync timer for all accounts, even the ones which have not been synced in the last manual synchronization session.

Mail Delete Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Mail Delete** icon.

Mark message read on deletion - check this option when you want deleted messages to be marked as read independently on other rules. Note that it will be impossible to find out if message was marked as unread before deletion if you check this option.

Empty "Deleted" folders on exit - check this option if you do not want to store deleted messages. Be careful as deleted messages will be deleted from server during next synchronization if you checked **Delete after deleted** at [Mail Deletion](#) dialog of account settings.

Ask before delete message permanently - check this option if you want FlexMail to ask you before you delete messages permanently: when you delete them from Deleted folder or when you have selected permanent deletion mode (see below).

Ask before empty folder option controls confirmation for emptying folder command. Uncheck this option if you do not want FlexMail to ask confirmation on this command.

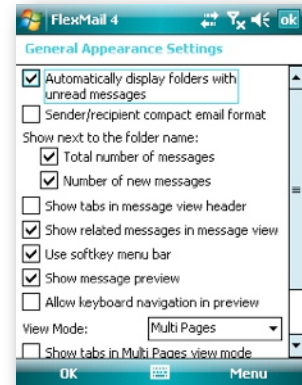
There are two possible deletion modes: when messages are moved to "Deleted" folder first on deletion and can be moved or copied to any other folder from it. Messages are deleted permanently only after deletion from "Deleted folder". The "Deleted" folder is not used in the second mode. In this case messages are deleted permanently at once and can not be restored later. Be careful with this mode as if you check Delete after deleted from "Deleted" option in account settings deleted messages will be removed from server during first synchronization after they have been deleted.

Appearance Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Appearance** icon.

This dialog give you control on various FlexMail's appearance settings.

If **Automatically display folders with unread messages** option is checked FlexMail will expand folders automatically if they have unread messages.



When **Sender/recipient compact email format** is checked and email address is too long to display in message list then FlexMail will try to display it in more compact way (without name, email address only).

Show next to the folder name options group configures folder name display in Folders Tree. You can enable FlexMail to show **total** number of messages or/and number of **unread** messages there.

Show tabs in message view header - check this option to use previous version FlexMail message read window layout with tabbed header. If this option is unchecked a new layout with HTML formatting is used.

Show related messages in message view - check this option if you want to see headers for messages related to the message currently opened for viewing. They will be shown right above or below the message body.

Use softkey menu bar option (available only for Windows Mobile 5 and higher non-Smartphone edition) gives you ability to turn off softkey menus and use classic menu bars.

Show message preview - check this option if you want to see message preview in the message list.

View Mode option controls view mode of the main FlexMail window. You can either select **Multi Pages** view (Folders and Messages in two different pages you can switch between), **Single Page** view (Messages list only and Folders list available as a popup) or **3 Pane** view (Folders tree, Messages list and message preview are always displayed at the same time). When **Multi Pages** view is active you can turn on and off trigger tabs for its pages (**Show tabs in Multi Pages view mode** option).

Message List Mode option configures messages list display. It can either show as a multi-column list view or have a single column with all message information combined.

Show windows animation option is pure visual control. If it is on then FlexMail will animate window transitions whenever applicable. Turn this off if this window transitions work too slow on your device or if you do not like visual effects.

Date Format Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Date** icon.

This dialog allows you to select date format as to be displayed in message list and some other places of application.

Date format list at the top of the screen allows you to select from several standard date formats available for your locale. You can change locale using selector control right below date formats list.

Show only date (without time) for non-today messages, **Show only time for today's messages** and **Do not show seconds** options configure the way FlexMail will display date in messages list. By default all these options are checked and this results in the most compact format for date/time in message list. You can change these options to display dates and times of messages differently (for example if you need to see time right to the second or when receiving time is important to you even if the message was received several days ago).

Fonts Settings

If softkey menus are active select **Settings** from the main menu, on classic menu bar tap the FlexMail button, select **Settings** from popup menu. Then select **Fonts** icon.

In this dialog you can configure font family, size and color for almost any FlexMail user interface element. Just select this element in **Interface Element** control and change **Font**, **Size** and **Color** controls to customize it (note: not all properties can be customizable for each interface element, for example folders tree does not support font color customization because it uses color coding for unread messages).

Tap **Apply To All** button to set currently selected font settings for all interface elements.

Mail Sending and Receiving

When you need to send or receive mail select the Windows menu (Or the Menu soft key and then Windows submenu) and select the necessary action from the contextual menu.

- **Show Status Window** - shows results of last try.
- **Send All** - sends all messages from Outbox folders of all accounts.
- **Receive All** - receives messages for accounts for which option
- **Send and Receive All** - sends and receives messages for accounts which option Include this account when receiving mail or synchronizing is on.

Your list of accounts will display in this menu and you can force a send/receive of a specific account by selecting it.

During the account synchronization the Status window will show all tasks and their success or failure.

Status Window - Tasks

This tab contains the list of tasks during last synchronization and shows which tasks were completed successfully. You can see full information on any errors at the Errors tab if any occurred.

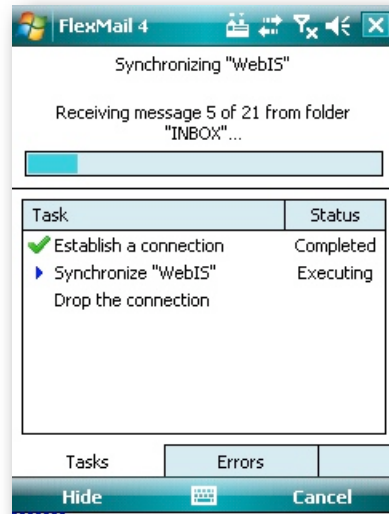
By default FlexMail will bring up the mail status window whenever you initiate a first sync. You can also see if FlexMail is actively sending or downloading email by the titlebar icon that shows up when FlexMail is working.

On Pocket PC devices you will also see a progress bar at the bottom underneath the menubar. This progressbar shows up no matter what the current application is.

You can set this status window to show or hide on every sync or on every action in the [Mail Sync Settings](#) window.

Status Window - Errors

This tab shows information on each error that occurred while processing requested tasks. This information can include account name, server name, protocol and port that were used, if SSL is on or off, error code and verbal description.



Encoding Error Dialog

This dialog appears when you try to save or send a message that contains characters that are not included in the currently selected character set used for the message. In order to not scramble your message we recommend the use of the Unicode character set. Or if you wish, select another character set which contains all of the necessary symbols. Any characters not included within the selected character set will become unreadable by the recipient.

Account Changing Dialog

This dialog appears when you try to save a message with a account that has been changed before the message was sent. You can either move the message to the Drafts folder of the new account or leave it where it was (account will not be changed in this case). If you change the account for a message and send it without saving, it will be moved to the Outbox folder of the newly specified account.

Account Types

Each email account with which you want to work from device must have its own account within FlexMail. There are accounts of three types in FlexMail: POP3, IMAP and MAPI.

You can create as many POP3 and IMAP accounts as you need and make individual settings for each of them. For more information how to create or change accounts [see Accounts](#).

MAPI accounts include ActiveSync/Hotmail and on Phone devices, SMS. MAPI accounts are created by the Windows Mobile device and are designed to synchronize mail on your device and desktop. These accounts are not controlled by FlexMail and FlexMail does not add any extra features to these accounts. FlexMail is in essence a new front end for these accounts. You cannot delete these account but you can make their storage invisible and turn off their synchronization if you don't use it.

But lets discuss your account options with FlexMail:

Native FlexMail accounts

Native accounts are accounts that FlexMail has full control of. Everything from their data, settings, behavior, and control is FlexMail's. All of FlexMail's features can work with these types of accounts. FlexMail is designed around these native accounts. However because these are FlexMail's native accounts, the rest of the operating system is not aware of them. As such they will not show up in the built in Messaging Today plugin and you should use the FlexMail Today/ Homescreen plugin.

You can tell what kind of account you have by going to the Accounts dialog. Each account type is listed there next to the account name.

POP3 Accounts

POP3 accounts are the simplest form of email account. An email arrives on the server, and then FlexMail grabs the email and the email no longer sits on the server. FlexMail is the owner of that email. You can setup FlexMail to keep mail on the server so that other POP3 clients can access them. But this account type is one way. FlexMail cannot mark a message as read or sync up any changes from the client to the server.

IMAP4 Accounts

IMAP accounts are FlexMail's forte. These accounts live completely on the server. All email sits on the server and is organized by folder on the server. The client, such as FlexMail, simply keeps a local cache of the data on the server for you to access quickly. With IMAP accounts every change is a full two way synchronization. With IMAP IDLE these two way synchronizations happen live on both sides immediately. The wonderful thing about IMAP is the ability to have one email account full synched among many computers - your home, work, PDA.

Note: Unless your IMAP server has IDLE enabled, IMAP works only in off-line mode in FlexMail. This means that it works much like a POP3 account with multiple folder access. For example you cannot connect to the server and make changes on it live. All necessary actions you should make at your mobile device and then synchronize with server in order to apply changes. If you have IMAP IDLE enabled, then many changes such as new emails, flag/reply/forward/read status, deletions, and such are immediately synchronized on the server. This also depends on your account settings: for example you can disable local updates to be sent to the server.

MAPI - Operating System Accounts

MAPI accounts are accounts that are controlled by the operating system via Messaging, Pocket MSN, and the phone subsystem. FlexMail acts more like a viewer for these accounts. Under Windows Mobile 2003 FlexMail has very little control over these accounts while under Windows Mobile 5 and 6, FlexMail has more control and better access. Furthermore there are some issues with MAPI accounts that you may see using these accounts. For example sometimes the MAPI system will tell FlexMail that a new email has arrived but when FlexMail goes to read it the same MAPI subsystem will not have the email ready for us to read. In cases like this simply change folders in the display to force FlexMail to refresh the account.

ActiveSync Accounts

ActiveSync accounts are accounts that are handled in every way by Windows Mobile. The synchronization, options, and limitations are all native the OS. For example, FlexMail cannot read HTML email under Windows Mobile 2003/5 for ActiveSync accounts because ActiveSync filters them into plain text emails. Windows Mobile 6 does support HTML email and FlexMail does too.

However this is the easiest type of account to work with. Its automatically setup with ActiveSync.

HotMail Accounts

FlexMail does not include native Hotmail support. Instead just like the ActiveSync accounts, the HotMail account is a native operating system account type under Windows Mobile 5.0 and up. To setup the Hotmail account first make sure you have PocketMSN in the programs window. If you do not, then FlexMail cannot show you a Hotmail account. If you do then open PocketMSN and setup an account. The next time you start up FlexMail the Hotmail account will show up and FlexMail will be able to perform a send receive of the Hotmail account.

Text Messaging/SMS

On a Pocket PC Phone Edition or Smartphone device FlexMail supports native SMS/Text Messaging accounts. The SMS account is a native operating system account like Hotmail and ActiveSync.

Right from the start FlexMail can send SMS messages from your Pocket PC/Smartphone. There is no need to make FlexMail the default mail application or use any of the integration options to send or see received SMS messages within FlexMail. However as other applications or system

components such as the SMS Received notification try to send an SMS they will always call the default application to do so. FlexMail provides the ability to “integrate” SMS into the system which does not overwrite any part of the operating system. It simply puts in a rule into the messaging system to call FlexMail when a new SMS message comes in.

MMS

Some devices come with a custom MMS account and if FlexMail can determine that you have one of these it will provide full MMS support within FlexMail just like the native applications do.

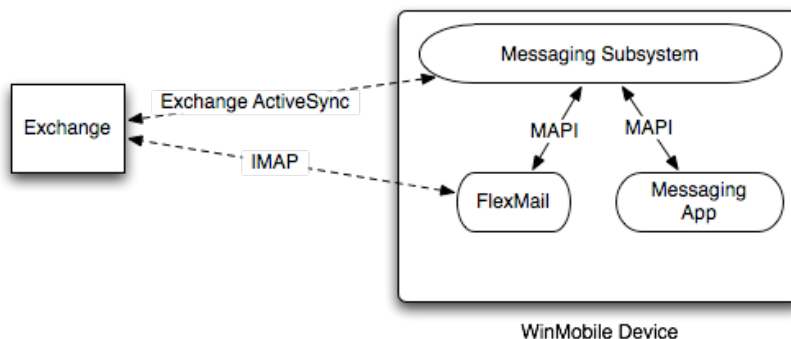
Other MAPI accounts

In some cases you may have other types of accounts you wish FlexMail to support. Because each type of account may do something FlexMail isn't expecting we do not support them officially. However we do provide unofficial support with this KnowledgeBase article: [How to add custom MAPI accounts to FlexMail 4?](#)

Exchange® Support

Most users will connect to Microsoft® Exchange® using Exchange® ActiveSync which is a Windows Mobile feature. By doing so you gain the full PIM syncing over the air with push email and other major enterprise features. FlexMail fully supports Exchange® ActiveSync. In fact, FlexMail does not actually interact with Exchange® at all; instead just like any other MAPI account, FlexMail simply reads/writes data to the account and the Messaging Subsystem does the actual syncing.

You do have two choices when syncing with Exchange®. One is using the Exchange® ActiveSync option and the other is to use FlexMail's excellent IMAP functionality. Using IMAP frees you from the limitations of ActiveSync and can be used in conjunction with Exchange® ActiveSync for PIM synchronization. This diagram should explain the way FlexMail works with Exchange®:



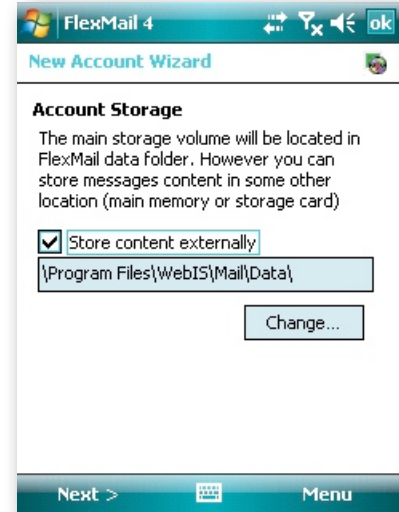
An advantage of using IMAP over Exchange connection for email is specifically that FlexMail has much greater control over what to download and how to download your messages and folders.

About Storages and Folders

There are some differences within the accounts in how they use folders. Also while FlexMail does allow you to store your messages on a storage card or elsewhere, you choose this upon creation of a new account. This is not available for MAPI type accounts.

Storage Location - Main Memory or SD Card

FlexMail allows you to store FlexMail native accounts such as POP3 or IMAP anywhere you choose to keep them. However there are some considerations for where you put your storage files. First it is important to understand what FlexMail storage files are. On Windows Mobile 2003 the storage files are CEDB database files and on Windows Mobile 5.0 and 6 they are EDB database files which is based off SQL Server. Both types of database files are native Windows Mobile databases used for PIM data, Messaging, alarms, and so forth. Even though these are databases the resulting files are still just files. They have to be read/written/updated which means they go through your devices file drivers. FlexMail itself does not read/write these files and has no idea about the file format, the software uses the database server that is built into the operating system. So that is what FlexMail storages are.



FlexMail 4 has a new database schema that makes reliability of its database files far better than previously by keeping a main index in main memory and actual data wherever you put them. However even with this change we still recommend putting your databases in main memory simply because of the performance you will see.

Also on Pocket PC devices you still can run the risk of file corruption depending on the device and storage card combination. The risk is far lower but it still exists.

The reason this risk exists on Pocket PC devices is because when you put your device to sleep the Windows Mobile device “invalidates” the file handles to these databases if they are on a storage card, but not if they are in main memory. Upon waking up the database system tries to reconnect to the storage files, but there are situations when it times out and you end up with a storage file that may get corrupted and cause FlexMail to hang as it waits for a result from the database server. Windows Mobile does this invalidation because storage cards can be removed during sleep. Under Windows Mobile 2003 you can edit the registry to change this behavior so that the file handles never get invalidated. Under Windows Mobile 5 and 6 this behavior is hard-coded and is no longer changeable. To make things more confusing, the behavior is hard-coded by the device maker, not Microsoft® so each device can behave differently. Some devices may have a 1 second timeout, some may have a 4 second timeout, some may have no timeout at all.

Another aspect in this is if your device has a decent timeout is how fast your storage card is. Most inexpensive storage cards may take up to 4-8 seconds to initialize and mount. This goes over the timeout noted above and you will experience corrupted data and hangs. Fast SD cards can initialize much faster and will then cause this issue to either never occur or rarely occur.

All this shows that this is a confusing mess of hardware/software characteristics that FlexMail does not have control over. If FlexMail were simply reading data or opening->reading->closing the data, this would not be an issue but then performance would be abysmal as the database has to perform the very expensive open/read/flush operation for each action.

WebIS tested many different database systems when we chose to use the operating system native one. We chose to use the native system because of the best balance of performance and reliability.

POP3 Storages

When creating a POP3 account you have a choice between downloading messages to the general Local Storage or to its own storage. Local Storage is the default local databases that FlexMail creates which can hold all your POP3 email accounts' data or some of them. When you create a POP3 account it asks where you wish to store the data - an existing storage or a new one.

If you created a POP3 account with its own storage and later choose to delete the account it will also delete the storage and its contents. If you created a POP3 account having it use the general Local Storage, deleting the account will not delete the corresponding messages.

IMAP Storages

IMAP accounts are always created with its own storage. On creation of a new storage the following folders are created automatically within the storage:

- Inbox
- Outbox
- Sent
- Deleted
- Drafts

Further folder behavior depends on the type of account to which the folder belongs. For example, if a folder belongs to a POP3 account you can create, copy, move, delete subfolders and move or copy messages between them. If you copy a message and it was not downloaded completely then only the original message can be downloaded later.

When messages are moved or copied between IMAP account folders FlexMail always tries to copy or move message original on server without uploading local copy to a new folder. Of course this is only possible for messages which are already on server.

MAPI Storages

MAPI storages are defined by the operating system. FlexMail does not have any control over these storages though you can hide them. These storage files are always in main memory - wherever the Operating System puts them.

Storage Visibility/Order

First open the Storage Dialog and then to make a storage visible just check the storage. Use the arrows at the bottom of the screen or the Menu soft key to change the order of the storages on the folder tree.

Troubleshooting

Before contacting support make sure you look at the WebIS Knowledge-base for FlexMail: <http://kb.webis.net/categories/WebIS+Products/FlexMail>

Cannot connect to server

FlexMail uses whatever connection settings you have setup. Due to the myriad of settings a mail server can have, properly setting up a account to connect to a mail server can be a daunting task. To complicate matters for FlexMail to connect, your device has to have the proper network connection established. The first thing to check is if you have the correct settings such as:

- Check the spelling of your mail server name and ensure its not missing any periods or domain name parts
- Check to see if you have the proper PORT number for your server.
- If you are using SSL, make sure you are using Explicit or Implicit modes depending on your server. If you are unsure, try both separately.
- If your administrator says you need proxy or socks support, check to make sure you have setup the proxy settings properly
- Sometimes GPRS connections require you to use their own SMTP servers and sometimes SMTP servers you are connecting to may not allow external network connections for sending mail or may require a high level of authentication.

The next step is to check your network connection. Typically in a WIFI or direct ethernet connection you should have all the proper network access you need. However if you are connecting via GPRS, CDMA/EVDO, or other cellular network you will need to go further. Many cellular networks only provide the basic ports for web and possibly IM. Sometimes they allow IMAP or POP3, but not SSL. Some require email proxies and so on. Many times the requirements depend on the level of account subscribed to. Check with your provider for your account.

Crashes and Unexpected Behavior

FlexMail has been tested heavily and is not known to have any reproducible crashes. However as the software reads in internet data from thousands of different kinds of common as well as proprietary mail servers that can house many kinds of data and are configured in many different ways, it is possible for a situation to occur that FlexMail was not designed to handle. In those cases FlexMail may provide an error to you. If this error is reproducible, we ask that you file a support request along with a log [via our support site](#). FlexMail can create a log of all communications with the server to aid us in troubleshooting. This option exists in the General settings. The log is located in the Data folder where FlexMail is installed and consists of both a .log and .bak file. Both are needed.