



# Active Mail

for the

## Nokia 9200 Communicator Series

<http://www.cibenix.com/>

# Users Guide

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# Table of Contents

Introduction.....	3
Active Mail Components.....	3
General Settings and Commands.....	4
Mail Account Management and Synchronisation .....	6
Synchronising mail folders .....	6
Marking mail for download .....	7
Interactive Synchronisation .....	8
Account Management and Synchronisation Commands .....	10
Interactive Synchronisation Settings.....	11
Download Rules Settings .....	12
New Download Rule Configuration .....	12
Active Mail Scheduler.....	14
Active Mail Scheduler Commands .....	15
Active Mail Scheduler Settings.....	16
New Active Mail Schedule Configuration.....	18
Active Mail Notifications Manager.....	21
Simple and Extended Notifications .....	21
Notifications Commands.....	21
Notifications Settings .....	22
New Simple Notification Configuration.....	24
m-Mail .....	26
The m-Mail Editor .....	26
m-Mail Commands.....	27
m-Mail Settings .....	29
Appendix A    Active Mail Process Flow .....	31
Contact Information.....	32



## Introduction

Active Mail is a mail account management and download application. The application allows you to slash communications costs by scheduling mail related activities to be executed at off-peak hours. It also makes the management of your email accounts effortless through features such as mail download management and mail folder synchronisation.

Active Mail also allows you to retrieve and respond immediately to urgent emails through the Notifications Manager. Urgent emails can also be written and sent immediately using the m-Mail editor which supports the sending of emails via the SMS communications protocol.

## Active Mail Components

Active Mail is made up of four key components:

1. Mail account management and synchronisation

This component is the main interactive component of the package. It allows you to manage your mail accounts efficiently by marking headers of messages to be downloaded, or mail folders to be synchronised. Synchronised folders automatically have the full message bodies downloaded for messages which match configurable criteria. These operations can then be processed interactively through the Active Mail interface, or can be scheduled to take place at any time (e.g. during off-peak hours when communications costs are minimised).

This component can also be used to download mail for multiple accounts at one press of a button.

2. Active Mail Scheduler

The Active Mail scheduler is the engine behind the application which allows virtually all mail operations to take place in unattended mode, allowing for costly mail downloads to take place at off-peak hours.

3. Active Mail Notifications Manager

The Notifications manager allows you to set up rules on how to process new mail notifications that arrive via SMS. Active Mail can be configured to automatically respond to an SMS notification, connect to the corresponding email account and download any new mails from that service.

4. m-Mail editor.

The m-Mail editor is a cost and time efficient mechanism for send emails quickly and cheaply – perfect for those urgent emails. It has a familiar interface and allows emails to be sent over the SMS communications protocol, thus removing the need to even connect to an ISP.

See Appendix A for a description of how all the various rules and options described in this document work together.



## General Settings and Commands

Active Mail has a number of general settings and commands that affect the overall behaviour of the application.

### Invoking Active Mail through the Messaging application button:

Active Mail can be invoked through the Messaging application button. Active Mail is configured to be the *secondary* application attached to this button. This means that pressing the button once will invoke the built-in Messaging application as normal. If the button is pressed again when Messaging is in the foreground, Active Mail will be brought to the foreground.

### Write message (Ctrl+N):

This command presents a dialog offering to the user the various message types which can be created.

### Close (Ctrl+E):

Active Mail can be closed by using the menu item **File**→**Close** or using the Ctrl+E hotkey.

### Add to Desk:

A link to the Active Mail application can be added to Nokia 9200 Desk by selecting **File**→**Add to Desk** from the Active Mail menu bar.

### Zoom in & Zoom out:

The size of text used in the Active Mail display can be changed by using the commands **View**→**Zoom in** and **View**→**Zoom out**. The standard Nokia 9200 zoom buttons can also be used.

### Go to Messaging (Ctrl+G):

This command switches to the built-in Messaging application. The Messaging application will be opened in the same folder as is currently selected in Active Mail.

### Autostart at reset:

Select this option in the **Tools** menu to have Active Mail automatically start when the device is reset.

### Log (Shift+Ctrl+L):

The Nokia Communicator's log application can be invoked by selecting **Tools**→**Log** from the menu, or by using the hotkey Shift+Ctrl+L.



**Receive via infrared:**

Infrared reception can be activated through **Tools→Receive via infrared...** from the menu, or by using the standard **Chr+:** shortcut.

**Help (Ctrl+H):**

Context sensitive help on using Active Mail is available via the menu by using the command **Info→Help** from the menu bar or the **Ctrl+H** hotkey. The standard Nokia 9200 help button can also be used.

Help is provided on each on the commands available on each of the modules, the various dialogs, and the settings options available to configure Active Mail.

**About Active Mail:**

A standard *About* dialog is available via the menu by using the command **Info→About...**

**Register:**

If the application has not been registered, a registration dialog can be invoked via the menu by using the command **Info→Register**



## Mail Account Management and Synchronisation

This component is the main interactive component of the package. It is based around a browser interface allowing you to view all mail folders and the headers of all messages which have not been fully downloaded.

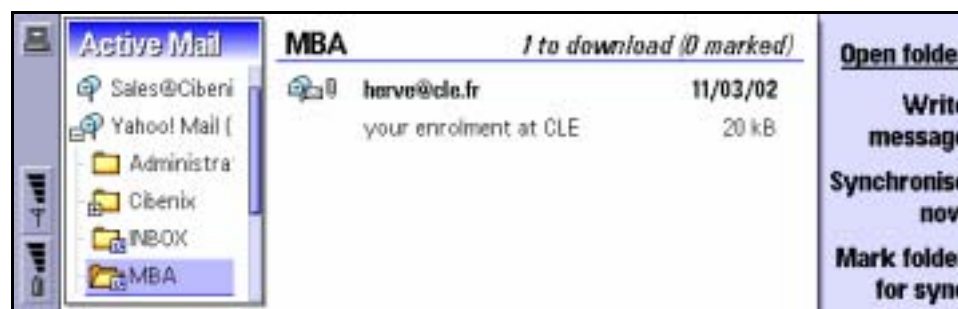
The interface allows you to manage your mail accounts efficiently by marking the headers of messages to be downloaded, or mail folders to be synchronised. Synchronised folders automatically have the full message bodies downloaded for messages which match configurable criteria. These operations can then be processed interactively through the Active Mail interface, or can be scheduled to take place at any time (e.g. during off-peak hours when communications costs are minimised).

This component can also be used to download mail for multiple accounts at one press of a button.

Active Mail provides support for advanced downloading rules. This feature helps you manage your e-mail by using rules to automatically perform actions on messages. After you create a rule, Active Mail applies the rule when messages arrive in your Inbox. Using these rules it is possible to either delete or download the full message based on criteria such as Sender Address or Subject. For example, you can automatically download full messages based on the subject line, or automatically delete emails based on the sender address.

### Synchronising mail folders

Mail folders are marked for synchronisation by selecting the mail folder and either using the **Mark folder for sync** command button or using the menu command **Synchronise->Synchronise folder**. The folder icon then takes on the synchronisation arrows to indicate that it is to be synchronised. Synchronisation can be cancelled by selecting the folder and using the same commands. See the screen shot below

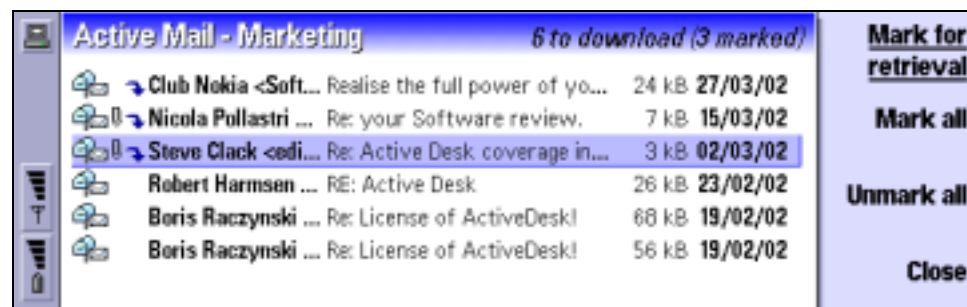


Marking a folder for synchronisation means that all messages in that folder that have not been fully downloaded will be downloaded, within the message component (header, body, attachment) and size limits defined for the account.

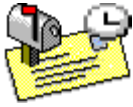


## Marking mail for download

Mail messages are marked for full download by selecting the associated mail header and either using the **Mark for retrieval** command button or using the menu command **Synchronise->Mark entry**. Additional commands are also available for the unmarking of message headers, and the marking of all headers in a folder. The message entry is marked with a blue download arrow to indicate that it is to be downloaded at the next connection time. This connection can either be interactive via Active Mail or scheduled. See the screen shot below



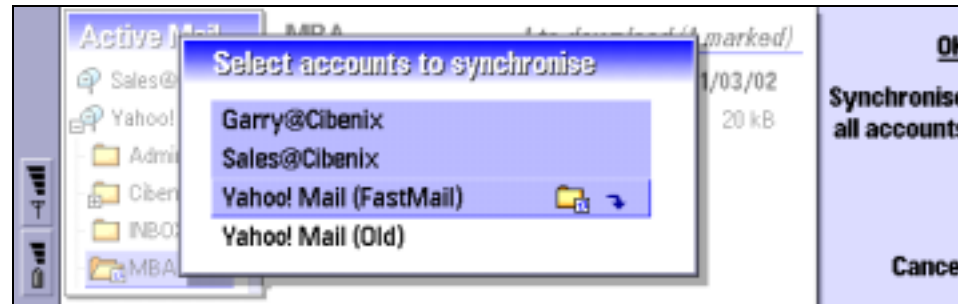
Marking a header for download means that the full message is downloaded during the next connection to the associated mail service. No restrictions are placed on the message.



## Interactive Synchronisation

Mail accounts can be synchronised interactively using the Active Mail interface. New mail can be downloaded to any number or all of the configured mail accounts through one command. This creates great efficiency in the usage of the Communicator device.

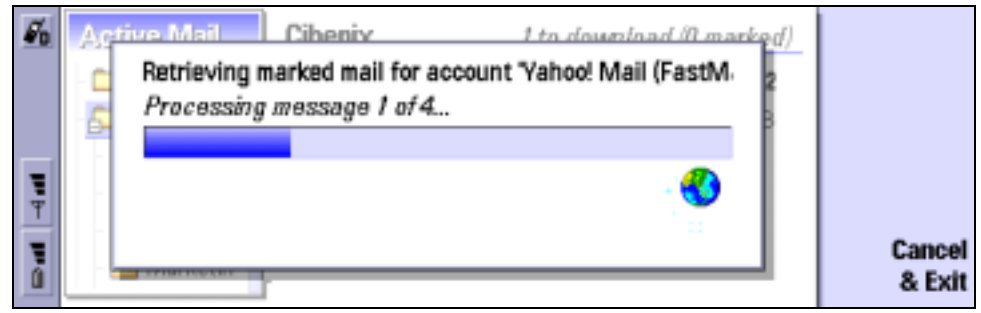
The synchronisation command is issued through the **Synchronise now** command button or using the menu command **Synchronise->Synchronise now** menu command. The user is then presented with a dialog similar to that below:



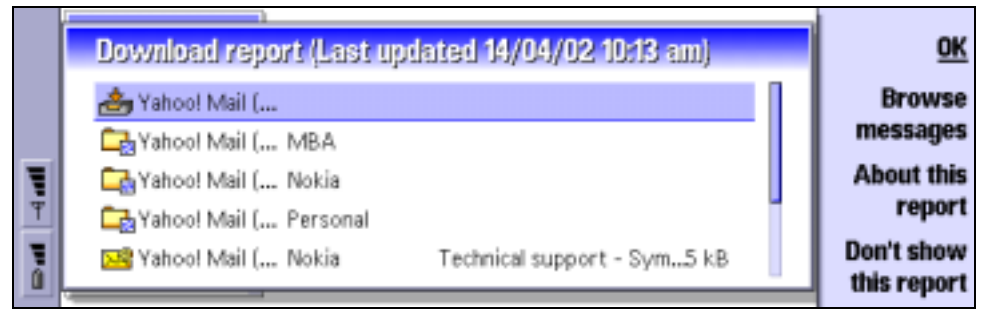
From this dialog the accounts to be synchronised can be selected.

Synchronisation proceeds, executing the following steps:

- Retrieval of new message headers.
- Retrieval of message bodies (as configured).
- Synchronisation of mail folders.
- Download of mail messages marked for full retrieval.



When synchronisation is complete the user is presented with an activity report detailing the operations that have been completed.





## Account Management and Synchronisation Commands

### Sort by:

Choose the sort criteria by which to view messages in the Active Mail browser through the **View→Sort by** menu commands.

### Sort order:

Choose the sort order by which to view messages in the Active Mail browser through the **View→Sort order** menu commands.

### Expand folder contents (Ctrl+T):

This command is valid in the browser view of Active Mail. It allows the user to switch between a folder / detail view of the mail accounts and a message detail view.

### Synchronise folder:

Marks the current folder to be synchronised.

### Synchronise now (Ctrl+R):

Starts the interactive synchronisation process.

### Synchronise all now (Ctrl+R):

Starts the interactive synchronisation process. This option does not prompt for the accounts to be synchronised, but synchronises all accounts by default.

### Synchronise settings (Ctrl+Y):

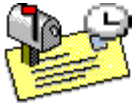
Opens the configuration dialog for the settings of the interactive synchronisation options. See Interactive Synchronisation Settings for more details.

### Mark entry:

Marks the current message entry to be fully downloaded during the next connection to the associated mail account.

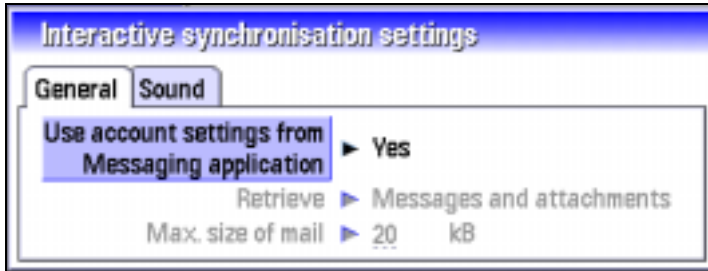
### Show download report:

Select this option in the **Tools** menu to have Active Mail display the download report after a synchronisation operation (either interactive or scheduled).



## Interactive Synchronisation Settings

The interactive mail account synchronisation process is controlled by the options defined in the Interactive Synchronisation Settings dialog. These options are invoked either through the menu option **Synchronise** → **Synchronise settings** or through the Ctrl+Y hotkey.



**Use account settings from Messaging application:**

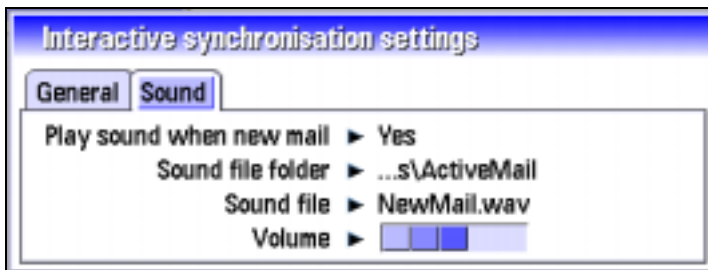
Select **Yes** to use the default account settings as defined in the built-in Messaging Application. Selecting **No** will allow you to define the components of the message and the maximum message size to use when interactively synchronising mail accounts.

**Retrieve:**

Select the components of the messages to download when synchronising a mail account interactively. Available options are 'Mail headers only' and 'Messages and attachments'.

**Max. size of mail:**

Set the maximum size of emails to download during the synchronisation in kB.



**Play sound when new mail:**

Select **Yes** to play a user definable new mail sound when a new mail arrives. The particular sound and the volume are defined in the following fields.

**Sound file folder:**

The folder where the sound file is located.

**Sound file:**

The sound file to be played when a new mail arrives. Currently only the wav file format is supported.

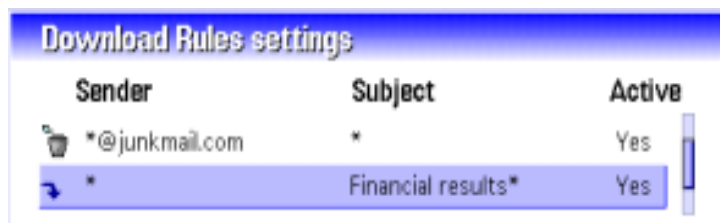
**Volume:**

The volume at which to play the sound on a scale of 0 – 5.



## Download Rules Settings

How Active Mail applies downloading rules to new emails is controlled by the options defined in the Download rules settings dialog. These options are invoked either through the menu option **Synchronise** → **Download rules** or through the Ctrl+D hotkey.



The dialog displayed provides a summary view of all the download rules defined. To view and/or edit the details of a particular rule press the **Edit** command button. To create a new rule entry, press the **New** command button. Wildcards can be used as appropriate.

For details on the configuration options for a rule entry please see the New Download rule configuration section below.

- Action Icon:** Specifies the action to take if a match occurs. The download symbol indicates the full message is downloaded while a wastebasket symbol indicates the email will be deleted automatically.
- Sender:** Identifies the address of the sender of the email.
- Subject:** Identifies the subject line of the email.
- Active:** If **Yes**, the user has authorised the automatic download or delete as part of the execution of this rule. If set to **No** the rule will not be used.

## New Download Rule Configuration

An existing download rule can be edited, and a new rule can be created from the Download Rules settings dialog. The following describes the various options available to the user to configure a new Active Mail download rule entry.

Please note some general points:

- All of the listed options are ANDed for a rule to be applied.
- Matching is not case sensitive.
- Wildcards can be used appropriately e.g. if you do not want to make use of a specific option, enter \* in that field.



**New Download Rule**

If Sender ► \*

and Subject ► \*lottery?results\*

and Priority ► Medium

and max. size of mail ► \* kB

Then ► Download

**Sender:** Enter the address that identifies the sender of the email. Use the **Insert Mail Address** button to find an address in the Contacts database.

Note: The sender address is used for matching purposes and not the 'friendly' name. Example 1. If the email from address is

Support <support@cibenix.com>

Then support@cibenix.com should be used in the rule.

Example 2: If you want to fully download all email from cibenix.com, you should enter

\*@cibenix.com

**Subject:** Enter the text that identifies the subject of the email.

Example: If you want to fully download all email with lottery results in the subject (with any single character between the words), you need to enter

\*lottery?results\*

**Priority:** This option specifies the priority of the email. Use \* if you do not wish to use priority when considering this rule.

**Max. Size:** This option specifies the maximum size of the email for the rule to be applied. Use \* if you do not wish to use size when considering this rule.

**Action** Specifies the action to take if a match occurs i.e. automatic download or deletion if a match occurs.

**Active** If **Yes**, the user has authorised the automatic download or delete as part of the execution of this rule. If set to **No** the rule will not be used.

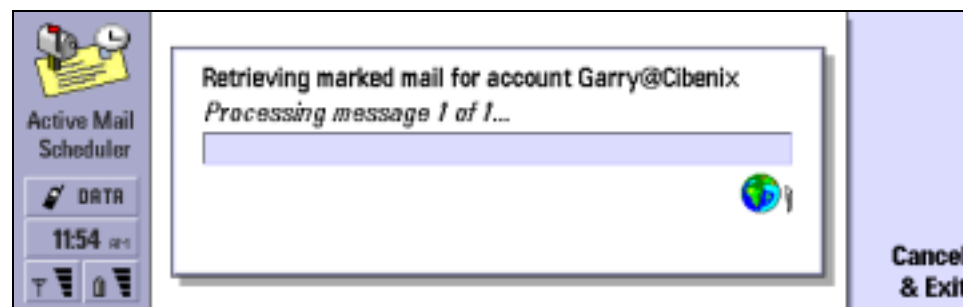


## Active Mail Scheduler

The Active Mail scheduler is the engine behind the application which allows virtually all mail operations to take place in unattended mode, allowing for costly mail downloads to take place at off-peak hours.

The scheduler provides the full features of the interactive download, with the additional advantage that the operation can be scheduled to take place at any time, including during off-peak hours where communications costs can be vastly reduced.

The Active Mail scheduler provides a number of additional controls specifically design around the management and control of unattended downloads. For more details see Active Mail Scheduler Settings.



Once a scheduled event is detected, the synchronisation proceeds, executing the following the same steps as the interactive download, i.e.:

- Retrieval of new message headers.
- Retrieval of message bodies (as configured).
- Synchronisation of mail folders.
- Download of mail messages marked for full retrieval.



## Active Mail Scheduler Commands

### **Scheduler settings (Ctrl+S):**

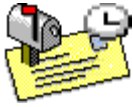
Opens the configuration dialog for the settings of the scheduled synchronisation options. See Active Mail Scheduler Settings for more details.

### **Scheduler log:**

Opens the scheduler log.

### **Clear log:**

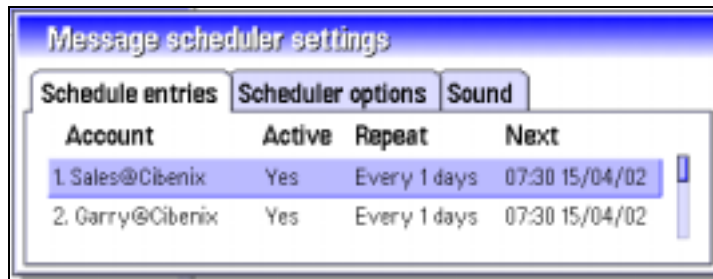
Clears the scheduler log.



## Active Mail Scheduler Settings

The scheduled mail account synchronisation process is controlled by the options defined in the Message scheduler settings dialog. These options are invoked either through the menu option **Synchronise**→**Scheduler settings** or through the Ctrl+S hotkey.

**Note:** These settings are shared with the Active Desk Message Scheduler (except for the sound settings which are not supported in Active Desk). Active Desk v1.60a or higher is required for compatibility with Active Mail.



**Schedule entries tab:**

The Scheduler entries tab provides a summary view of all the schedules defined. To view and/or edit the details of a particular schedule press the **Edit** command button. To create a new schedule entry, press the **New** command button.

For details on the configuration options for a schedule entry please see New Active Mail Schedule Configuration below.

**Account:**

The email account associated with this schedule.

**Active:**

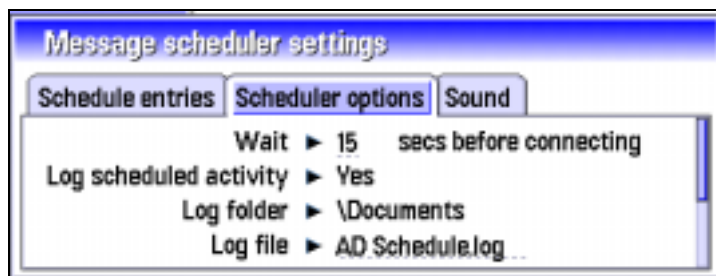
If **Yes**, the user has authorised the automatic initiation of a call as part of the execution of this schedule. If set to **No** the schedule will not run as a call cannot be made to connect to the email service.

**Repeat:**

A summary of the repeat information for the schedule.

**Next:**

The date and time that the schedule will next run.



**Wait x secs before connecting:**

The number of seconds that the Active Mail Scheduler will pause before initiating the call to the email service. This can be used to provide the user the opportunity to cancel the execution of the schedule (e.g. if they are using the Communicator for another purpose at the time).

**Log scheduled activity:**

If set to **Yes**, all scheduled operations will be logged to the file defined in the following two fields.

**Log folder:**

The folder where the scheduler log file is stored.

**Log file:**

The name of scheduler log file.

**Work day starts**

The time that defines the start of the work day. A schedule can be defined to run during or outside work hours.

**Work day ends**

The time that defines the end of the work day.

**If phone is off:**

You can define to cancel a scheduled email download or postpone it if the phone is switched off. If cancelled, this instance of the schedule will be ignored. If postponed, the schedule will run soon after the phone is switched on again.



**Play sound when new mail:**

Select **Yes** to play a user definable new mail sound when a new mail arrives. The particular sound and the volume are defined in the following fields.

**Sound file folder:**

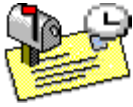
The folder where the sound file is located.

**Sound file:**

The sound file to be played when a new mail arrives. Currently only the wav file format is supported.

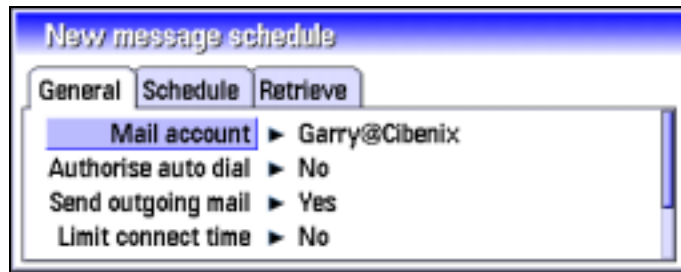
**Volume:**

The volume at which to play the sound on a scale of 0 – 5.

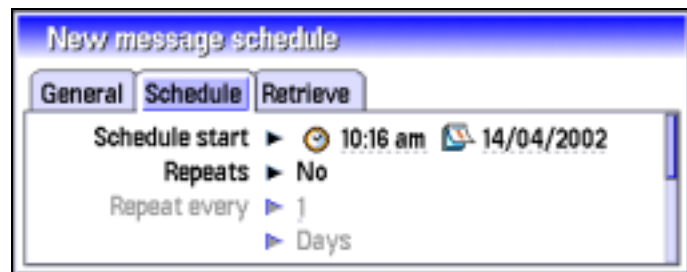


## New Active Mail Schedule Configuration

An existing schedule can be edited, and new schedules can be created from the Schedule entries tab of the Message scheduler settings dialog. The following describes the various options available to the user to configure a new Active Mail synchronisation schedule entry.



- Mail account:** The email account from which to retrieve the email. Both POP3 and IMAP4 accounts are supported.
- Authorise auto dial:** This option must be set to **Yes** for the schedule to run. The option is required as the user must authorise Active Mail Scheduler to make a call on the user's behalf.
- Send outgoing mail:** Whether to send outgoing mail associated with this account in the outbox during the connection.
- Limit connection time:** Set to **Yes** if you wish to limit the amount of time to stay connected to the email service during the schedule execution.
- Connection limit x mins** The number of minutes to limit the connection. Only applicable if the 'Limit connection time' option is set to **Yes**.
- Retries:** The number of times the Active Mail Scheduler will retry the operation if an error should occur.

**Schedule start:**

The date and time at which the schedule will start. The operation is guaranteed to start with 2 minutes of this time (but not before).

**Repeats:**

Defines if the schedule repeats.

**Repeats every:**

Defines the repeat pattern for the schedule. The schedule can repeat by minutes, hours, days, or weeks.

**Repeat forever:**

If set to **Yes** the schedule will repeat indefinitely, with no end date defined until the user cancels the schedule or changes the repeat pattern.

**End schedule after x occurrences:**

If the schedule is configured not to repeat forever, this parameter defines the number of times the schedule will execute.

**Schedule end:**

If the schedule is configured not to repeat forever, this parameter defines the date after which the schedule will no longer execute.

**Day restrictions:**

This can be set to one of the following options:

- None.
- Work week only. The schedule will only run on week days.
- Weekend only. The schedule will only run on weekend days.

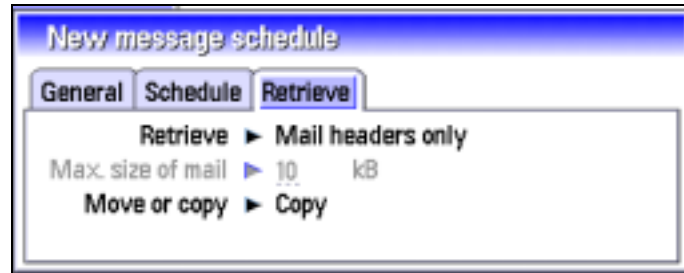
Note: the work week is taken from the Communicator's locale settings.

**Time restrictions:**

This can be set to one of the following options:

- None.
- Work hours only. The schedule will only during work hours.
- Outside work hours only. The schedule will only outside of working hours.

Note: the definition of work hours is taken from the Schedule options defined in the Message settings dialog (see **Error! Reference source not found.**).



**Retrieve:**

Defines whether to retrieve:

- Message headers only.
- Message bodies (only applicable for IMAP4).
- Messages and attachments.

**Max size of email:**

Defines the maximum size of email to download.

**Move or copy:**

Defines whether to copy mail (i.e. leave a copy on the server) or to move the mail to the Communicator (and delete from the server).



## Active Mail Notifications Manager

The Notifications manager allows you to set up rules on how to process new mail notifications that arrive via SMS. Active Mail can be configured to automatically respond to an SMS notification, connect to the corresponding email account and download any new mails from that service.

### Simple and Extended Notifications

**Simple notifications** come in two forms:

1. Ad-hoc format.

This is a non-standard format supported by many email service providers. These notifications typically include information such as the address of the sender, and the subject line of message.

2. Nokia Smart Message format.

This standard defines that the notification takes a specific format which defines how many new messages are available in the associated mail account.

**Extended notifications** are a Nokia Smart Message standard defining extended information related to new emails. This information includes the unique identifier of the message, the sender, size, and subject line.

### Notifications Commands

**Notification rules (Ctrl+F):**

Opens the configuration dialog to define the rules for managing notifications. See Notifications Settings for more details.

**Disable notifications:**

Temporarily disables the processing of all notifications.

**Notifications log:**

Opens the notifications log.



## Notifications Settings

How Active Mail processes SMS notifications of new emails is controlled by the options defined in the Mail notifications settings dialog. These options are invoked either through the menu option **Notifications**→**Notification rules** or through the Ctrl+F hotkey.



**Simple tab:** The Simple tab provides a summary view of all the simple notification rules defined. To view and/or edit the details of a particular rule press the **Edit** command button. To create a new rule entry, press the **New** command button.

For details on the configuration options for a rule entry please see New Simple Notification Configuration below.

**Account:** The email account associated with this schedule.

**Notifier:** Identifies the address of the sender of the notification. This can be either a number or a name.

**Active:** If **Yes**, the user has authorised the automatic initiation of a call as part of the execution of this rule. If set to **No** the rule will not run as a call cannot be made to connect to the email service.



**Retrieve:** Defines whether to retrieve:

- Message headers only.
- Messages and attachments.

**Max size of email:** Defines the maximum size of email to download when executing a notification rule..



**Play sound when new mail:**

Select **yes** to play a user definable new mail sound when a new mail arrives as part of a notification rule execution. The particular sound and the volume are defined in the following fields.

**Sound file folder:**

The folder where the sound file is located.

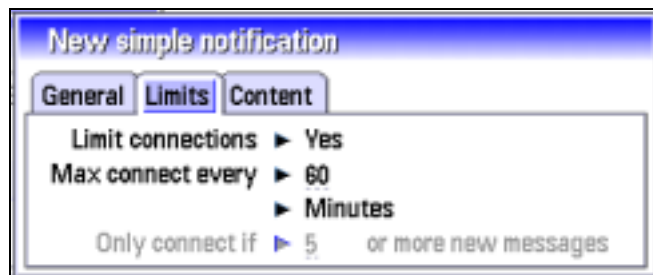
**Sound file:**

The sound file to be played when a new mail arrives. Currently only the wav file format is supported.

**Volume:**

The volume at which to play the sound on a scale of 0 – 5.



**Limit connections:**

Set this option to **Yes** to restrict how often notifications will cause Active Mail to connect to the mail service. If set to **No** every email notification will cause Active Mail to connect to the configured mail service.

**Max connect every:**

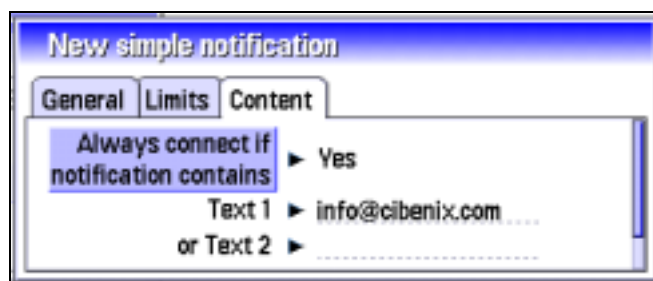
Define the minimum time space between connections to the mail service. For example, if the last connect was made at 9:30am and a new notification arrives at 9:45am, if the settings opposite are active the next connection will be made at 10:30am.

This option is only available if 'Limit connections' is set to **Yes**.

**Only connect if x or more new messages:**

Define the minimum number of new messages which must be reported before connecting to the mail service.

This option is only available if your mail notification service supports the Nokia Smart Messaging Standard.

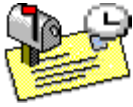
**Always connect if notification contains:**

This option allows the connection restrictions described above to be overridden. Set this option to **Yes** to force Active Mail to connect to the mail service if the defined text is present in the notification.

For example, your notifications may contain sender addresses, or subject lines. The content of the notification can be searched to determine if any of the key fields defined below are present in the message.

**Text 1–3:**

Three fields containing the text to be searched for. If any of the text fields are found in the message, Active Mail will connect to the associated mail service and download the new mails from that service.



## m-Mail

The m-Mail editor is a cost and time efficient mechanism for send emails quickly and cheaply – perfect for those urgent emails. It has a familiar interface and allows emails to be sent over the SMS communications protocol, thus removing the need to even connect to an ISP.

### What is m-Mail?

m-Mail is the ability to send emails quickly, easily and at low cost through a specially formatted SMS message. These SMS messages are sent for the cost of a standard SMS messages to a special gateway provided by a service provider.

Your messaging service may already support m-Mail. Otherwise, the list below provides a small sample of the service providers who support m-Mail:

[www.connectotel.com](http://www.connectotel.com)

[www.iobox.com](http://www.iobox.com),

[www.sonera.net](http://www.sonera.net)

[www.excell.to](http://www.excell.to)

[www.mobili.net](http://www.mobili.net)

### The m-Mail Editor

The Active Mail m-Mail editor makes the sending of an m-Mail message as quick and easy as sending an SMS, and as powerful as sending an e-mail.

- Create m-Mails from the Active Desk and Active Mail interfaces, or by launching the editor independently (e.g. from Extras).
- Select the recipients list from the Contacts database.
- The m-Mail format and SMS gateway number is configurable to suit your m-Mail service. All common configuration options are supported.





## m-Mail Commands

The following commands are available from the m-Mail editor application.

**Send (Ctrl+S):**

Sends the current m-Mail message.

**Close (Ctrl+E):**

Closes the editor without sending the message.

**Add to Desk:**

A link to the m-Mail editor application can be added to Nokia 9200 Desk by selecting **File→Add to Desk** from the m-Mail menu bar.

**Cut (Ctrl+X):**

Cuts the selected text to the clipboard.

**Copy (Ctrl+C):**

Copies the selected text to the clipboard.

**Paste (Ctrl+V):**

Pastes the current contents from the clipboard.

**Select all (Ctrl+A):**

Selects the entire contents of the current field.

**m-Mail settings (Ctrl+M):**

Opens the dialog through which m-Mail can be configured. See m-Mail Settings for more details.

**Check names:**

Checks the names in the To field, using the Contacts database.

**Log (Shift+Ctrl+L):**

The Nokia Communicator's log application can be invoked by selecting **Tools→Log** from the menu, or by using the hotkey Shift+Ctrl+L.

**Receive via infrared:**

Infrared reception can be activated through **Tools→Receive via infrared...** from the menu, or by using the standard Chr+: shortcut.



**Help (Ctrl+H):**

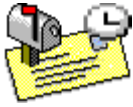
Context sensitive help on using m-Mail is available via the menu by using the command **Info→Help** from the menu bar or the Ctrl+H hotkey. The standard Nokia 9200 help button can also be used.

**What is m-Mail?:**

Information on m-Mail messaging is provided via the menu by using the command **Info→What is m-Mail?**

**About m-Mail:**

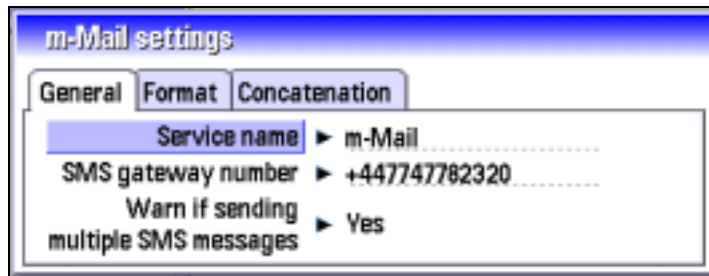
A standard *About* dialog is available via the menu by using the command **Info→About...**



## m-Mail Settings

The Active Mail m-Mail editor provides a number of configuration options to allow you to defined exactly how the service is configured for your m-Mail service provider. These options are invoked either through the menu option **m-Mail**→**m-Mail settings** or through the Ctrl+M hotkey. The settings can also be defined directly from the m-Mail editor interface.

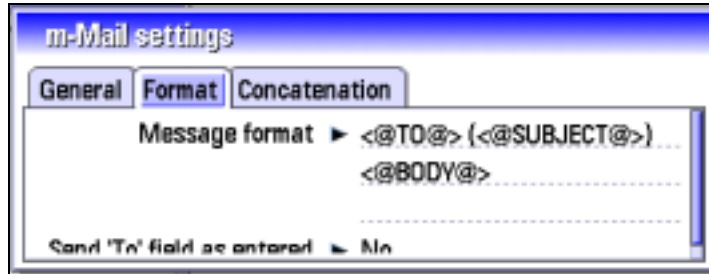
Note: By default the m-Mail editor is configured to use the m-Mail gateway provided by [www.connectotel.com](http://www.connectotel.com). These settings can be easily over written to use the gateway of your choice.



**Service name:** Give a meaningful label to the service entry.

**SMS gateway number:** Enter the SMS destination number for your m-Mail service. Use the **Browse Contacts** button to select a number from the Contacts database. Check with your service provider for the number of the m-Mail gateway.

**Warn if sending multiple SMS messages:** Set this option to **Yes** if you wish to be warned if sending the m-Mail will result in more than one SMS being sent.



**Message format:**

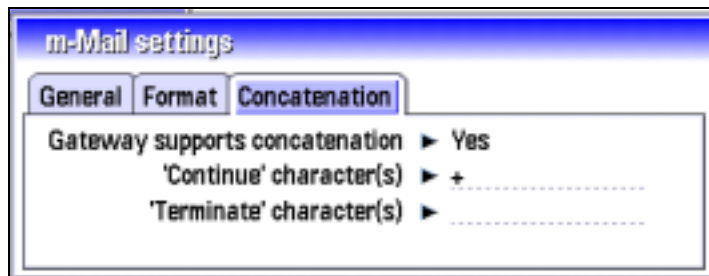
Define the message format used by your m-Mail gateway. Use the **Insert recipient**, **Insert subject**, and **Insert body** commands to insert the placeholders for the To, Subject and Body fields of the format.

Check with your service provider for supported formats.

**Send 'To' field as entered:**

Set this option to **Yes** if you do not want the m-Mail editor to process the To field of the entered message. If this option is selected the To field will be copied into the 'TO' placeholder position with no processing (e.g. no translation into email addresses, or creation of a separate message for each entry in the To list).

This can be used if your m-Mail gateway supports additional features such as cc fields



**Gateway supports concatenation:**

Set this option to **Yes** if your m-Mail gateway supports the ability to concatenate a number of SMS messages into one email.

Check with your service provider if this feature is supported.

**'Continue' character(s):**

Enter the character that is to be appended to the end of an SMS message to define to the gateway that the next SMS should be appended to this one to create one email message.

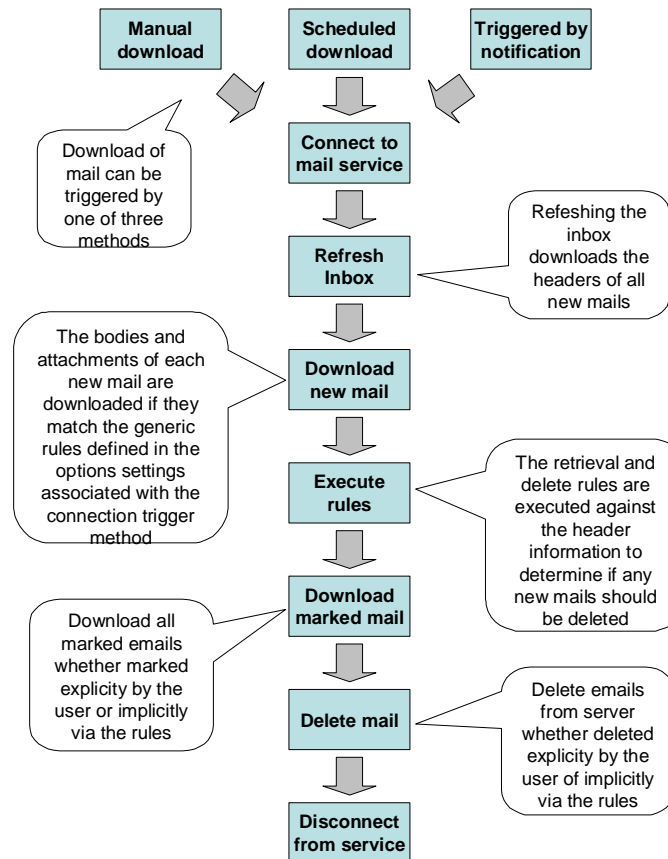
**'Terminate' character(s):**

Enter the character that is to be appended to the end of an SMS message to define to the gateway that this is the last message component of an email.



## Appendix A Active Mail Process Flow

The following diagram shows how the various options and rules described in this document interact and work together regardless of how a mail download is triggered.





## Contact Information

For more information and support please use the following:

Website: <http://www.cibenix.com/>

Email: [support@cibenix.com](mailto:support@cibenix.com)