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INC



IN COLLABORATION WITH



Apollo Mail

USER'S GUIDE

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Getting Started

This guide describes how to use the Apollo Mail application. It is intended for end users of the application. It describes how to perform the different functions available within the mobile application.

This chapter provides you with the information you need to get started with the Apollo Mail application. It includes the following:

- **Network access** – an explanation of Apollo Mail’s network requirements.
- **End user license agreement** – an explanation of the End User License screen.
- **Subscribing to the Apollo Mail service** – an explanation of how to subscribe to Apollo Mail.
- **Creating the initial account** – an explanation of how you create your initial account
- **Logging into your mail server** – an explanation of the login process.

Network access

Apollo mail requires wireless network access to be able to retrieve and send email. Therefore you will require a data plan on your phone (Mobile Browser feature). When Apollo Mail tries to access the network your phone will ask you to allow the application to have access to the network. There are typically three options:

- **Yes** – will prompt you each time you want to use Apollo Mail.
- **No** – will not allow Apollo Mail to access the network, not allowing the application to function.
- **Always Allow** – will allow Apollo Mail to access the network and retrieve your e-mail without prompting you for access each time.

Note

- *We suggest you choose “Always Allow” to make using Apollo Mail easier in future uses.*

End user license agreement

The first time you start the application, you will be asked to agree to the Apollo Mail end user license agreement located at <http://bell.apollomail.com> before you are able to start the program. If you do not wish to agree to these terms, select ‘No’ in the application and the application will close and exit.

Subscribing to the Apollo Mail service

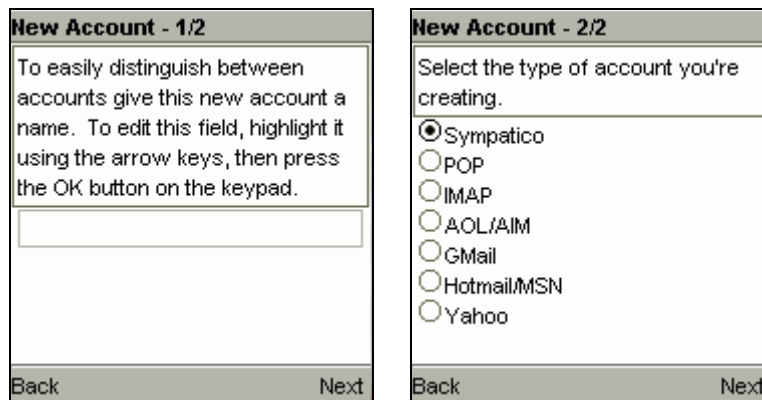
Before you can use Apollo Mail you must subscribe to the Apollo Mail service. You will be asked if you wish to subscribe to the service. By doing so, you will have full access to all Apollo Mail features. The monthly service fee will be automatically billed to your Bell Mobility phone bill.

At times Apollo Mail will have special promotional periods, where you are given a free trial period to try the Apollo Mail service. If you downloaded a version of Apollo Mail with a free trial period, you can at anytime during the free trail subscribe to the Apollo Mail service by selecting Subscribe Now from the main menu.

Creating the initial account

When creating your initial email account you will be taken through a number of screens to help you setup Apollo Mail. The first section consists of two steps where you will be asked for the following:

- **Account Name** – this is a friendly name for the account you are creating within Apollo Mail. Choose a name that will help you remember which e-mail account you will be accessing by using this account (e.g. Personal e-mail, or Work e-mail)
- **Account Type** – this is the type of email server you will be connecting to. Apollo Mail supports multiple types of mail servers.



The information requested in the following panels is dependant on the Account Type you select.

Notes

- *Use the Back and Next commands to move forward or back through the account setup screens.*
- *If you have a Samsung phone, you will need to select the Menu soft key to access the Next command.*

- *Your phone's native "Back" key can also be used to move back at any time in the application.*

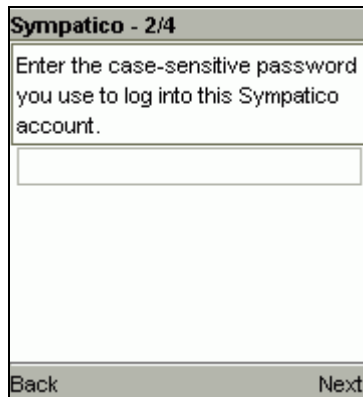
Sympatico

If you're a Bell Sympatico customer and want to access your Sympatico e-mail through Apollo Mail, select the Sympatico account type. Apollo Mail automatically configures many of the settings. You will be asked for the following information through a series of screens:

- **Email Address** – Enter your Sympatico e-mail address. This will appear in the From field in the messages you compose.



- **Password** – Enter your password for your Sympatico e-mail account. Your Sympatico password is case sensitive.



- **Time Zone** – Select your time zone from the list provided. Apollo mail automatically handles daylight savings time.
 - Pacific
 - Mountain
 - Central
 - Eastern
 - Atlantic
 - Newfoundland

Sympatico - 4/4

Remember my password. Check this box to avoid having to type in your password every time you access this account.

Remember password

Back Save

- **Remember Password** – When this option is checked, Apollo Mail will automatically login (no password prompting) to your Sympatico account.

Sympatico - 4/4

Remember my password. Check this box to avoid having to type in your password every time you access this account.

Remember password

Back Save

POP/IMAP

If you have an e-mail service which provides either POP or IMAP access, select either the POP or IMAP account type. You will be asked for the following information through a series of screens:

- **Username** – This is the username used to access your POP or IMAP email server.

POP - 1/7

Enter the case-sensitive username for this POP mail account.

Back Next

- **Password** – This is the password used to access your POP or IMAP email server. The password field is case sensitive.

POP - 2/7

Enter the case-sensitive password for this POP mail account.

Back Next

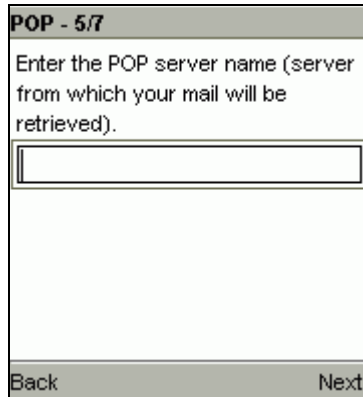
- **Email Address** – Enter your e-mail address for this account. This will appear in the From field in the messages you compose.

POP - 3/7

Enter the email address for this account.

Back Next

- **Server Name** – This is the host name or IP Address of your POP or IMAP server for your e-mail service. If you do not know what this is, please contact your e-mail provider to obtain this info.

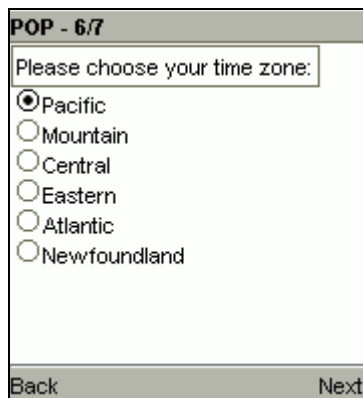


POP - 5/7

Enter the POP server name (server from which your mail will be retrieved).

Back Next

- **Time Zone** – Select your time zone from the list provided. Apollo mail automatically handles daylight savings time.
 - Pacific
 - Mountain
 - Central
 - Eastern
 - Atlantic
 - Newfoundland



POP - 6/7

Please choose your time zone:

Pacific

Mountain

Central

Eastern

Atlantic

Newfoundland

Back Next

- **Remember Password** – When this option is checked, Apollo Mail will automatically login (no password prompting) to your POP3 or IMAP server when this account is selected.

POP - 6/7

Please choose your time zone:

Pacific
 Mountain
 Central
 Eastern
 Atlantic
 Newfoundland

Back Next

Webmail (Hotmail, Gmail, AOL, Yahoo)

If you have a webmail service such as Hotmail, Gmail, AOL, or Yahoo Mail select the account type that matches your service. You will be asked for the following information through a series of screens:

Note: For Gmail accounts, POP access must be enabled by editing your account settings online at the www.gmail.com.

- **Email Address** – Enter your webmail address. This will appear in the From field in the messages you compose.

Note: for AOL/AIM mail you'll need to enter your screen name on a screen prior to your AOL/AIM email address.

Hotmail/MSN - 1/4

Enter your email address.

@hotmail.com

Back Next

- **Password** – Enter your password for your webmail account. Passwords are case sensitive.

Hotmail/MSN - 2/4

Please enter your password below.

Back Next

- **Time Zone** – Select your time zone from the list provided. Apollo mail automatically handles daylight savings time.
 - Pacific
 - Mountain
 - Central
 - Eastern
 - Atlantic
 - Newfoundland

Hotmail/MSN - 3/4

Please choose your time zone:

Pacific

Mountain

Central

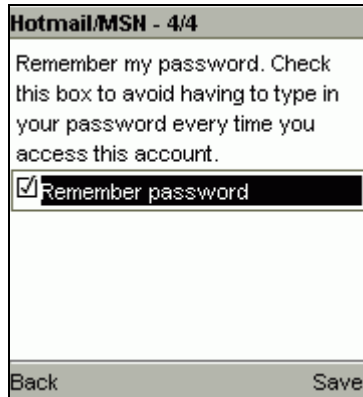
Eastern

Atlantic

Newfoundland

Back Next

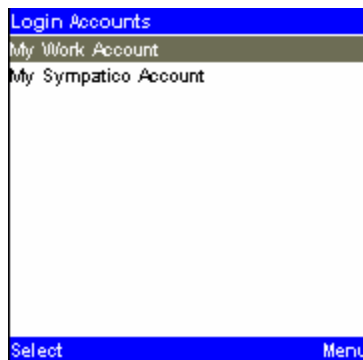
- **Remember Password** – When this option is checked, Apollo Mail will automatically login (no password prompting) to your webmail account.



Note: If you are having trouble logging in to your webmail account, please check that you can log into your webmail account using a regular web browser and that your username and password is entered correctly in Apollo Mail including case. If the problem is only with Apollo Mail we will try and restore service as soon as possible.

Logging in to your mail server

Once you have created your initial account, you will be presented with a list screen, with the newly created accounts listed. To login to your mail server simply highlight the account and hit the select key on your phone.



The menu soft key will bring up a menu which allows you to edit, delete, or create new accounts.

Application Overview

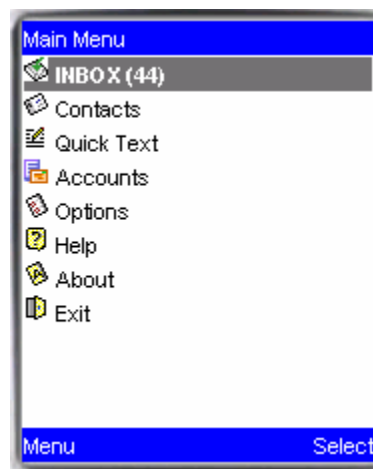
The Apollo Mail application is a ‘real-time’ email client that allows you to access any Sympatico, POP3, IMAP, AOL, Gmail, Yahoo, or Hotmail account from your J2ME-enabled device. The application requires a live network connection in order to retrieve mail.

Note

- *Due to the nature of wireless data services, you may from time to time experience intermittent network connectivity. In cases like this, simply retry the appropriate action.*

Main Menu

The screen shot below shows the main menu of the Apollo Mail application.



The Main Menu gives you access to the following options:

- **Inbox** – Displays your email ‘Inbox’.
- **Quick Text** – Displays the Apollo Main Quick Text Screen.
- **Accounts** – Displays the Apollo Mail ‘Accounts’ screen
- **Options** – Displays the Apollo Mail ‘Options’ Screen
- **Help** – Displays the Apollo Mail ‘Help’ Screen.
- **About** – Displays the Apollo Mail ‘About’ screen.
- **Exit** – Will exit the Apollo Mail application

Notes

- All mail folders will show the number of e-mails in that folder in brackets beside the folder name.
- You can return to the Main Menu screen from most anywhere in the application by selecting the “Menu” soft key and pressing ‘*’

“Main Menu” Menu

Pressing the ‘Menu’ button while on the Main Menu displays the following options:



- **Compose** – displays the Apollo Mail compose screen.
- **Refresh** – refreshes the Main Menu view.
- **Help** – displays the help screen.
- **Exit** – exits the Apollo Mail application.

Note

- For all Menus within the Apollo Mail application, pressing the number associated with each of the Menu items will select that particular option.

Quick Text

When working with a mobile phone it is a challenge to enter text. The Quick Text feature within the Apollo Mail application makes this a lot easier. Instead of having to enter the same text after email, the Quick Text feature allows you to enter the common text a single time then allows you to insert the text easily with only a couple of key strokes each time you want to use this text. For things like your salutation, or signature this is the perfect feature.



- **Name** – this is the friendly name of the item, and is what will appear in the Quick Text list view
- **Body** – this is the body of the Quick Text item, and is what will appear in the body of your message when inserted.

Options

The Apollo Mail Options screen is where you configure the client. Below is the list of all the configurable options within the Apollo Mail client:

- **Check for New Email** – enabled (checked), Apollo Mail will at a specified interval poll the mail server for new messages.
 - **Check Frequency** – the number of seconds Apollo Mail will wait before checking for new mail messages. The minimum is 30 seconds.
- **Show Cc field** – enabled, will display the Cc field when composing an email message.
- **Show Bcc field** – enabled, will display the Bcc field when composing a message
- **Include Original Text**
 - **When replying** – enabled, will include the original text of the message when replying
 - **When forwarding** – enabled, will include the original text of the message when forwarding
- **Max. Body Length** – this is maximum amount of data the Apollo Mail client will retrieve for any mail item. In cases where it cannot retrieve the entire message the user will be able to download additional data by using the ‘More’ option.

Note

- *The default setting for the ‘Max. Body Length’ has been set based on your phone’s memory capabilities and to minimize data costs. While you can increase the value, you may experience issues when retrieving messages on certain phones.*

Accounts

Apollo Mail allows you to access an unlimited number of email accounts. For each account you wish to access via Apollo Mail, you need to setup an account. See “Creating the initial account” section of this guide for more details.

Managing Email Messages

Apollo Mail allows you to send, receive, forward, and reply to email messages.

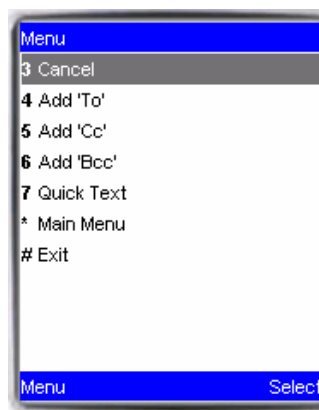
Sending Email messages

You can access the Apollo Mail 'Compose' screen from the Main Menu by selecting the 'Menu' soft key and choosing "Compose", or while in any email items folder by selecting the 'Menu' soft key and choosing "Compose". To send an email message, simply enter an email address in either of the To:, Cc:, or Bcc:, fields, enter the appropriate information in the Subject and Body fields and press the "Send" soft key.



Compose Screen Menu

When on the 'Compose' screen a list of options available to you can be accessed by selecting the 'Menu' soft key.



The 'Compose' screen menu gives you the following options:

- **Cancel** – Cancels the current message

- **Add 'To'** – Displays your contacts and allows you to select a contact to enter into the To: field.
- **Add 'Cc'** – Displays your contacts and allows you to select a contact to enter into the Cc: field.
- **Add 'Bcc'** – Displays your contacts and allows you to select a contact to enter into the Bcc: field.
- **Quick Text** – Displays the Apollo Mail 'Quick Text' screen.
- **Main Menu** – Returns you to the Apollo Mail Main Menu.
- **Exit** – Exits the Apollo Mail application.

 **Note**

- *For all Menus within the Apollo Mail application, pressing the number associated with each of the Menu items will select that particular option.*

Forwarding Email Messages

You can forward an email message by choosing the 'Menu' soft key and selecting "Forward", or when you are viewing an email message you can hit the 'Menu' soft key and choose "Forward". Selecting the 'Forward' option will display the 'Compose' screen where you will be able to address the message, and enter any appropriate text in the body of the message.

 **Note**

- *Forwarding a message will forward the entire message **including attachments** to its intended recipient, except in the case where the "Include Original Text" option has been disabled on the Apollo Mail Options screen. However, attachments are included whether this option is enabled or not.*

Replying to Email Messages

You can reply to an email message by choosing the 'Menu' soft key and selecting "Reply" or "Reply All". You can also reply when you are viewing an email message by selecting the 'Menu' soft key and choosing "Reply" or "Reply All". Selecting the "Reply" or "Reply All" option will display the 'Compose' screen with the To, Cc, and Bcc fields filled in appropriately.

 **Notes**

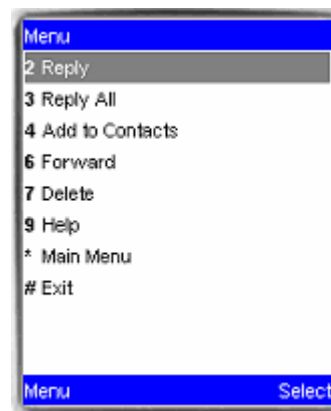
- *Replying to a message will include the entire message except in the case where the "Include Original Text" option has been disabled on the Apollo Mail Options screen. In either case replying to a message will **NOT** include any associated attachments.*
- *With "Reply All" everyone addressed in the original message is included in your reply where as with "Reply" only the sender is included.*

Viewing Email Messages

Like all email applications, you can read and review email messages within the application. To view a newly received email message, from the Main Menu highlight 'Inbox' and press the 'Select' soft key (or press the #4 key while in the main menu) and the Inbox will be displayed. Each message in the Inbox is displayed in two lines. The first line indicates whom the message was sent from. The second is the subject of the message. E-mail messages are sorted by date. Each e-mail has an icon indicating if it is read, unread, high priority, etc.

To view the contents of the message, simply highlight the message you would like to view and press the 'Select' soft key, this will retrieve the message from the mail server and display it on the device.

While viewing a message there are a number of options available to you. To access a list of these options, simply press the 'Menu' soft key on your phone and the options menu will be displayed:



The email message menu gives you the following options:

- **Reply** – replies to the current email message.
- **Reply All** – replies to everyone listed on the current email message.
- **Add to Contacts** – adds the sender's contact information to your contacts list.
- **Forward** – forwards the current email message.
- **Delete** – deletes the current email message.
- **Help** – displays the help screen.
- **Main Menu** – takes you back to the Apollo Mail main menu.
- **Exit** – exits the Apollo Mail application.

Note

- *For all Menus within the Apollo Mail application, pressing the number associated with each of the Menu items will select that particular option.*

Inbox Menu

Pressing the 'Menu' soft key while viewing your 'Inbox' will display the following list of options:



- **Compose** – displays the Apollo Mail Compose Screen.
- **Reply** – initiates a 'Reply' to the highlighted Inbox message.
- **Reply All** – initiates a 'Reply All' to the highlighted Inbox message.
- **Next** – retrieves and displays the next 10 Inbox messages.
- **Prev** – retrieves and displays the previous 10 Inbox messages.
- **Forward** – forwards the highlighted Inbox message.
- **Delete** – deletes the highlighted Inbox message.
- **Refresh** – refreshes the Inbox screen.
- **Help** – displays the help screen.
- **Main Menu** – takes you back to the Apollo Mail main menu.
- **Exit** – exits the Apollo Mail application.

Note

- *For all Menus within the Apollo Mail application, pressing the number associated with each of the Menu items will select that particular option.*

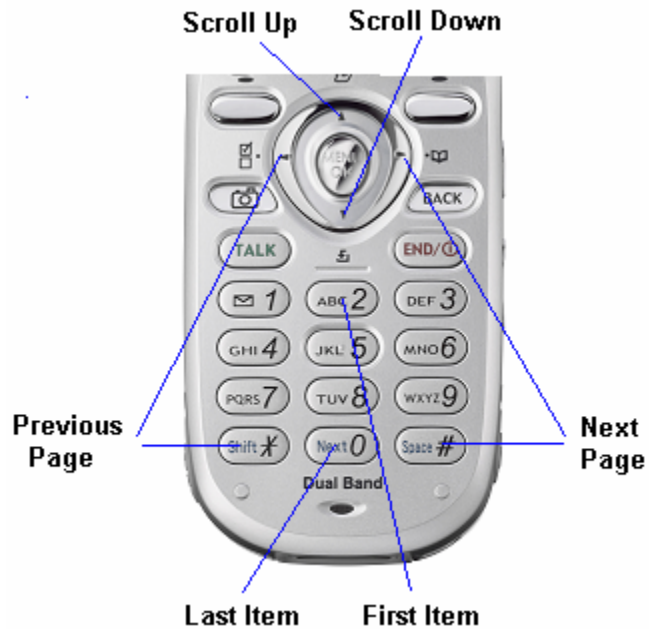
Navigation

Inbox

It is important to note that the Apollo Mail client, when retrieving items in your Inbox (or any folder), only retrieves 10 items at a time. Therefore knowing how to quickly navigate and find the message you are looking for becomes very important. Below are some key tips for navigating within your email 'Inbox' folder.

- **Left navigation key** – retrieves previous page of items

- **Right navigation key** – retrieves next page of items
- **Top navigation key** – scrolls up the page
- **Bottom navigation key** – scrolls down the page
- **2** – highlights first item in the list
- **0** – highlights the last item in the list
- ***** – retrieves previous page of items
- **#** – retrieves next page of items

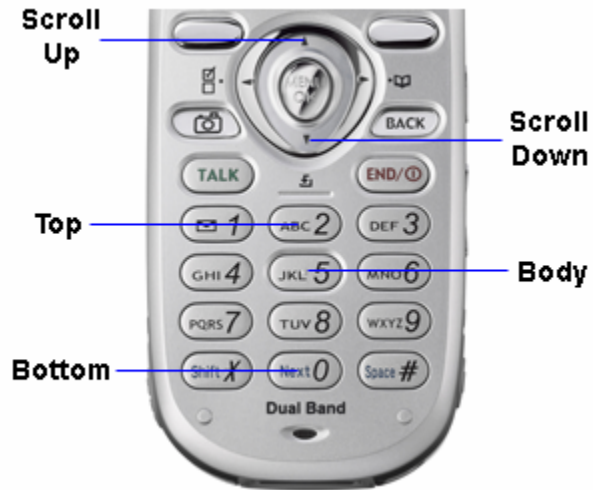


Folder Navigation

Messages

When first opening a message, the body of the message is displayed at the top of the screen. You can use the navigation keys to scroll up and down the message, or there are some ‘Quick’ keys that can be used to so make things easier.

- **Top navigation key** – scrolls up the page
- **Bottom navigation key** – scrolls down the page
- **2** – takes you to the top of the message (this is the header of the message)
- **5** – takes you to the top of the Body of the message
- **0** – takes you to the bottom of the message



Message Navigation

Note

- *You will notice when viewing large e-mail messages that there is a 'More' option on one of the soft keys. This is because, by default, the Apollo Mail client only retrieves 1 Kbyte of a message at a time (512 Bytes for the Samsung N400). Pressing the 'More' key will retrieve the next 1 Kbyte (512 Bytes for the N400) of the message; once the entire message has been retrieved the 'More' option will no longer be available.*

Managing Contacts

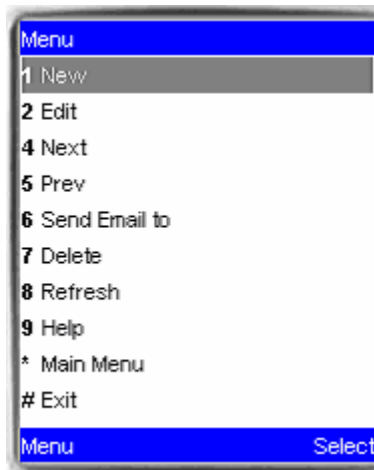
You can manage your contacts folder right from within the Apollo Mail client. Apollo Mail allows you to Create, Edit, Delete and send email to any contact in your Contacts folder. On the Main Menu of the Apollo Mail application the main “Contacts” folder will be displayed. Simply highlight the contacts folder and press the select key to access your contacts.

Note

- *Contacts are stored locally on your phone and as a result you will not have any contacts when the application is installed.*
- *While viewing the Main Menu in the Apollo Mail application, pressing the #5 key will take you directly to your contacts folder.*

Contacts Menu

When viewing your contacts lists within Apollo Mail, pressing the ‘Select’ soft key will display the details of the currently highlighted contact. (For details on viewing contacts see section below). Selecting the ‘Menu’ soft key will display the following contacts menu:



- **New** – will launch the add new contact screen
- **Edit** – will display the currently selected contact in ‘Edit’ mode
- **Next** – will display the Next ‘page’ of items for the current selected letter.
- **Prev** – will display the Previous page of items for the currently selected letter.
- **Send Email to** – will launch the ‘Compose’ screen with the email address of the currently selected contact pre-filled.
- **Delete** – will delete the currently selected contact.
- **Refresh** – will retrieve from the server an updated list of contacts.

- **Help** – displays the help screen.
- **Main Menu** – will return the user to the Main Menu of the Apollo Mail application.
- **Exit** – will exit the Apollo Mail application.

 **Note**

- *For all Menus within the Apollo Mail application, pressing the number associated with each of the Menu items will select that particular option.*
- *In cases where there is only a single page of contacts for a given letter, choosing ‘Next’ and ‘Prev’ will do nothing.*
- *In cases where there is no email address associated with a given contact, a message will be displayed telling you there is no e-mail address associated with this contact when attempting to ‘Send Email to’ that contact.*

Adding/Editing Contacts

When selecting ‘New’ from the Contacts menu, you will be presented with the ‘Add new contact’ screen. Here you will be able to enter the following information about your particular contact.

- Last Name
- First Name
- Job Title
- Company
- Business Phone
- Home Phone
- Mobile Phone
- Email
- Street
- City
- State/Province/County
- Zip/Postal Code
- Country/Region
- Notes

New Contact

Last Name:

First Name:

Job Title:

Company:

Business Phone:

Menu ↓ Save

Pressing the ‘Save’ soft key will save the contact to your contact list.

Viewing your contacts

To view the details of a contact, simply navigate (see navigation section) to the contact whose details you would like to view and press the ‘Select’ soft key on the device. A screen will be displayed showing the details of the appropriate contact.

Smith, Joe

Last Name: Smith

First Name: Joe

Job Title: V.P. Product
Development

Company: Smith and Co.

Business Phone: (416) 555-
1212

Email: jsmith@smithco.com

Street: 55 Any Street

City: Anyplace

Menu Ok

Note

- *When viewing the details of a contact, only the fields with values entered will be displayed.*

Contact Details Menu

Clicking ‘OK’ while viewing a contact’s details will return you to the contacts lists page. Pressing the menu button will display the Contact Details Menu.



- **Edit** – will display the currently selected contact in ‘Edit’ mode
- **Send Email to** – will launch the ‘Compose’ screen with the email address of the currently selected contact pre-filled.
- **Delete** – will delete the currently selected contact.
- **Help** – displays the help screen.
- **Main Menu** – will return the user to the Main Menu of the Apollo Mail application.
- **Exit** – will exit the Apollo Mail application.

 **Note**

- *For all Menus within the Apollo Mail application, pressing the number associated with each of the Menu items will select that particular option.*

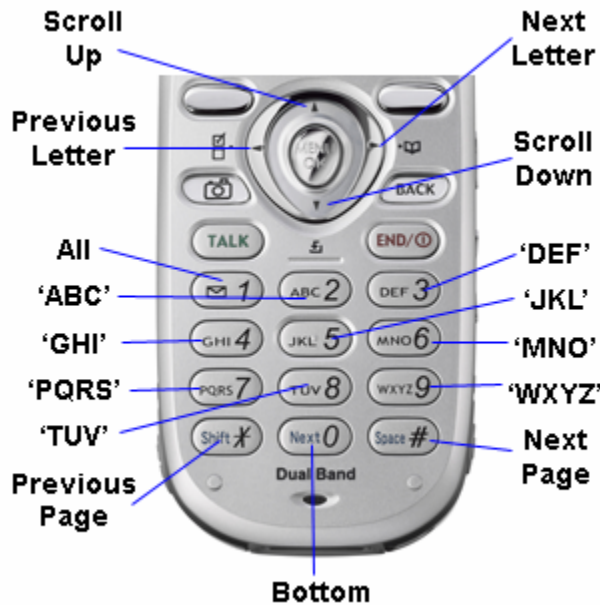
Navigating your contact list

Like all other folders, Apollo Mail views the Contacts folders by “Page”. What this means is that it will only retrieve a “page” worth of contacts at a time (maximum 10 contacts). However, when retrieving contacts Apollo Mail behaves a little differently than it does when viewing the other folders.

When accessing your “Contacts” folder Apollo Mail displays your contacts by letter. The first time you access your contacts folder all of you contacts that start with the letter ‘A’ will be displayed; paging of the items (i.e. 10 per page) is done within each letter, therefore you may not always have 10 items displayed. See the list below for instructions on how to navigate through your contacts list.

- **Left Navigation** – Scrolls to the next letter
- **Right Navigation** – Scrolls to the previous letter
- **Up Navigation** – Scroll up through the current page
- **Down Navigation** – Scrolls down through the current page.
- **‘1’ key** – Displays all contacts
- **‘2’ key** – cycles through A B and C

- '3' key – cycles through D E and F
- '4' key – cycles through G H and I
- '5' key – cycles through J K and L
- '6' key – cycles through M N and O
- '7' key – cycles through P Q R and S
- '8' key – cycles through T U and V
- '9' key – cycles through W X Y and Z
- '0' key – highlights the last entry on the current page
- '*' key – displays the next 'page' of items
- '#' key – displays the previous 'page' of items



Contacts Navigation

Adding contacts via the Web

To facilitate adding contacts, Apollo Mail has a feature where your contacts can be entered via the Web and automatically imported into Apollo Mail. A specially formatted email will be sent to your email account. Opening this email in Apollo Mail will ask you if you wish to import the contacts into Apollo Mail. Go to <http://bell.apollomail.com> on your computer's web browser for more details.

Troubleshooting Apollo Mail

This section provides helpful tips and information for issues you may run into while setting up or using Apollo Mail. If this section does not provide the answers you need, check out the Apollo Mail FAQs located at <http://bell.apollomail.com> or email us at support@j2x.ca.