# Using E-Mail on Your MessagePad 2000

You can use Internet electronic mail (e-mail) applications with your MessagePad 2000 to send and receive e-mail over the Internet. This booklet gives you an overview of what you'll need in order to begin using e-mail on your MessagePad. For further information, see the documentation that came with the e-mail software.

## What you need

Before you set up your Internet e-mail, make sure you have the following:

- Internet e-mail software, such as EnRoute™ i-net
- A modem compatible with your MessagePad 2000
- A modem setup file
- An ISP (Internet Service Provider)
- An ISP template file
- ISP account information

## Internet e-mail software

To send and receive e-mail, you'll need to use Internet e-mail software, such as the EnRoute i-net software that is already installed on your MessagePad. If you want to use other e-mail software, you'll need to install it on your MessagePad. For more information, see the documentation that came with that e-mail software.

## A compatible, external modem (cellular or PC card)

There are a number of modems that you can use with the MessagePad 2000. Apple's modem compatibility page on the World Wide Web lists modems that have been tested for compatibility with the MessagePad 2000. For the latest information, you can go to the Newton modem compatibility page at http://devworld.apple.com/dev/newton/commsoln/modsetup.html or go to the Newton home page at http://www.newton.apple.com/, click Solutions in the upper-left corner of the page, then click Newton Modem Compatibility List.

The following modems have been tested with the MessagePad 2000 at the time this document was printed.

| Company | Model | Sales Office |
| --- | --- | --- |
| Ericsson | Ericsson Mobile Office Solution | 800-227-3663 |
| Hayes | Optima 288 V.34+FAX PCMCIA w/EZjack (U.S. version only) | 770-441-1617 |
| Megahertz | CruiseCard 28.8 (XJA2288) | 801-320-7777 |
| Megahertz | CruiseCard 28.8 (landline/cellular XJA3288) | 801-320-7777 |
| Ricochet | Ricochet Wireless Modem | 800-469-4735 |
| TDK | TDK Modem 28.8 Data/14.4 Fax (International) | 800-999-4TDK Technical Bulletin Board Service (BBS): US: 916-265-8271 UK and Europe: 44-0-1737-77-8130 |

*Note:* This information does not constitute a recommendation or endorsement. Refer to the Newton modem compatibility page for other modems. Contact your dealer or modem manufacturer for more information. Apple User Assistance does not have modem information.

Manufacturers modify their modems on a regular basis. The modems listed on the Newton modem compatibility page were tested for compatibility and operated correctly; however, changes in the modems may have introduced some incompatibilities. Apple is often unaware of changes until they appear in the market. Apple attempts to keep its modem compatibility list up-to-date, but Apple is not responsible for the proper operation of any manufacturer's modem with the MessagePad 2000.

**Important**   Most modem PC cards require a lot of power and significantly shorten the life of the alkaline batteries. When using a PC modem card, it is best to use the MessagePad 2000 NiMH Rechargeable Battery Pack or plug in the optional AC adapter. This problem does not occur when using the NiMH Battery Pack or the AC adapter.

### A modem setup file for the particular modem you're using

Several modem setup files are installed on your MessagePad. Your dealer or the modem manufacturer can tell you which modem setup file will work with your modem. The Newton modem compatibility page may have the setup package that you need.

If the modem setup file that you need is not included on the MessagePad, you'll need to get it from the modem manufacturer or from the Newton modem compatibility page (at http://devworld.apple.com/dev/newton/commsoln/modsetup.html) on the World Wide Web and install it on your MessagePad 2000.

## An Internet service provider (ISP)

ISPs provide you with a telephone number to dial with your modem, an Internet mailbox, and access to the Web. In choosing an ISP, ask them about their level of support for the MessagePad.

Here are a few ISPs that have told us they support the MessagePad. Many others may also support the MessagePad.

| Country | Internet Service Provider (ISP) | Sales office |
|---------|--------------------------------|--------------|
| Australia | Microplex Pty Ltd | +61 (02) 438-1234 |
| Germany | EUNet | 0231-972-2222 |
| United States | EarthLink Network | 800-395-8425 |
| | Netcom On-Line Communication Services, Inc. | 800-501-8649 |

## An ISP template file

You must have an ISP template file (similar to a modem setup file, but specific to an ISP) on your MessagePad to connect to the ISP you choose. Many ISP template files are included with your MessagePad 2000.

To view the list of template files, follow these steps:

**1** Open the Extras Drawer 📦.

**2** Tap the folder tab and in the list that appears, tap Setup.

The Setup folder opens.

**3** Tap the Internet Setup icon.

**4** Tap New.

A list appears of ISP templates that have been tested with the MessagePad 2000.

**Important** ISPs may modify their networks; if so, these template files may not work correctly. The Newton ISP template page (at http://www.newton.apple.com/NIE/) on the World Wide Web may have the most recent template files. Check with your ISP if you have any questions. Apple is not responsible for the proper functioning of any ISP templates.

**5** Do one of the following:

*If your ISP is in the list,* select it.

*If your ISP is not in the list,* contact your ISP to determine which template to use or to get help in creating a template.

*If you want to use your corporate e-mail system,* your network administrator or MIS department may be able to tell you how to create a template or provide you with the appropriate template.

**Important**  Many corporations have security policies that may restrict your use of a MessagePad on their intranet. Check with your network administrator or MIS department before attempting to connect your MessagePad to your company's intranet.

### ISP account information

You'll need the following information from your ISP, network administrator, or MIS group before you can use e-mail:

- Your POP user name
- Your password
- The ISP POP host address
- The ISP SMTP host address
- The ISP template name (if the ISP does not appear in the template list)
- Link protocol (PPP, Point-to-Point Protocol, or SLIP, Serial Line Interface Protocol)
- Access telephone number
- Name server IP address
- Domain name

*Note:*  Only your ISP, network administrator, or corporate MIS group can provide you with this information. Apple User Assistance does not have this information.

## Setting up e-mail

There are three things that you need to set up on your MessagePad in order to use e-mail:

- Set your modem preferences
- Set up the EnRoute i-net application, or other e-mail software
- Set up the Newton Internet Enabler (TCP/IP and dialer software)

### Setting modem preferences

**1** Open the Extras Drawer 📦 and tap Prefs 🗒.

(If you filed Prefs in a folder other than Unfiled Icons, tap the folder tab, then tap the name of that folder.)

The Preferences slip appears.

**2** Tap Modem 📞.

**3** Tap "◆ Modem setup" and in the list that appears, tap the type of modem you are using.

For more information, see the *MessagePad 2000 User's Manual.*

### Setting up your e-mail application

If you are using EnRoute i-net e-mail, follow the instructions in this section. If you're using other e-mail software, see the documentation that came with that software for instructions on how to set it up.

To set up the EnRoute i-net application, follow these steps:

**1** Open the Extras Drawer 📦 and tap Owner Info 🪪.

(If you filed Owner Info in a folder other than Unfiled Icons, tap the folder tab, then tap the name of that folder.)

**2** Tap the owner that is using the e-mail software.

**3** Tap Add and in the list that appears, tap EnRoute Internet Settings.

**4** Enter the following information:

- your POP user name
- the POP host address
- your password
- the SMTP host address

For more information, see the section "Preparing to Send and Receive Messages" in the EnRoute i-net manual.

**5** Close all the slips until you get back to the Extras Drawer.

**6** Tap InOut ⬆️.

**7** Tap the Information button 🅸 and in the list that appears, tap "inet Mail Prefs."

**8** Select your preferences for sending and receiving e-mail.

**9** When you're finished, close the slips.

For more information, see the section "Setting EnRoute Preferences" in the EnRoute i-net manual.

### Setting up the Newton Internet Enabler software

**1** Open the Extras Drawer 📦, tap the folder tab, and in the list that appears, tap Setup.

(If you filed Internet Setup in a folder other than Setup, tap the folder tab, then tap the name of that folder.)

The Setup folder opens.

**2** Tap Internet Setup.

**3** Tap New and in the list that appears, tap the desired ISP template.

**4** Enter the appropriate information.

You'll need the following information: ISP template name, link protocol, access telephone number, user name, and your password. You'll want to verify that the template for your ISP has the current Name Server IP address and domain entered correctly.

For more information, see the *Newton Internet Enabler User's Manual.*

## If you need help

Internet e-mail setup can be difficult because you need to gather information from multiple sources. Apple has attempted to simplify this process by including modem setups and ISP templates on the MessagePad 2000.

See the next few sections if you're experiencing problems setting up e-mail, to find out more on how you can get help.

### If you have problems with a modem setup file or ISP template

- If your MessagePad does not include a setup file for your modem or a template for your ISP, you'll need to obtain them from the modem manufacturer or ISP. For more information, see the earlier section "What You Need."

- Check the Newton modem compatibility page or the Newton ISP template page on the World Wide Web to see if your modem setup file or ISP template is available.

### If you have problems using or setting up your e-mail software

- If you're having a problem using the your e-mail software, see the documentation that came with your software for information on how to contact the software publisher.

### If you have problems getting your modem to work

- See the *MessagePad 2000 User's Manual* for information on setting preferences for a modem.

- Check the Newton modem compatibility page or contact the modem manufacturer to verify that the modem is compatible with the MessagePad 2000.

- After the settings and modem compatibility have been verified, contact your ISP to determine if there are any known problems with your modem type connecting to their service.

- If the problem appears to be with the MessagePad 2000, contact Apple at 1-800-SOS-APPL.

### If you have problems connecting to your ISP

- Check your modem to see if it's working properly.
- Check the modem preferences. (See the earlier section, "Setting Modem Preferences.")
- Contact your ISP and verify that the information in the ISP template file is correct.
- If the modem is working properly, and you have verified the information in the Internet Setup template file, contact Apple at 1-800-SOS-APPL.

### World Wide Web pages

The following are the URLs (Uniform Resource Locators) for various Apple Web pages:

- Newton modem compatibility page
  http://devworld.apple.com/dev/newton/commsoln/modsetup.html
- Newton ISP template page
  http://www.newton.apple.com/NIE/

# Using E-Mail on Your
# MessagePad 2000

Newton