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## **1. What is RemoMail?**

RemoMail is a BREW®-based mobile phone application that allows users to access Emails on their mobile phones. The Email component of RemoMail securely accesses Email stored on most Internet-accessible IMAP4/POP3 mail servers. Using this application, you can perform all the functions of an email such as receiving, replying, viewing, composing, sending and deleting emails. RemoMail provides features like Inbox, Drafts and Outbox to organize your mails.

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## **2. Why do I need RemoMail?**

Remo Mail is a service that enables you to access your business and personal mail on your mobile phone. At times when you are away from office or home and you do not have access to internet, even then you can access your mails anytime, anywhere using RemoMail.

You can use RemoMail to perform almost all the functions through your mobile phone just the way you would do from your home or office computer.

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## **3. How different is RemoMail from other mail Services?**

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#### **4. How many Accounts can I set up?**

You can configure up to 10 email accounts (Both IMAP and POP included) depending on the phone you are using.

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#### **5. What are the pre-requisites to use this application?**

The user should have a BREW® phone with a valid network connection and data access enabled. The user should have at least one email account with any of the popular Email Service Providers before using RemoMail.

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#### **6. How can I purchase RemoMail?**

1. Navigate to the BREW® Apps.
2. Choose RemoMail from the Catalog.
3. RemoMail application will be downloaded and installed on your phone

If you cannot find RemoMail on the menu, logon to [www.remoba.com](http://www.remoba.com). Check for the application availability for your phone model.

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#### **7. How do I set up an account?**

You will have to configure your account settings the first time by providing the required account information for example, User id, password, incoming and outgoing server address.

To setup an account follow the 4 easy steps:

- 1.1. When RemoMail icon is displayed, press OK. The 'Select Providers' screen will be displayed.
- 1.2. Select your email service provider from the list and Press OK.

If your email service provider is not in the list choose the 'More' option and select a email service provider from the next list Or you can Select 'Other POP' or 'Other IMAP' options and then set up your own account.

For setting up your own account, you will have to enter the User ID, Password, the email address, Incoming and Outgoing Servers and the Port. You may enable the SSL (Secure Socket Layer) feature [where supported]

- 1.3. Enter the User ID and Password.
- 1.4. Press OK and the connection will be established.

If you want to set up another account, go to Account Setup and select 'Add' Option and repeat the above steps.

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#### **8. Is there someone who can help me set up my email account with RemoMail?**

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#### **9. How do I subscribe to RemoMail?**

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#### **10. How do I unsubscribe from RemoMail?**

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#### **11. I use Yahoo®, Hotmail®, Gmail®, Rediff®, Indiatimes®, VSNL®, BSNL® accounts regularly. Which version of RemoMail should I buy?**

Most of the popular mail services like Yahoo, Hotmail, Gmail are POP servers. That means you can use RemoMail consumer version which will work just fine.

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### **12. I have the same settings configured on my PC too. What will happen if I download mails from my phone?**

If you download mails from your phone, the mails will be still on the server and you will be able to access them from your PC. But if you have purged (Delete permanently) a mail using RemoMail, that mail will also be deleted from the Server. If you are accessing your account through IMAP, the operations you have done on your customized folders through your mobile phone will also reflect on the server.

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### **13. How different is RemoMail from other mail services?**

RemoMail is quite similar to any other mail services. RemoMail downloads mails to inbox, allows you to compose mails and send mails, save mails in Sent Items (only for IMAP) folder, Keeps unsent messages in Outbox and also allows you to delete mails. RemoMail saves the sent mails in 'Sent Items' folder and the mails which were not sent, in the 'Outbox' folder. RemoMail also helps you to save the composed mails in the 'Drafts Folder' to send it later. You may also view your custom folders using an IMAP account.

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### **14. I have created custom folders in my email account. Can I view them on my Mobile Phone?**

You can view your custom folders in your email account, by configuring your account using the IMAP settings on RemoMail. (To do that, Select 'More' Option in the Account Setup, Select 'Other IMAP' option and enter the required information).

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### **15. What are Quick Messages?**

Keying in messages through the mobile phone is a tedious process. Quick message feature of RemoMail solves this problem for you. You may choose any message from a list of available templates and add them to your mail's subject or mail body and send a mail.

You may also edit an existing template or add your own messages to the template store and use them as and when needed.

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### **16. The Mail that I downloaded shows only the partial content, why?**

Due to the limited memory availability on some phones, RemoMail fetches only a partial content of the mail (usually the first 100 lines of the mail).

For more details please refer to the RemoMail User manual.

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### **17. Can I download and read attachments or send an attachment using RemoMail?**

No, RemoMail does not support attachments at this time. In case a mail has an attachment, RemoMail will ignore it before displaying the mail to the user.

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### **18. I am unable to compose long emails using RemoMail, why?**

RemoMail has set a limit of 510 characters when composing a new mail. This is again due to the limited memory available on most phones.

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### **19. Does RemoMail store any mails on my phone?**

No, RemoMail does not store any mails on your phone unless you use the Save to Drafts feature to save it. But a mail may be stored automatically in Outbox if Send fails for some reason.

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### **20. What is a POP mail server? Does RemoMail support POP servers?**

POP is an acronym for Post Office Protocol. A server that supports this protocol is called a POP server. RemoMail can be configured to access a POP account.

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### **21. What information do I need to set up a pop account?**

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### **23. What is an IMAP server? Does RemoMail support IMAP servers?**

IMAP stands for Internet Message Access Protocol. A server that supports this protocol is an IMAP server. RemoMail can be configured to access an IMAP account.

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### **24. Does RemoMail support IMAP servers?**

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### **25. If I wish to access my corporate mail server, then which version of RemoMail do I use?**

Please check if your corporate Mail server is a POP server or an IMAP server. If your Corporate Mail server supports IMAP, then you have to use RemoMail - Executive that allows access to both POP and IMAP Mail servers.

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### **26. I have configured my Office Mail account on RemoMail, but I am unable to connect, why?**

Before setting up RemoMail to access your corporate Mail server, please confirm if your Corporate Mail server is configured for access from outside the company network. If yes, then get the necessary server details from your System Administrator. For more information on how to configure RemoMail to access your office mails please refer to the User Guide.

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### **27. Sometimes it takes a long time to connect to my mail account from RemoMail.**

This may happen due to heavy network traffic, usually during the morning and evening hours. You may cancel the operation and attempt to connect later.

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### **28. Can I register or create a new POP account (like Yahoo®, Gmail®, Hotmail® etc using RemoMail?**

No, you cannot create a new POP account using RemoMail. Before you attempt to use RemoMail, first you have to create an account by accessing any of the popular email service providers from a browser. You have to fill in the required registration information and after successfully creating an account, you will get the username and password. Using this information you may use RemoMail to configure that account and access your mails.

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### **29. What should I do if I accidentally delete or remove RemoMail application from my phone?**

You have to purchase and download the application again from the catalog again and then use RemoMail.

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### **30. What is Mark for delete?**

This marks the selected mails for deletion, after which the user may use the delete function to permanently delete the mail from the Inbox on the Mail server.

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### **31. What is Permanent delete?**

This feature can be used to delete a mail from the inbox on the server. Please be absolutely sure of this before attempting to use this feature, since the mail will be lost forever.

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### **32. I have used the 'permanent delete' option to delete a mail from my mail account. How do I get it back? delete?**

Once you use the 'Permanent delete' feature there is no way of getting back the deleted mail unless there is a feature to undelete the deleted mails on the server. Contact the system administrator for further details.

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### **33. How many characters can I enter in the "Body" field while composing an email?**

RemoMail accepts upto a maximum of 510 characters in the "Body" field while composing or replying to an email. This may again depend on the memory available on the device. For some devices you may be able to enter a maximum of 256 characters only.

This may vary from device to device depending on the available memory on the device.

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### **34. Why do I get a 'Server busy' message when I am fetching mails?**

If for some reason the Mail server that you are connecting to, is not able to service your request (for e.g. a Yahoo server may be busy processing a large number of requests) then RemoMail displays a message "Server Busy". This may also happen due to a lot of network traffic. You may retry after some time.

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### **35. If I want to view my updated accounts how do I do this on my Phone?**

RemoMail application has the Refresh feature. Just navigate to the Inbox screen. Press Options LSK you get a list of options. Scroll down the list and select "Refresh". The contacts get updated to your native phonebook.

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### **36. How can I configure a group in RemoMail Application?**

Group feature allows you to create distribution lists that may be used frequently to send mails. To create a group, navigate to the Main Menu screen and select Groups from the menu. You get an option to add a new group. Enter the appropriate name for the Group and then save. You may add contacts from the Phone's address book to this group and during the next send, you may use the group name instead of individually typing all email ids and send to all the email ids contained in that group.

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### **37. What is the maximum number of Groups that I can create and how many email addresses can be added to each group?**

You can create upto 10 groups on your phone and a maximum of 10 email addresses can be added to each group. If you want to add more than 10 email addresses to a Group, then delete one or more email addresses from that group before adding the new email address

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### **38. How can I edit the corporate accounts?**

To edit the corporate account, select the corporate email account that you wish to edit from the existing list of accounts. Select LSK Options and press Edit option from the list of options. Make the necessary changes in the appropriate fields and then save.

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### **39. What is SMTP? What is the use of SMTP in RemoMail Application?**

The expanded form for SMTP is Simple Mail Transfer Protocol. When you configure a POP or IMAP account, you need to enter the SMTP outgoing server address, Port Number and Enable SSL. This allows the application to send emails to the destination email addresses that was specified in the To, Cc or Bcc fields when you compose a new mail and hit Send or replied to mails.

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### **40. How can I configure SMTP using RemoMail?**

RemoMail will automatically configure the SMTP settings for your account by choosing either the service provider SMTP for most of the popular accounts. In case there is no service provider SMTP available then, Remoba's SMTP will be used to send mails by default.

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### **41. How can I search on my existing contacts list?**

Navigate to the Inbox screen, Select "Search" option to search for the required emails by entering the Name of the Recipient, or by giving the Date or by entering the Subject of the email message.

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### **42. If I wish to increase or decrease the number of headers I want to display on each page on my phone what should I do?**

You have the option to set your page size. From the Main Menu, select Settings. Select "Page size" from the list. Enter the number of mails you want to display on the page. (a minimum of 3 headers per page to a maximum of 10 headers per page). The next time you fetch mails using the Get Mail option on the Main menu, the number of headers displayed per page would be the number you would have entered.

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### **43. What is "Go To Page" option in RemoMail application?**

Go To Page option enables you to go to the desired page directly by entering the required page number. For example if you wish to go to 15th page from the 1st page, enter number 15 in the Go to Page screen and press Ok. It takes you to the 15th page directly without wasting your time to go page by page. The number of the headers keeps changing at the Inbox header as you change the page number. The total number of pages is displayed in the "Go to Page" screen which depends on the Page size set up you have configured.

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### **44. When a mail is replied or Forwarded each time, I get a message displayed in the mail as "Mobile Message from RemoMail powered by Remoba Inc." Can I send mail without this message?**

No. A mail cannot be sent without the message "Mobile Message from RemoMail powered by Remoba Inc." because it identifies the service from Remoba Inc.