



Getting started with tiggitt mail

This document will help you get going with tiggitt mail, and to help you understand the various features that it has.

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This document relates to version 1.1 of tiggit mail, and is provided for guidance on how to use the product. It is not intended to be a definitive statement of the functionality of tiggit mail. This document may be subject to errors and omissions. This document and tiggit mail are copyright of tiggit software. The term BlackBerry is a registered trademark of Research In Motion Inc.

Getting started

You can install tiggит mail using over-the-air installation, or via your desktop computer. If you have not yet installed tiggит mail, please see the chapter on installation for detailed instructions.

Once you have installed tiggит mail, click on the icon  to start tiggит mail.

Depending on your model of BlackBerry you may be asked to allow tiggит mail to run as a ‘trusted application’. It is suggested that you allow tiggит mail to be trusted. (If you do not allow tiggит mail to be trusted, you will need to confirm that tiggит is able to make network connections.)

You may also be asked to allow tiggит mail access to the network. You should review the details and allow tiggит mail network access.

<< picture here showing trusted request>>

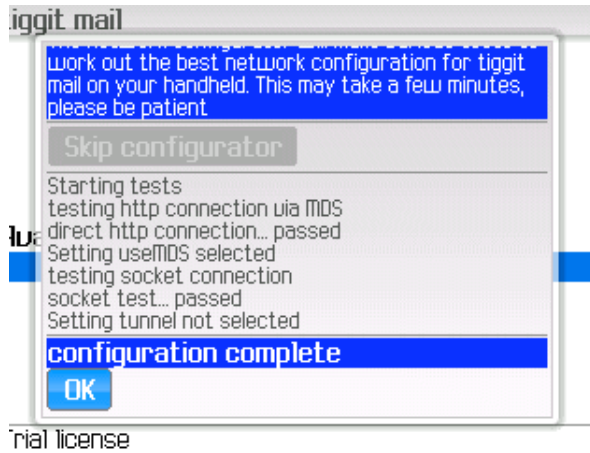
Requesting trusted status

<< picture showing network request
>>

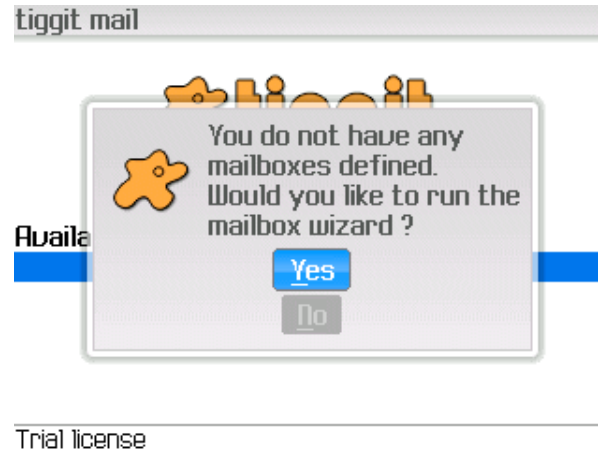
Requesting network access

When running for the first time, tiggит mail will run the network configurator. This tool will examine the configuration of your BlackBerry and attempt to make a number of network connections to work out the best way to connect to your mail server. The network configurator should only run once and is an important part of getting started. You can skip the network configurator stage if you want, and enter the settings manually.

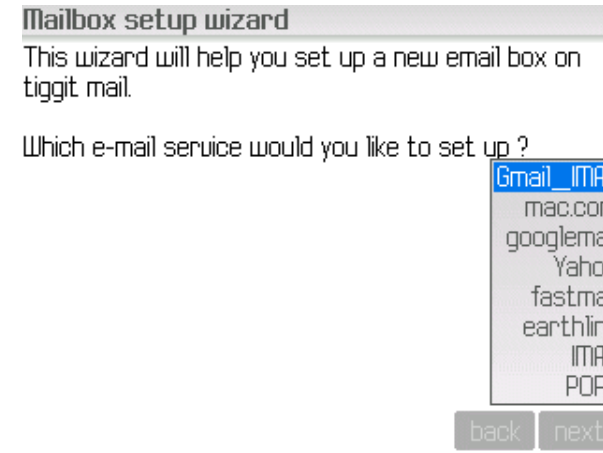
At the same time as running the network configurator, tiggит mail will ask you if you want to run the add mailbox wizard. It is recommended that you say ‘yes’.



Network Configurator



Confirming adding a mailbox



Starting the mailbox wizard

Follow the instructions on the wizard to add your first mailbox. The wizard knows the details of some common mail service providers, such as Google, and Yahoo! Plus. If your mail service provider is not listed then you will need to know the details of the your mail servers. Choose either IMAP or POP3 depending on these details.

Once you have provided all your mailbox details, there will be a short pause as the wizard configures tiggit mail and then you will see the mailbox list. You can use the trackwheel to select a mailbox and then click to open the mailbox to start downloading your mail.

Downloading mail

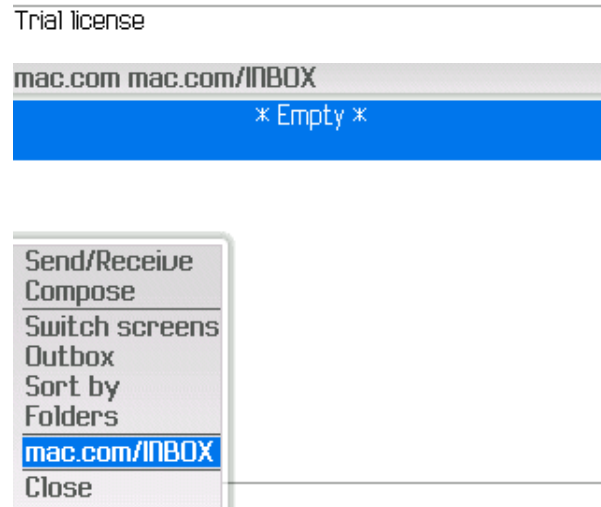
tiggit mail works much like the email software on your desktop computer. Periodically tiggit will check the email server for new email messages. When tiggit discovers a new email it will download it to your handheld. You can ask tiggit mail to download your mail now by taking these steps

1



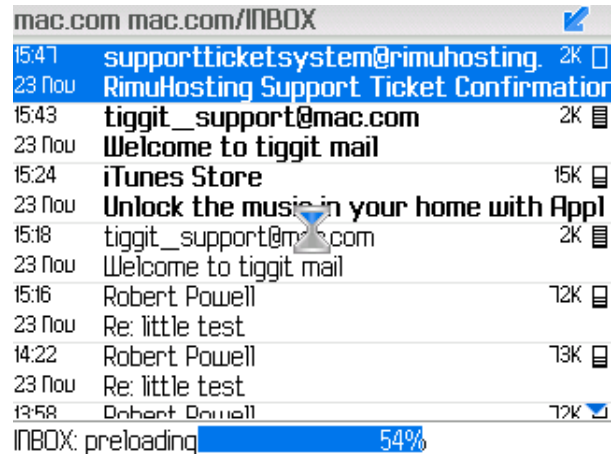
From the mailbox list select a mailbox and then click with the track wheel to open the mailbox.

2



From either an inbox view, or the folder view, select **send/receive** from the menu.

3



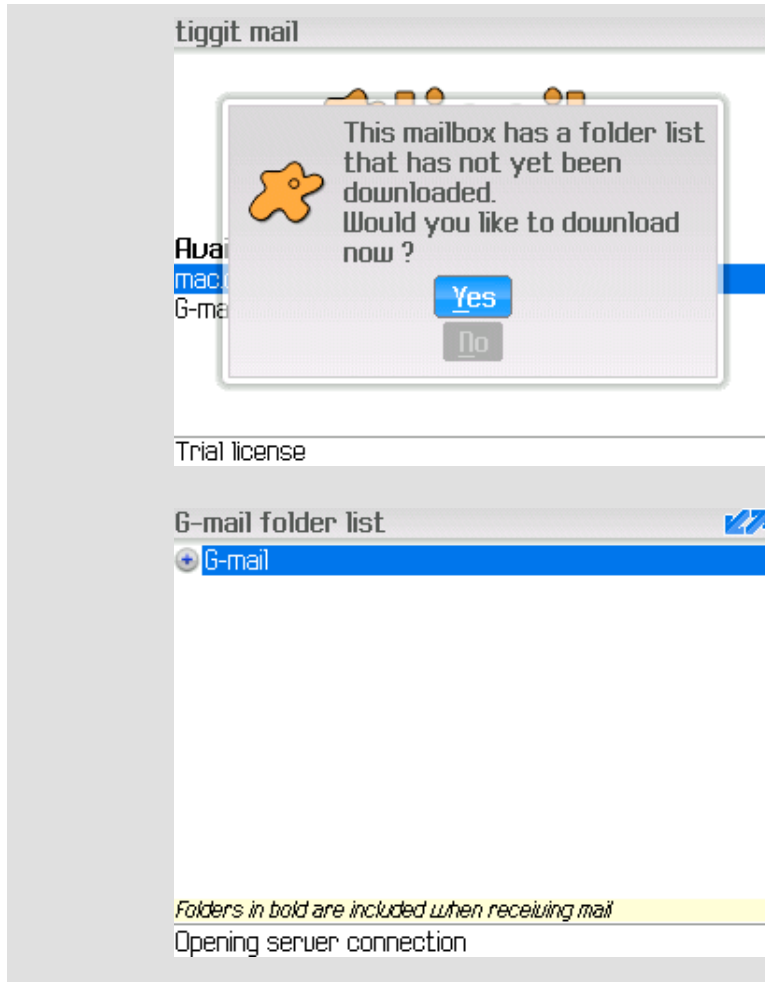
Tiggит mail will start downloading mail.

First it will check to see if there are any messages have been deleted on your BlackBerry and so need to be deleted on the server.

Then it will check to see if any messages need to be moved to another folder, and then finally will download any new messages from the server.

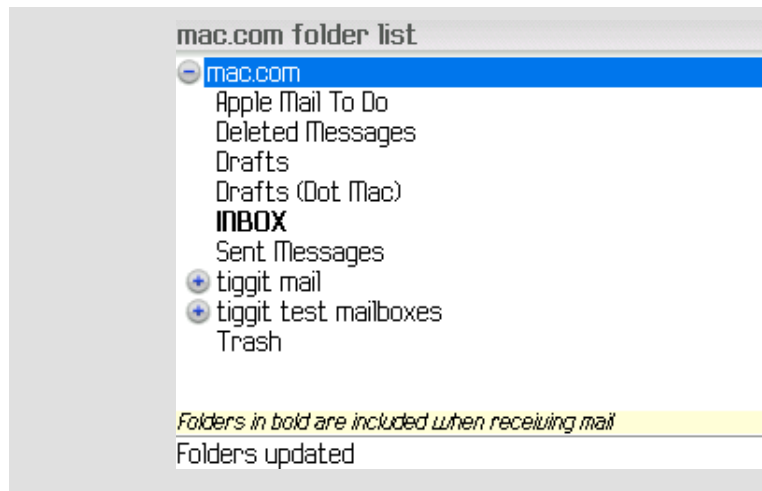
A progress bar will show how far tiggит is through the download. When a message is found that needs to be downloaded the status bar says preloading.

RUNNING FOR THE FIRST TIME



The first time you open a mailbox, tiggit mail will ask you if you would like to download the folder list. Normally you will say yes.

The folder screen will open and tiggit mail will attempt to connect to your mail server and download the list of your folders.



Once your folders have been downloaded, you only need to re-download the list if you add or remove folders on the server using your desktop computer.

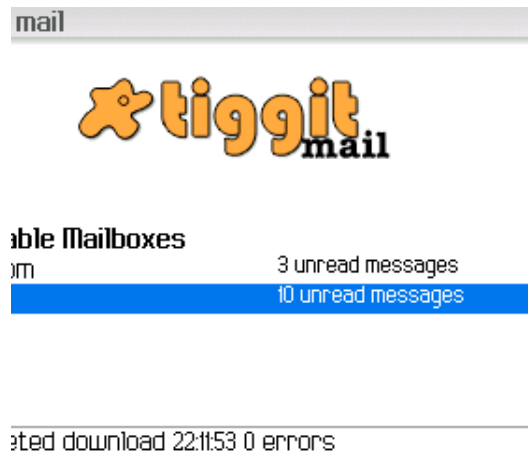
You can use the track wheel to move around the folder tree, press the menu button to select expand and collapse to manipulate the folder list.

You can also press the E and C buttons to expand and collapse.

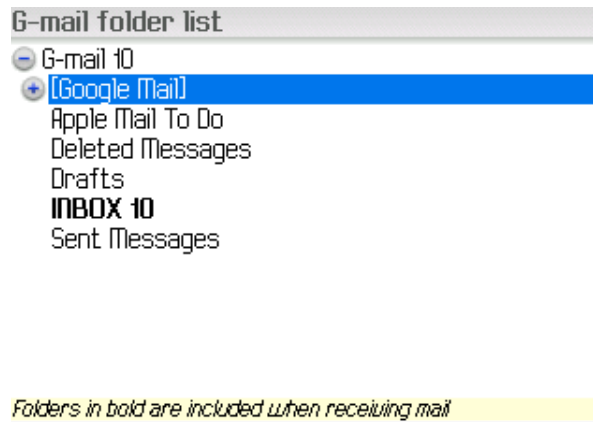
When messages are downloaded initially, tiggit mail downloads the first 3Kb of each message. Often it is sufficient to view only the start of a message, or even the headers, on the handheld, allowing you to deal with the full message later. Only 3K is downloaded speed-up the download and not to un-necessarily use data over the cellular network. Should you need to download the full message, you can do so by selecting **more** from the menu. The amount that is initially downloaded (3Kb) can be changed.

Reading mail

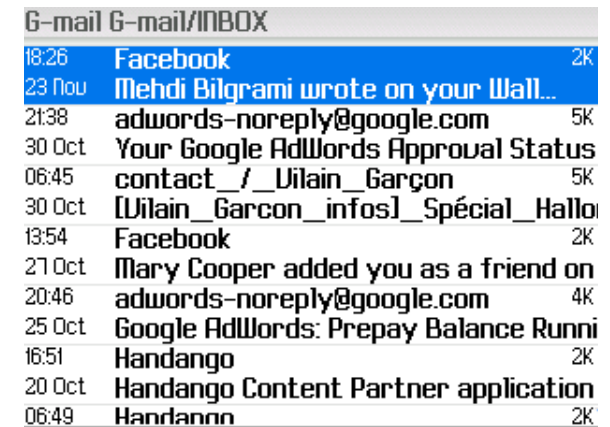
To read your mail select the appropriate mailbox from the mailbox list on the main tiggit mail screen, press the menu button and select **open**, or just click with the track wheel. Note the number in the orange disk beside the mailbox name. This indicates the number of unread messages on the BlackBerry. Clicking will open the folder view or the INBOX for that mailbox. If the folder view is opened, use the track wheel to select the folder you wish to view and click to open. Again notice that the number of unread messages is indicated after beside the folder name.



Main screen showing mailbox list



Typical Folder View



Typical INBOX view

In the INBOX view, you will see a list of the messages in your mailbox. You can use the trackball to scroll up and down the inbox and select messages to be viewed, deleted, replied to and forwarded. Click or select open from the menu to read the text of a message. This will open the message viewer. Here you can see the details of the message, and use the menu to reply to the message or forward it to another address.

When viewing messages, next and previous menu options allow you to move rapidly through your inbox. Fast keys can be used to rapidly access functions: Press N to move to the next message and P to move to the previous. Press R to reply to a message, and

F to forward a message. Press the DEL key to immediately delete a message.

From the inbox you can decide to compose a new email – select compose from the menu, or just press the C button.

As already noted, tiggitt mail only downloads the first 3Kb of each message. If you need to download the full body of a message, select **more** from the menu. You can *more* a message from both the inbox viewer and the message viewer.

There are a number of icons used by the inbox viewer to tell you more about the status of a message

<<graphic showing a message with all icons>>

Show all three states here	<p>This icon shows the download status of a message.</p> <p>When the box is empty, only the mail headers have been received.</p> <p>When the horizontal lines cover half of the box, the message has been pre-loaded – i.e. the first 3K has been loaded on to the handheld.</p> <p>When the horizontal lines cover all of the box, then the message has been fully downloaded to the handheld.</p>
	The replied icon indicates that a message has been replied to. This status is stored on the mail server and so the replied icon will show whether you have replied on your handheld or on your desktop.
	The priority message icon shows that the message was sent with high priority.
	The flag icon shows that the message has been flagged either on the handheld or on a desktop computer.

Sorting messages

You can sort the order in which messages are displayed in the inbox, by selecting Sort by. You can then choose the order by which the messages in the folders are sorted. The sort order is applied to all folders, and is remembered between sessions. By default,

messages are displayed in the same order as they are stored on the server. The sort order is applied to all mailboxes and folders on the handheld.



Selecting Sort by



Selecting sort order

Mail Viewer

The mail viewer shows full details of any email message. The mail viewer screen is split into two parts. The top part shows the header details: who the message is from and to, the subject of the message and the time and date the message was sent. In the lower part tiggitt mail will display the body of the message. If there are attachments to the message these are listed in an expanding section between header details and the body of the message.

Many messages are sent in an encoded format over the internet, and tiggitt mail supports many common email encodings. When a message is first opened it may take tiggitt mail a short while to decode a message. During this period a message is displayed below the header.

Sometimes it is not possible to properly decode a message without the entire message, so it will be necessary to download it using the *more* function. A status message below the headers will show when there is more message to download, and indicate the number of bytes that will need to be downloaded.

Many email messages are sent in HTML format. tiggитMail can also display HTML mail fully formatted and will download associated images from the internet to give you the full experience intended by the sender. You can click-through from HTML email messages to the BlackBerry browser to access the senders' website. tiggитMail can also display pictures and will re-size them to fit on the BlackBerry screen.

Finding Text

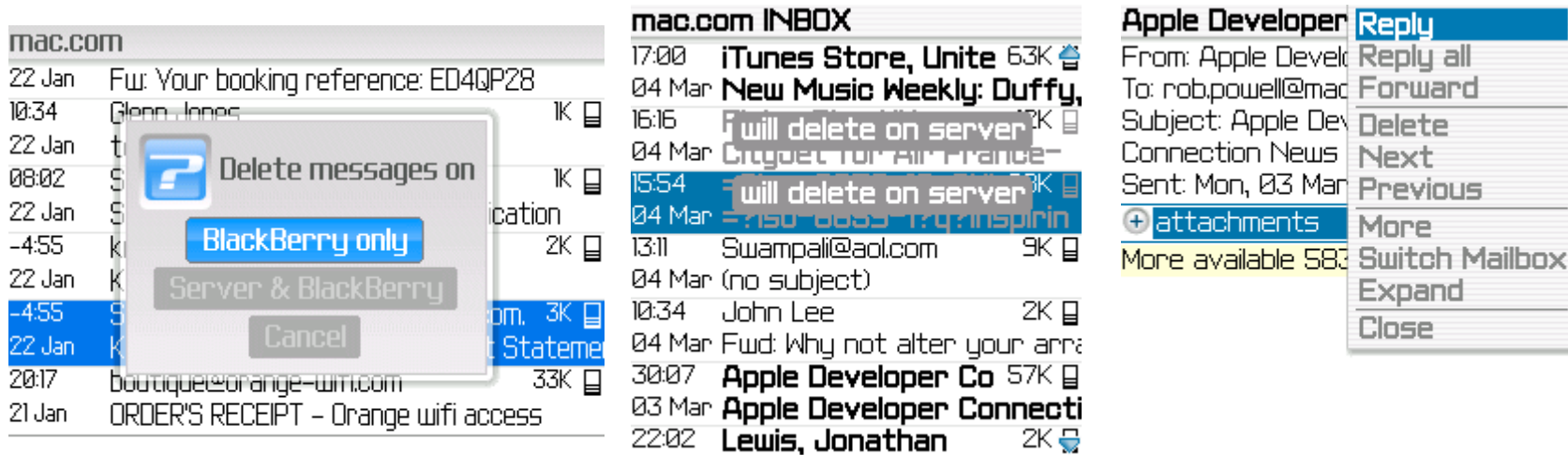
You can search the text of an email message by using the **find** function from the menu. Tiggит will find the first instance of the search text from the start of the email message. You can repeatedly use **find again** to find the next occurrence of the search text.

Deleting Mail

To delete a message, or a group of messages, simply select the messages and chose delete from the menu, or press the del key on the keyboard. You can also delete the message when it is open, also by selecting delete from the menu.

tiggит mail will ask you whether you want to delete the mail on the handheld, or on the handheld and the server. If you decide to delete on the handheld only the message is deleted and is not subsequently downloaded when mail is downloaded.

If you decide to delete the message on the server and the handheld, the message is marked on the handheld to be deleted when the handheld next receives messages from the server.



you are asked whether you would like to delete on the handheld or the server

messages are marked for deletion on the server

messages can be directly deleted

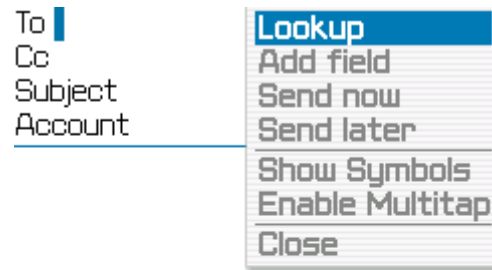
Sending mail

To write a mail message, select compose from the menu, or press C, this will open the message composer. The message composer allows you to write and send emails.

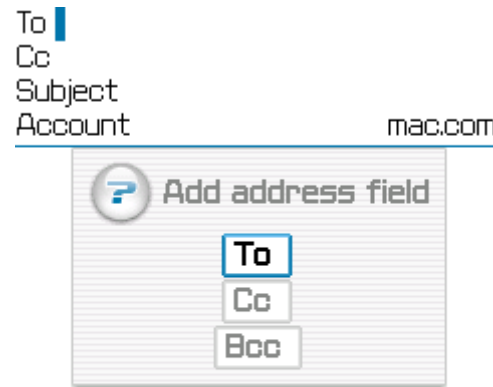
If you would like to send the message to more than one person chose Add Field from the menu, and then choose to, cc, bcc, or Reply-to depending on the type of addressee you would like to add.

You can add a subject line if you wish.

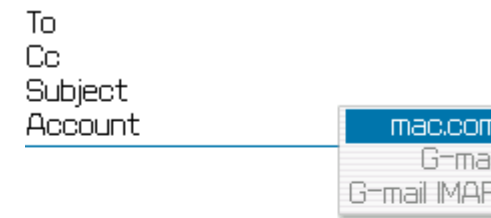
You can also select the account from which the message is to be sent, simply click on the Account field and choose the account from which the message should be sent.



use lookup to find contacts within your BlackBerry address book



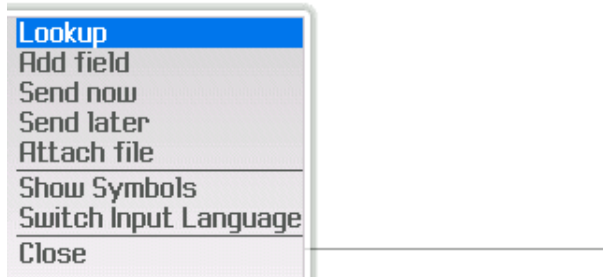
adding additional addressees to a message



selecting the account to use when sending the message

When the cursor is position over the To or Cc fields, you can look up contacts from your address book by selecting lookup from the menu. This will take you to the BlackBerry address book, and once you have found your contact, choose it with the click-wheel, and the correct address will be added to the message you are composing. You can use lookup with any of the to, cc, or bcc fields.

To |
Cc
Subject
Account mac.com



Accessing the Address Book using
Lookup

Having selected the addressees for the message, scroll down below the line and type the message you want to send, and then press the menu button and select either **send now** or **send later**.

If you choose *send now*, then tiggitt mail will attempt to send the message immediately. If you choose *send later*, then the message will be moved to the outbox for this mail account, and will be sent next time **send/receive** is performed.

You can see the messages in the outbox by choosing outbox from an inbox menu, or pressing O. If there are messages in your outbox, you can trigger sending the messages by selecting **send/receive**.

tiggitt mail can automatically send a copy of every email to a specified address, by automatically adding a bcc address to each message. You need to specify the address to which the drop copy should be sent, and enable drop copy sending. Go to the settings panel for the mailbox and enter the email address next to dropCopyAddress, and check the box next to dropCopy.

Working with the outbox

All outgoing messages are copied to the outbox, and removed once they have been successfully sent.

In the event that sending a message fails, tiggit mail will retain the messages in the outbox and will attempt to send them next time a send/receive is performed.

You can delete messages from the outbox by selecting Delete from the menu, or pressing the DEL button.

Attachments

It is quite common to send and receive messages with attachments. Tiggit mail allows you to save attachments to the BlackBerry media card, and to attach files from the media card to your messages. When you reply to or forward a message with attachments all of the attachments are automatically added to your reply or your forwarded message.

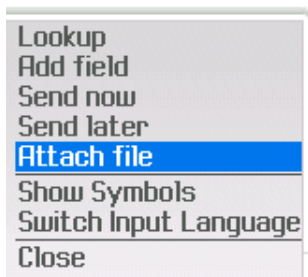
Adding an attachment

You can add an attachment to a new message, or to a message reply or forward

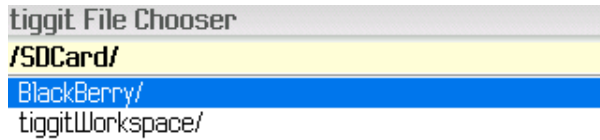
1

To |
Cc
Subject
Account mac.com

Create a new message, or reply/forward an existing message and select attach file from the menu

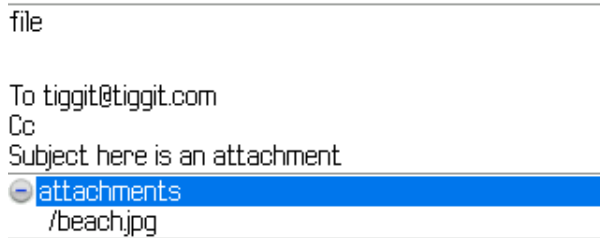


2

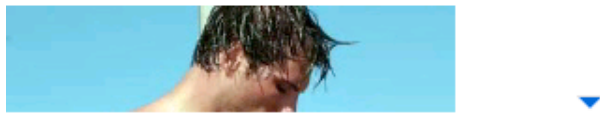


Using the file selector to navigate to the file that you would like to attach to the message. Use the trackwheel to select directories and click to open. Double click once you have found the file you would like to attach.

3



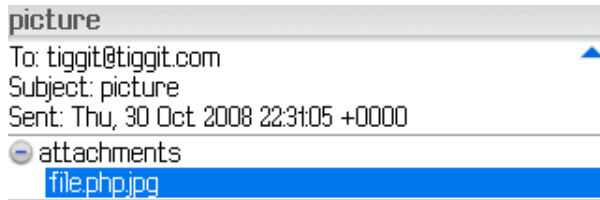
Once you have attached the file you will see its details shown below the message header in the message composer.



Saving an attachment

There are three easy steps to saving an attachment.

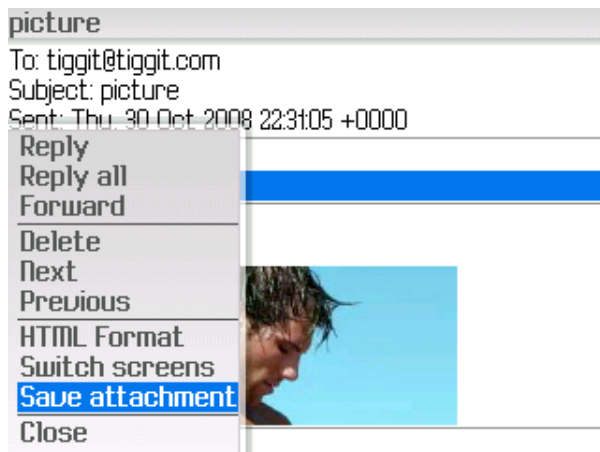
1



Open the message with the attachment, double click on the attachments section of the message viewer to display all the message attachments.

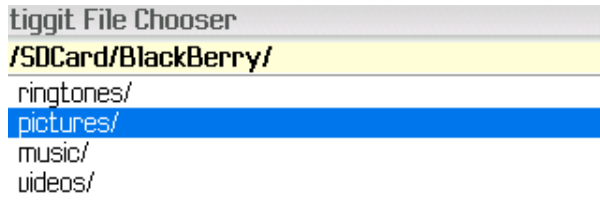


2



Select a file to save and select **Save attachment** from the menu.

3



Use the file selector to navigate to the directory in which the file should be saved, and then enter the file name at the bottom of the screen. Double click to confirm.

file

Working with folders

When you open a mailbox from the mailbox list, you will be shown the folder list. You can open any of the folders by selecting the folder with the track wheel, and clicking.

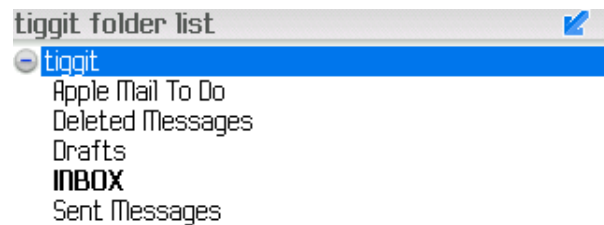
Folders that are downloaded to your handheld are shown in bold on the folder view. You can also tell the number of unread messages in each folder as this is displayed next to the folder name.

Moving messages between folders

You can move any message that has been downloaded to the handheld to any other folder on the server, regardless of whether that folder is downloaded to the handheld.

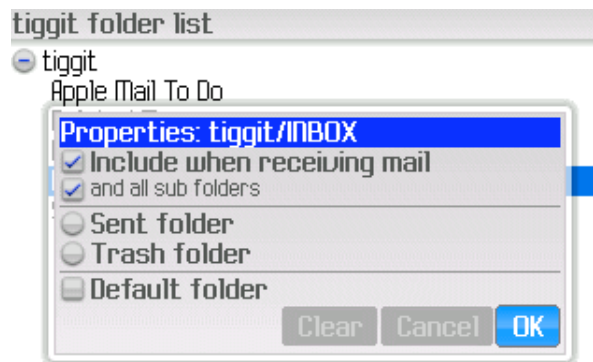
Selecting folders to download

You can select whether a folder is downloaded to the handheld by setting its properties. Highlight the folder to be downloaded and select **Properties** from the menu. Check the box *include when receiving mail* to indicate that the folder should be downloaded to the handheld.



Folders in bold are included when receiving mail

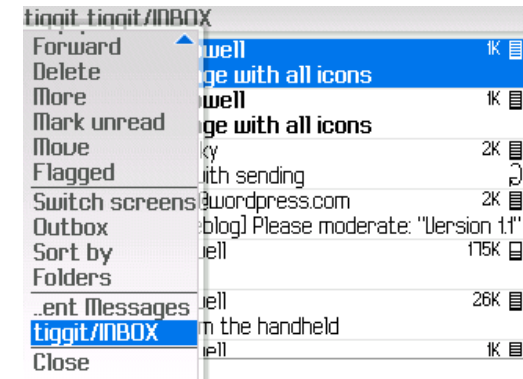
folder list



Folders in bold are included when receiving mail

Session closed

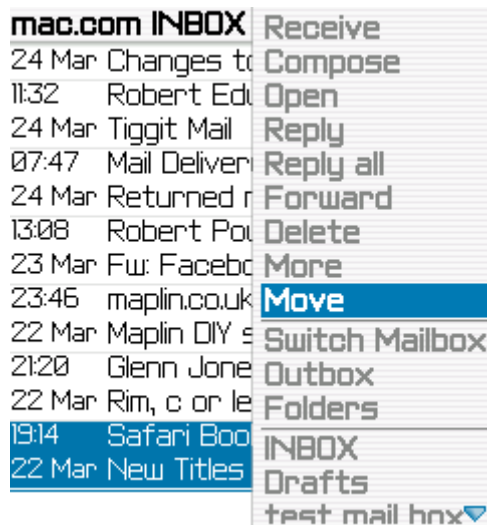
setting folder properties



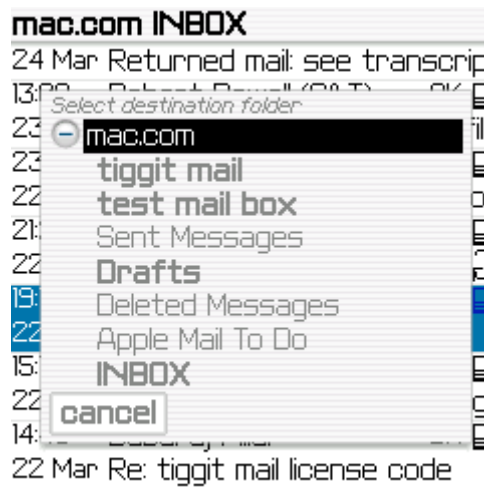
moving quickly between folders

tiggit mail allows you to move rapidly between folders from the main mailbox menu. Each of the synchronised folders are listed on the mailbox viewer menu, and selecting the menu item allows you to switch quickly between folders.

You can move a message from one mailbox to another by selecting the message and then choosing Move from the menu. The folder list is then displayed. Highlight the destination folder and click with the trackwheel to select the destination. You can choose from any of the folders on your mail server, whether or not the folder is replicated to the handheld. The message is then marked to be moved. When tiggit mail next synchronizes with the server, the message is moved. This allows you to move messages even when you do not have network coverage.



Selecting messages to move



Selecting destination for message



Messages ready to move

When you first set up a mailbox, the folders will not be synchronized with the BlackBerry handheld. To set up the folders on the BlackBerry, select **Sync folders** from the folder screen menu. tiggit mail will then connect to the server and download a list of folders. You can then select which folders should be synchronized. By default only INBOX is synchronized. Should you add or remove folders you can *Sync folders* at any time.

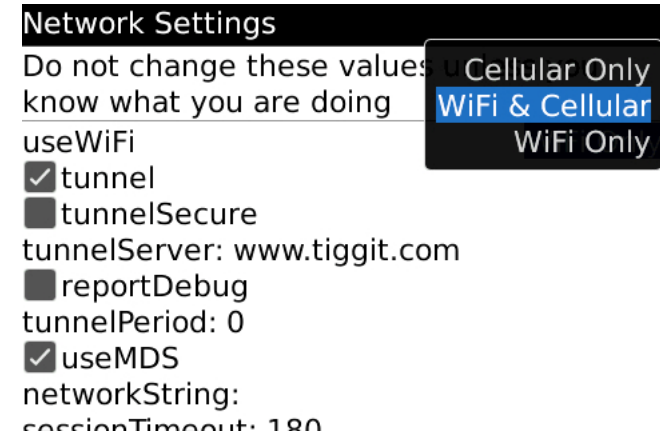
Using WiFi

Tiggит is able to use the wifi capability within the handheld. It is possible to configure tiggит to automatically use wifi if it is available.

There are three different wifi settings

- Cellular only
In this mode, tiggит will only connect to the mail server via the cellular network
- Wifi and cellular
In this mode, if wifi is available, then tiggит will use the wifi network to connect to the mail server, and if there is no available wifi network, then tiggит mail will use the cellular network. (This functionality is only available on devices with RIM OS 4.3 or later.)
- Wifi only
In this mode, tiggит will only connect to the mail server via the wifi network.

When using wifi, tiggит requires the user to make the connection to the wifi network.



Customising tiggit mail

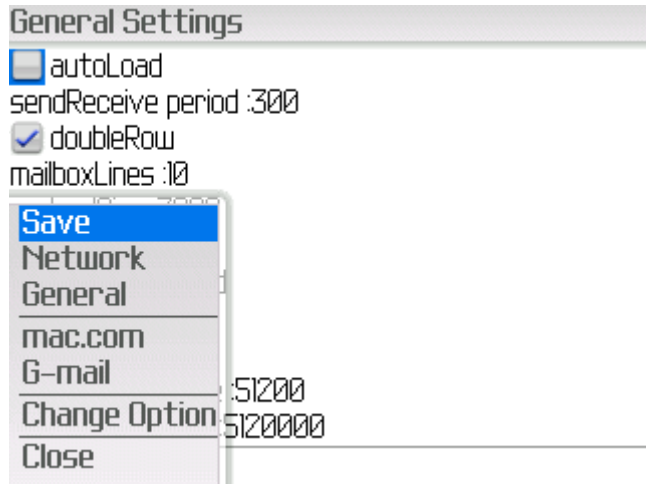
People use email tools in different ways. Tiggit mail has a number of options that allow you to optimize your use of the program. This chapter shows you how to

- Automatically loading email
- Navigate faster to the messages you most often need to see
- Customise how your are informed about new messages
- Customise the tiggit user interface
- Add a custom signature to your messages
- Set a sent folder for all outgoing messages
- Set a trash folder for all deleted messages
- Setting the number of messages to be kept on the handheld
- Logging

Customising tiggit mail often requires you to change settings. tiggit mail has its own settings panel. You can reach this by going to the mailbox list, pressing the menu button and selecting settings. This will show you the general settings panel. From here you can press the menu button again to navigate to two other types of settings panel. The Network settings panel has a number of settings that relate to the data connections that tiggit mail will use – just select Network from the menu to view these settings. There is also a settings panel for each mailbox you have configured. Notice that in the menu is the name of each mailbox, select one of these to view the settings that are specific to that mailbox. Typically this contains the server address, user id and password information.

<<graphic showing settings panels>>

Automatically loading email



You can arrange for tiggitt mail to check to see if you have new messages every few minutes. This is handy to keep your BlackBerry up to date, and to reduce the time you need to wait while messages download. To configure this, go to the settings panel and select autoLoad.

The frequency with which tiggitt mail will check for messages is set by the sendReceive period. This value is set in seconds. A typical value is 300 which is equivalent to five minutes. It is not recommended that you set this value less than 120. Many users find that a period of 900 (15 minutes) provides a good service.

Navigate faster

When you start tiggitt mail, you are presented with a choice of mailboxes. You can open the mailbox, and then choose a folder that you would like to open. Many users would like tiggitt mail to open to a specific folder each time it is started – for example open at g-mail inbox folder. There are three steps to setting this up.

1. Configure the default folder for the g-mail mailbox
2. Configure the g-mail mailbox to open directly to the default folder
3. Configure tiggitt mail to automatically open g-mail

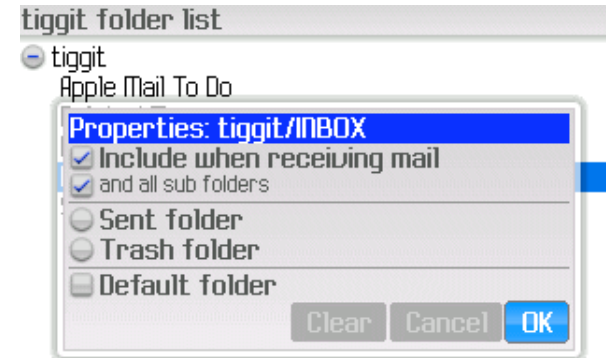
In this example, it is assumed that you have a mailbox called g-mail. Of course you can follow these steps for any mailbox you have set up.

1

Configure the default folder for the g-mail mailbox

From the folder screen, select the folder that is to be opened by default, and then select properties from the menu, or press P.

On the properties panel that appears, check the default folder box.



Folders in bold are included when receiving mail
Session closed

<<graphic showing default setting>>

2

Configure the g-mail mailbox to open directly to the default folder

Go to the settings panel for your mailbox, and scroll down to find the mailboxOpen setting. Change the value to DEFAULT.

Having completed steps 1 & 2, when you open the g-mail mailbox, tiggit will open at the folder you selected in step 1, and not the folder view.

3

Configure tiggit mail to automatically open g-mail

Go to the General settings panel and find the defaultMailbox setting. Type in the mailbox name (exactly as it appears on the mailbox list) into this field.

Restart tiggit mail, when you restart, tiggit mail will automatically open the mailbox you have configured.

<<graphic showing defaultMailbox set up>>

Letting you know about new messages

To let you know new messages have arrived the handheld can give a little buzz, and set the LED to flash red and green. There are a number of settings to customize the way you are informed about new messages. All of the alert settings are on the General Settings panel.

alertLED	When tiggit mail has received a message, the LED will flash red then green, until tiggit mail is activated. Open a message or a folder screen to cancel the LED notification. This is used in combination with alertUnreadOnly.
alertVibrate	For each new message that tiggit mail receives, it will cause the BlackBerry to vibrate, except when used in combination with singleVibrate and alertUnreadOnly
singleVibrate	When tiggit mail downloads messages it will only vibrate once, regardless of how many messages are downloaded. This setting only has impact if alertVibrate is selected.
alertUnreadOnly	When tiggit mail downloads messages it will only provide an alert for unread messages. If a message has been read on another device – such as a desktop computer – then tiggit will not flash the LED or vibrate. Used in combination with alertLED and alertVibrate.

If you would like tiggit to vibrate once and flash the LED each time one or more new messages is received, then select alertLED+alertVibrate+singleVibrate+alertUnreadOnly.

Customise the tiggit user interface

Tiggit can display inbox lists in two formats – two rows per message, or one row per message. In single row mode there is less information shown about each message, but more messages are displayed on the screen. The default setting is two rows per message.

The setting *doubleRow* controls whether one or two rows are used for each message – check doubleRow for two rows.

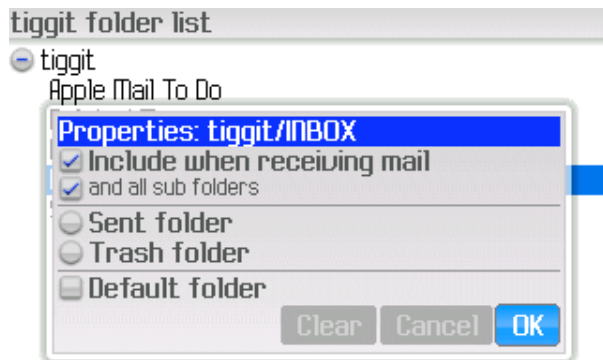
Custom Signature

You can add a custom signature for each mailbox. To do this go to the mailbox settings panel for the appropriate mailbox, and scroll to the bottom where there is an area entitled signature. Enter the text that you would like added to the end of each message sent from this mailbox.

You can also disable the “sent from tiggit mail” message, by un-checking the announce setting. This is only available to fully licensed users.

Setting sent and trash folders

Tiggit can copy all outgoing messages to a nominated folder on your IMAP server. It can also move messages to a trash folder, rather than immediately deleting them.



Folders in bold are included when receiving mail

Session closed

To enable this, go to the folder view, and then select the folder that you would like a copy of all outgoing messages to be saved. This can be any folder, it does not need to be set to be synchronized with the handheld.

Open the properties panel for this folder by selecting Properties from the menu, or pressing P. Select **Sent folder** on the properties panel, then click on OK.

Note that the folder name will now have a (s) at the end of the name to indicate that it is the sent folder.

Similarly a trash folder can be selected, and when a folder is nominated as the trash folder a (t) is placed after its name. A single folder cannot be a trash folder and a sent folder.

If you select a folder as (for example) a sent folder, but then would like to disable this selection, open its properties and press the **clear** button.

POP3 users can enable similar functionality by using the **drop copy** capability. On the mailbox settings panel select dropCopy and enter an email address in the dropCopyAddress setting. With this enabled tiggit mail will automatically add a bcc address to all outgoing messages so that you receive a copy of everything sent from the handheld. (This function is available for POP3 and IMAP mailboxes.)

Storing Messages on the Handheld

Tiggит is designed to retain the most recent messages in each synchronised folder. There are a number of considerations when deciding how many messages the handheld should retain. Principally these are the amount of available storage on the device, and the cost/performance of the network connection to download the messages.

Tiggит mail can be configured to store messages on the internal media card (SD Card). This can vastly increase the available storage to several Gb. Tiggит keeps a small reference to each message stored on the SD Card within the device storage, and keeps the body of the message on the SD Card. To enable this, select useSDCard on the settings panel.

There are two settings that control the number of messages that are stored on the handheld. These define the number of messages to initially be downloaded, and the maximum number of messages to be stored on the handheld. Both these settings are on the General Settings panel and apply to all mailboxes.

- *mailboxLines* controls the number of messages initially downloaded when tiggит synchronises for the first time. Thereafter tiggит requests all the new messages after the most recent received.
- *maxBoxSize* controls the number of messages stored on the handheld before the oldest is deleted to make room for newer messages.

These settings can be optimised for your use, but consideration should be given to the amount of handheld memory that will be consumed even if the media card is used.

Another consideration is the amount of each message that is downloaded by default – the pre-load size. tiggит mail normally will download the first 3K of any message. This can be configured by changing the preloadSize setting which is a value in bytes. Reducing the preload size will reduce the time it takes to download messages, but increase the likelihood of needing to ‘more’ the message to see it’s detail.

Logging

From time to time it is useful to have more information about tiggит’s activities in order to diagnose problems. You can configure tiggит to create a log file on the SD Card if necessary. To do this, select log and diskLog on the General Settings panel. tiggит will create a file called tiggитMailLog.txt on the SD Card in the BlackBerry folder.

If you need assistance with tiggит mail and are going to contact support, it is helpful to reproduce your problem with this logging enabled and include the log file with your request for assistance.

Installation Guide

There are three ways of installing tiggит mail. The recommended way is to use over-the-air installation from tiggит.com. For some users this may not be possible due to technical or security limitations. Alternatives are to use the web-loader on tiggит.com and to use the desktop installation package and the BlackBerry Desktop Manager.

Installation instructions for over-the-air installation

This is the easy way to install tiggит mail. Simply launch your BlackBerry browser and navigate to the following URL

<http://www.tiggит.com/tiggитmail/eapCheck.html> ← this URL is not correct!

Once the browser has navigated to the website you will see a screen providing the details of the software to be downloaded. There is a button towards the bottom of the page marked download. Some handhelds will provide the option to *set application permissions* it is not necessary to check this option prior to downloading. Click on the download button to install tiggит mail.

Navigate with browser

Product details page

tiggит mail downloading

Once tiggит mail has been downloaded, you may need to reboot your handheld.

Installation instructions for web-installer

You can use the web installer to install tiggит mail from any Windows computer that has device drivers for your BlackBerry handheld. Simply use your web browser to navigate to the following URL,

tiggит mail user guide

<http://www.tiggит.com/tiggитmail/eapCheck.html>

Enter your email address, and select Desktop install from the choices. Next click on the link for the type of BlackBerry device that you have and then plug in your BlackBerry handheld to the USB port. When you plug in your BlackBerry, you will be prompted to allow the webpage to connect to the BlackBerry.

Once the connection has been established, you can press the load button on the page. The webloader will then check the details of the BlackBerry to confirm that the tiggит mail application can be installed. You will see a progress bar whilst this happens. At 50% you will be asked to confirm that you would like to install tiggит mail and all its supporting software libraries. Normally you will say 'Yes'.

Once the software is installed, your BlackBerry handheld may need to restart.

Installation instructions using desktop manager

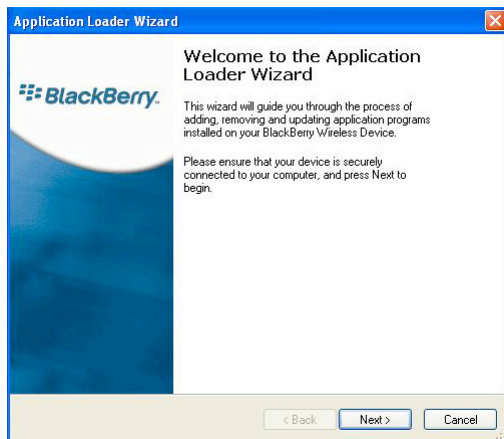
1. Download the tiggит mail software from the link above, and save the file on your computer. In this example I have saved the file to the desktop.
2. Extract the zip file, by clicking with the right mouse button on the chatberry.zip icon and selecting extract. This will launch the extraction wizard. Just keep clicking next until the wizard finishes. You will end up with a folder called chatberry on your desktop.
3. Load the application using the Blackberry desktop. Make sure your Blackberry is connected, and start Blackberry Desktop Manager. Click on Application Loader and start the wizard.

Starting extraction

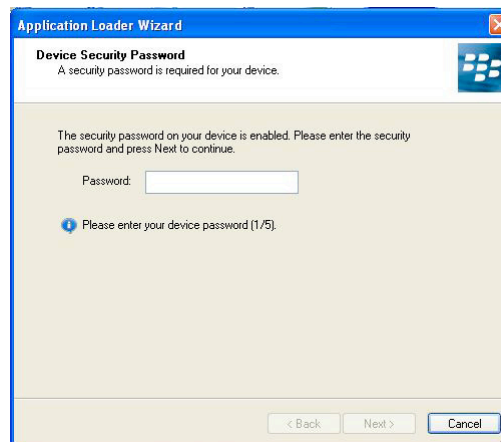
The extraction wizard



4. Clicking on the application loader, starts the application loader wizard:



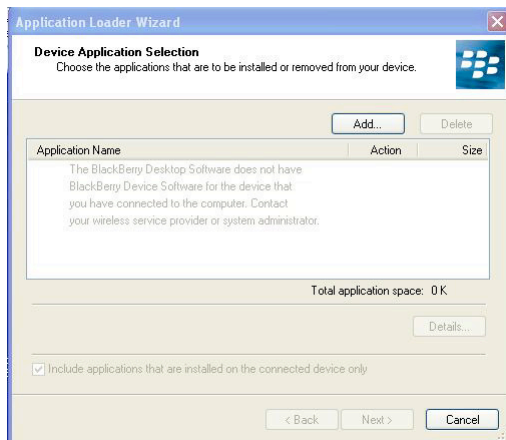
5. To connect to you blackberry, the application loader needs to know the password for your blackberry:



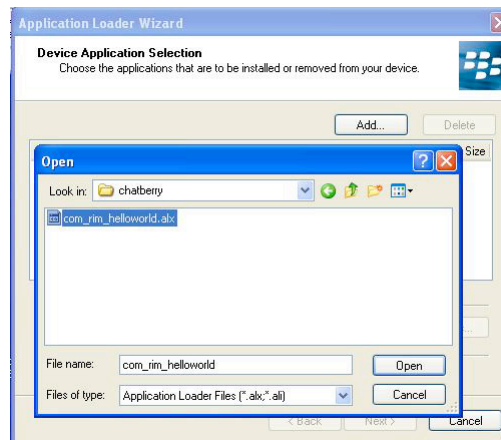
6. Having connected the application loader reads configuration information from the blackberry, and gets ready to install tiggit mail



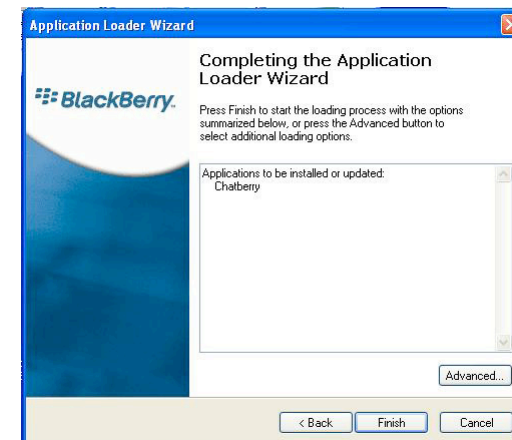
7. The application loader will show you a list of the applications installed on your blackberry. The applications shown here will depend on what has previously been installed. Click the Add button.



8. Clicking on Add will display a file chooser, you should use this to navigate to the folder where you extracted the tiggitMail.zip file. In my example above this was on the desktop. When you have found the correct folder the chooser will show the multiMail.alx file as below.

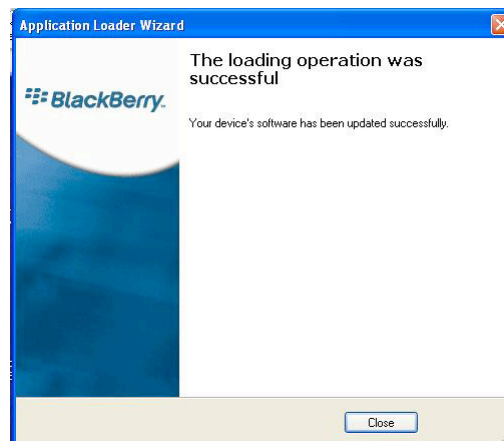
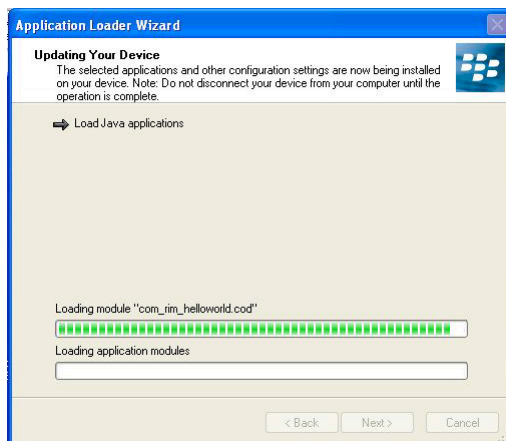


9. Select the mutliMail.alx file and click on Open. This will add tiggit mail to the list of applications to be installed. Click on Next. Clicking Next will provide a summary of the actions that the application loader will take.



10. Click Finish. This will start the download of tiggit mail to your blackberry device.

11. When the download is finished, the application loader will report success, and tiggit mail is now ready for use.



Upgrading to a new version of tiggit mail

From time to time new versions of tiggit mail will be released. To upgrade to the latest version, the normal procedure is to remove

the old version, then install the new version.

This process will not lose mailbox configurations, but the data in mailboxes may be lost as a result of the upgrade. This should not be a concern for IMAP mailboxes, as all the data on the handheld is also stored on the server. POP3 users may need to check that valuable messages on the handheld are stored elsewhere as often POP3 servers do not retain messages once they have been downloaded.

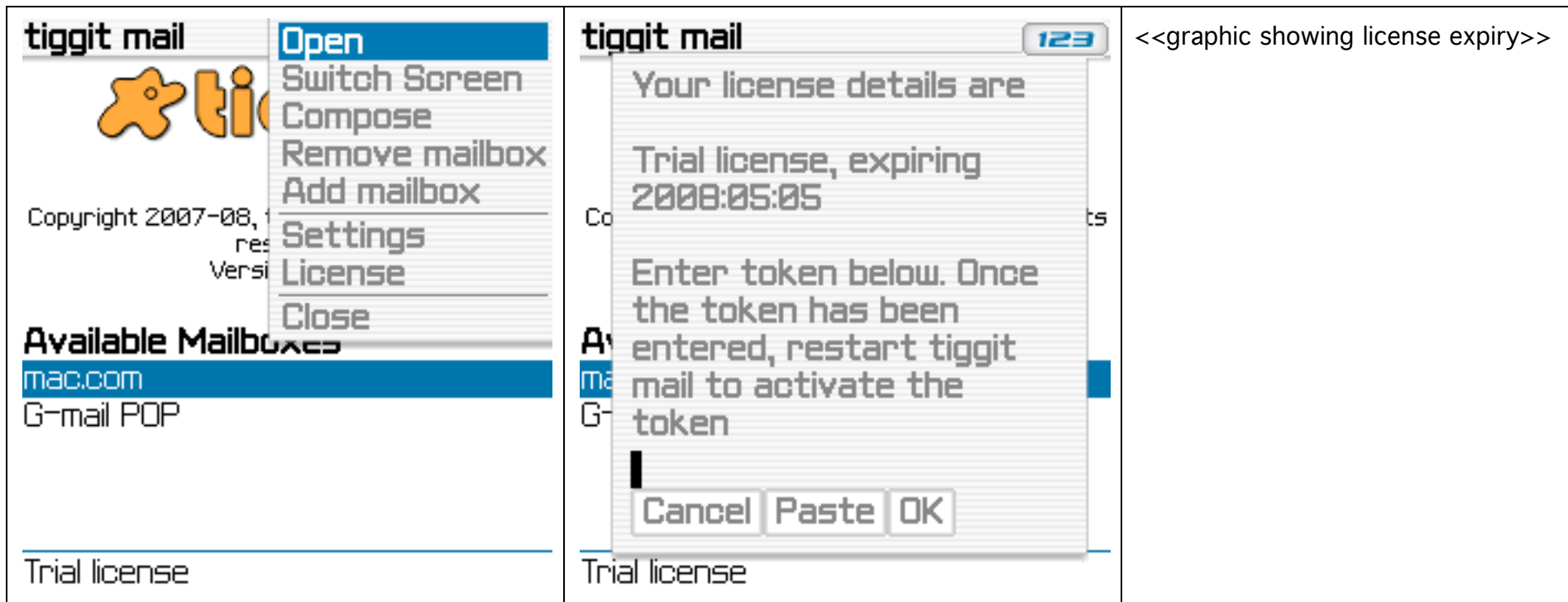
To remove tiggit mail, go to the BlackBerry *options* application, and select *Advanced Option* → *Applications*. Once the application list has been built, scroll down to tiggit mail, and select *delete* from the menu.

License Keys

Use of tiggitt mail is controlled by license keys. You may use tiggitt mail free of charge for up to 7 days prior to purchasing a license. A license key consists of a long series of numbers and needs to be applied to the tiggitt mail application. A summary of your license status is shown at the bottom of the screen when tiggitt mail has started up. The status will be either *trial license* or *full license*.

License keys are specific to each handheld device and cannot be transferred to another handheld. This is controlled by using the BlackBerry PIN within the license key. Please take care to submit your PIN correctly when purchasing a license key.

To apply a license key, select license from the mailboxes menu. You will be presented with a screen that gives you more details of the license that is currently in use, including the expiry date - if applicable.



Mailbox list showing license menu option	License details, showing expiry date	License expiry
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Note that at the bottom of the license details screen is a place to enter a new license code. You should either key in your license code here, or use copy and paste by selecting the Paste button.

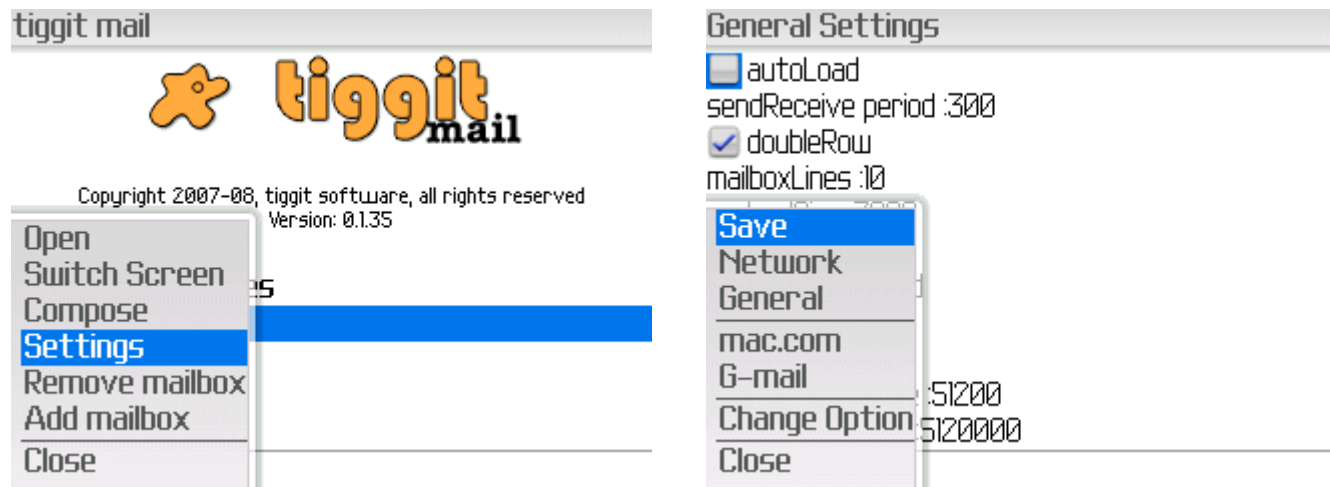
The license token is decoded to check that it is applicable for the handheld being used. You should no restart tiggit mail to apply the token.

In the event that your trial license expires before you purchase a full license, tiggit mail will be blocked from use and an expiry message will be displayed. This message will be displayed each time your start tiggit mail. When you have your new license click on the Enter license button and key in (or paste) your new license token. One the token is accepted, you must then exit tiggit mail to apply the license. Next time tiggit mail starts it will be fully functional again.

There are no functional differences between a trial version and a fully licensed version.

Settings

This page tells you how to configure the various settings for tiggit mail. The settings can be reached from the main start screen that lists the email boxes you have configured.



When the settings panel opens it will show the [General Settings](#) that apply to all [mailboxes](#). From the menu you can switch to the [Network Settings](#) that set parameters for accessing the internet, via the mobile phone network. You can also show the settings for each of the mailboxes you have set up. In the example above there are two mailboxes, mac.com and G-mail.

General Settings

Here are the general settings that you can configure, and what they do. These are in the order that they appear on the settings panel.

Setting	Function	Factory Setting
autoLoad	Tells tiggitt mail to periodically check for new messages from all mailboxes. This setting has immediate effect.	selected
sendReceive period	The period at which tiggitt mail checks for new messages in seconds. 300 is 5 minutes, 600 is 10 minutes, 1800 is 30 minutes. If IMAP IDLE is selected, then this value is used as the period which tiggitt mail checks that an IDLE session is active, and if it does not find one, establishes a new IMAP IDLE session with the server. Tiggitt mail needs to be restarted for this setting to have effect.	1800
doubleRow	Tells tiggitt mail to display messages using two lines for each message. It is recommended to restart tiggitt mail after changing this setting.	selected
mailboxLines	If the handheld mailbox is empty and tiggitt mail checks to see if there is new mail, it will check the first <mailboxLines> messages. Subsequent checks will download all messages that are new after the latest message. This is to prevent tiggitt mail using large amounts of data to synchronise the first time it is run.	10
preloadSize	The number of bytes to pre-load when a message is first downloaded from the server	3000
maxBoxSize	The maximum number of mail messages to be held on the handheld for	10

	anyone mailbox. When this value is reached older messages are discarded.	
immediateSend	tells tiggitt mail to immediately attempt to send messages placed in the outbox with send later. If sending fails then the message is held in the outbox until message sending is initiated	not selected
singlePost	Tells tiggitt mail to use the SMTP helper in the tunnel server and be more efficient in sending messages	selected
alertVibrate	Tells tiggitt mail to vibrate each time a new message is received	
alertLED	Tells tiggitt mail to flash the handheld LED red and green when a new message is received. The LED behaves normally once tiggitt mail has been opened.	selected
renderHTML	Tells tiggitt mail to attempt to display HTML messages as formatted messages with images.	selected
warnMessageSize	Tiggitt mail will warn you if you attempt to download a large message as this may result in large data charges or overload the handheld. Messages with a size above this value will cause tiggitt mail to create the warning	51200
maxMessageSize	Tiggitt mail will not download messages beyond a certain size as this is likely to overload the handheld. This value is the size beyond which tiggitt mail will not download the message	5120000
reportMemoryStats	This setting is used for memory profiling by the tiggitt mail developers and should not normally be set	not selected
showHTMLfirst	HTML messages often contain plain text as well as HTML, and this often comes first in the email message. This setting always puts the HTML part of the message first on the screen, and any plain text goes afterwards	not selected

softDelete	Tells tiggit mail not to issue an EXPUNGE command after a mail has been marked DELETED on an IMAP server. This allows the user to review messages that have been deleted by the handheld at a later date.	not selected
announce	Suppresses "Sent using tiggit mail" message when sending mail. Only available to fully licensed users.	not selected.
log	Tells tiggit mail to write diagnostic information to the system log. Generally this would not be set	not selected
diskLog	Tells tiggit mail to write diagnostic information to a file on the SD Card within the BlackBerry handheld. Generally this would not be set, and setting this tends to degrade performance	not selected
UseSDCard	Tells tiggit mail to store the body of messages on the SD Card rather than in the handheld store.	selected
singleClick	Tells tiggit mail to	
contactMenu	Tells tiggit mail to add menus within the BlackBerry contact list.	selected

Mailbox Settings

The mailbox settings are normally set by the add mailbox wizard. You can access them from the settings panels, here is what the various parameters mean.

Setting	Function	Factory Setting
userName	The display name of the email user - i.e. the full name of the user that accompanies the email message.	these settings are user

emailAddress	The email address of the user associated with this mailbox.	specific, so there are no factory settings
emailPassword	The email password for this mailbox	
mailServer	the internet address of the mail server to be connected to.	
mailServerUserId	The user id that is used to log into the mail server. If this is blank, the email address is used.	
mailServerType	This must be POP3 or IMAP depending on the protocol that is supported by the mail server. IMAP is recommended.	
mailServerPort	The TCP port that is to be used to connect to the IMAP/POP3 server.	
mailServerSecure	This must say true or false and indicates whether secure sockets (SSL or TLS) should be used to connect to the IMAP/POP3 server.	
useTLS	Use a TLS connection when establishing a secure connection. mailServerSecure must be selected for TLS. useTLS applies to both IMAP/POP3 connections and SMTP connections.	
useIDLE	Tells tiggitt mail to establish an IMAP IDLE session if this is supported by the IMAP server. This feature cannot be used with a tunnel connection.	
idleRefresh	Sets the period with which tiggitt mail sends NOOP to maintain the IDLE session. Value is in minutes. For every 5 NOOP messages the IDLE session is restarted.	
closeSession	Tells tiggitt mail to explicitly close a session to the server when it is not active. POP3 clients will typically need this to be selected to allow other computers to be used in conjunction with tiggitt mail.	
reply-to	If populated, adds a reply-to field to all outgoing messages from this account	

dropCopy	Tells tiggit mail to add the drop copy address as a bcc addressee to all outgoing messages	
dropCopyAddress	The address to which drop copies are sent.	
smtpServer	The internet address of the SMTP server that is to be used to send mail.	
smtpPort	The TCP port that is to be used to connect to the SMTP server.	
smtpSecure	This must say true or false and indicates whether secure sockets should be used to connect to the SMTP server.	
smtpUser	The user-id that will be used to authenticate with the SMTP server.	
smtpPassword	The password to be used to login to the SMTP server.	
smtpDomain	The domain name to be declared to the smtp server when initiating a connection with an EHLO message	
smtpAuthType	Indicates the authentication type to be used when authenticating with the smtp server. Challenge authentication mechanisms (CRAM-MD5) cannot be used in conjunction with singlePost.	
mailboxOpen	Indicates whether the mailbox should open into the folder view or open the default folder	
Signature	This is not normally set by the add mail box wizard. You can add text here that will be added to the end of any messages that you send. Typically this might be used for a sign-off message	

Network Settings

The network settings panel contains a number of technical parameters that tells tiggит mail how to interact with the mobile phone network. Do not change these settings unless you are sure that you know what you are doing. If you do make changes it is recommended to write down the previous setting before making a change.

Setting	Function	Factory Setting
useWiFi	Tells tiggит mail to use a WiFi connection rather than using the mobile data network. Turning this on will cause tiggит to ONLY use a WiFi connection. In the event that there is no WiFi then it will not be possible to connect. Similarly if there no WiFi hardware in the device it will not be possible to connect.	
tunnel	Indicates whether tiggит mail should connect to the internet servers via the tunnel webservice proxy.	true
tunnelSecure	Indicates whether the connection to the tunnel should use secure sockets (SSL).	true
tunnelServer	The network address of the tunnel server	www.tiggит.com
reportDebug	A special flag that makes tiggит mail send debug logs to an internet server. Do not enable this unless explicitly asked to do so	not selected
tunnelPeriod	not used, but please leave as 0	0
useMDS	indicates whether the handheld should use the Mobile Data Service (MDS) to connect to the internet. Most corporates and some mobile network providers use MDS.	true
networkString	The string of special commands passed to the http library. Only put values in here if you are asked to do so	blank

sessionTimeout	The length of time before it is assumed that a session is in active and can be reset, in seconds	60
installDate	The date that the network configurator last ran. Do not change this value. It has nothing to do with the license key.	
postBlockSize	The size of data blocks used by the singlePost mechanism.	8196
useSDCard	Tells	