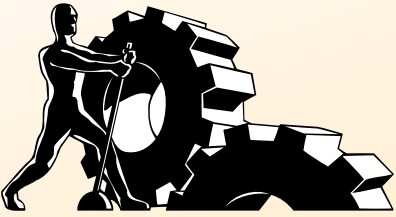


**Check for Updates**

Make sure you have the latest information!



TidBITS Publishing Inc.

**Take Control of**

**v1.0**

# **Mail** on the **iPad** **iPhone** and **iPod touch**

**Joe Kissell**

**\$10**

[Help](#)

[Catalog](#)

[Feedback](#)

[Order Print Copy](#)

Click here to buy the full 96-page "Take Control of Mail on the iPad, iPhone, and iPod touch" for only \$10!

# Table of Contents

## **READ ME FIRST 4**

Updates and More.....	4
Basics .....	5

## **INTRODUCTION 7**

## **IPHONE OS MAIL QUICK START 8**

## **LEARN IPHONE OS MAIL BASICS 9**

Check Your Mail.....	9
Compose and Send a Message.....	18
Change Your From Address .....	19
Send Mail from Another App.....	21
Work with Attachments .....	22
Use Data Detectors .....	25
Search for Mail Messages.....	26

## **UNDERSTAND EMAIL ACCOUNT OPTIONS 29**

Email Protocols.....	29
Push vs. Fetch.....	32
Gmail Curiosities .....	35

## **DEVELOP A MOBILE MAIL STRATEGY 40**

Learn Mail's Strengths and Limitations.....	40
Decide Which Account(s) to Use .....	49
Optimize Your Mailboxes.....	52

## **CONFIGURE EMAIL ACCOUNTS 55**

Account Setup Basics .....	55
Sync Accounts with iTunes.....	55
Add an Account Manually .....	57
Adjust Account Settings.....	65
Gmail Setup Tips .....	83
Delete an Account.....	88

## **TROUBLESHOOT EMAIL PROBLEMS 89**

Network Problems.....	89
Can't Receive POP Mail .....	90
Can't Send Mail .....	90

Exchange Encryption Problems .....91  
Other Suggestions .....92

**ABOUT THIS BOOK 93**

About the Author .....93  
Author’s Acknowledgements.....93  
Shameless Plug .....94  
About the Publisher.....94  
Production Credits .....94

**COPYRIGHT AND FINE PRINT 95**

# Read Me First

Welcome to *Take Control of Mail on the iPad, iPhone, and iPod touch*, version 1.0, published in May 2010 by TidBITS Publishing Inc. This book was written by Joe Kissell and edited by Dan Frakes.

The iPad, iPhone, and iPod touch are fantastic tools for accessing email on the go, but they also have limitations not found in desktop email programs. This book teaches you everything you need to know to use email effectively on your mobile device, including developing a strategy that makes the most of its unique strengths.

Copyright © 2010, Joe Kissell. All rights reserved.

If you have an ebook version of this title, please note that if you want to share it with a friend, we ask that you do so as you would a physical book: “lend” it for a quick look, but ask your friend to buy a new copy to read it more carefully or to keep it for reference.

Discounted [classroom and Mac user group copies](#) are also available.

---

## UPDATES AND MORE

---

You can [access extras related to this ebook](#) on the Web. Once you’re on the ebook’s Take Control Extras page, you can:

- Download any available new version of the ebook for free, or purchase any subsequent edition at a discount.
- Download alternate formats, including .pdf and—usually—.epub and .mobi. (Learn about reading this ebook on handheld devices at <http://www.takecontrolbooks.com/device-advice>.)
- Read postings to the ebook’s blog. These may include new information and tips, as well as links to author interviews. At the top of the blog, you can also see any update plans for the ebook.
- Get a discount when you order a print copy of the ebook.

---

## BASICS

---

In reading this book, you may get stuck if you don't know certain fundamental facts about your iPad, iPhone, or iPod touch, or if you don't understand Take Control syntax for certain common activities. Please note the following:

- **iPhone OS devices:** The title of this ebook is *Take Control of Mail on the iPad, iPhone, and iPod touch*, because all three devices use essentially the same Mail app (with some notable interface differences in the iPad version) and have the same underlying email capabilities. However, to avoid writing out all three device names over and over, I normally say “iPhone OS device,” “mobile device” or even just “device”—except where I need to call attention to features that differ between the iPad and the smaller devices.

In addition, most of the figures show screens as they appear on an iPhone while a few show screens from an iPad; although the contents are basically the same between the two devices, the appearance and layout may vary a bit.

- **Home screen:** Where I describe going to the Home screen, I'm referring to the environment used to launch apps, accessed by pressing the Home button located just below the screen. The Home screen can include several pages worth of app icons. (To reach the first page from any other page, press the Home button again.)
- **Finding settings:** I sometimes refer to preferences in the Settings app that you may want to adjust. To open Settings, navigate to the first page of the Home screen and then tap the Settings icon (unless you've moved the Settings app to another page). When the Settings app opens, tap the name of the feature or app whose settings you want to adjust. I describe this using an abbreviated notation such as “go to Settings > Mail, Contacts, Calendars,” which brings up the preferences screen for the Mail, Contacts, and Calendars apps.
- **Tap, swipe, and rotate:** iPhone OS devices are incredibly tactile. I often mention tapping an interface item, such as “tap the Edit button,” but at times a *double-tap* is required, which is a swift succession of two taps on the screen. *Swiping* refers to moving a finger across the screen in a specified direction. And *rotating*

involves turning the device 90 degrees, which shifts the onscreen display from portrait (tall) to landscape (wide) orientation.

- **Basic email terms:** Finally, you should understand a few common email terms. When sending and receiving email, you don't connect directly to other users, but rather send and receive messages by way of one or more intervening computers known as *mail servers*. The program that runs on your iPhone (or computer) in which you view and send email is sometimes called an *email client*. The email client that comes from Apple with the iPhone is called (rather uncreatively) Mail, and because iPhone OS programs are called *apps*, I sometimes refer to it as the Mail app.

Every email account includes an Inbox—a location where incoming messages go. The Inbox is an example of a *mailbox*, a container for holding messages. You likely also have Drafts, Sent, and Trash mailboxes, and possibly others (either generated automatically or created manually). Although mailboxes may appear in your email program with icons that resemble folders, I use the term “mailbox” instead of “folder” to distinguish them from the sorts of folders that hold files and programs on your computer.

When you connect to a mail server (or most other kinds of servers), you must usually supply your user name—which is often your email address, or a portion of it—and your password. These two pieces of information together form your *credentials*.

# Introduction

One of the things I like best about my iPhone and iPad is their power to keep me connected to my email wherever I am. For me, having a capable, always-connected email device (with a Web browser, RSS reader, Twitter client, and a few other tools thrown in as a bonus) more than justifies the expense.

In the midst of this shiny happy situation, however, are a few notable aggravations. As is often the case, Apple made several design decisions in the iPhone OS's Mail app that favor ease of use over flexibility, making some things that you may want to do with email difficult or even impossible. In other instances, the ways in which you must perform some common task are obscure or confusing. And let's not forget the idiosyncrasies of various email providers, which may make the Mail app behave unexpectedly.

Because I've written quite a bit about improving your email experience on a Mac, I've received lots of inquiries about how to do similar sorts of things on iPhone OS devices. This book is my attempt to answer those questions. Beyond teaching the mechanics of configuring accounts, setting preferences, and navigating the interface, I want to show you how to think about email in a new, iPhone OS-friendly way. By changing your habits and setup a bit (even on your Mac or PC), you'll make your mobile device a better, more effective email tool.

I hope that by the time you're finished reading this book, you'll have all the information you need to make smart decisions about how to manage email on your mobile device, as well as know lots of tricks and hidden features that will save you time and effort. Your iPad, iPhone, or iPod touch may still be less capable than a desktop email client, but I think I can get you close to the functionality most of us need from a mobile email program.

This book assumes that your iPhone OS device is using iPhone OS 3.x. After iPhone OS 4.0 ships for the iPhone in mid-2010 and the iPad in late 2010, I hope to update this book to reflect the changes in the new version.

# iPhone OS Mail Quick Start

This book shows you how to manage email on your iPad, iPhone, or iPod touch. If you're already comfortable with the fundamentals of sending, receiving, and working with email, you can skip [Learn iPhone OS Mail Basics](#) (p. 9) initially and refer back to it when needed. Other than that, this text makes the most sense when read in order, as later sections build on earlier ones.

## **Get to know Mail on your iPhone OS device:**

- Discover how to do the essential tasks of sending, receiving, reading, and filing mail; see [Learn iPhone OS Mail Basics](#) (p. 9).

## **Create a plan of attack:**

- Learn about email protocols, push and fetch, Gmail oddities, and other essential background information that can affect how you use your iPhone OS device for email; see [Understand Email Account Options](#) (p. 29).
- Decide which accounts you should access using your iPhone OS device and how to organize them for maximum efficiency; see [Develop a Mobile Mail Strategy](#) (p. 40).

## **Deal with the nuts and bolts of email configuration:**

- Set up and customize the email accounts on your iPhone OS device; see [Configure Email Accounts](#) (p. 55).
- Solve email problems; see [Troubleshoot Email Problems](#) (p. 89).

# Learn iPhone OS Mail Basics

I presume that most people reading this book have already set up at least one email account on their iPad, iPhone, or iPod touch, because that's often done during initial configuration. Because you're probably already actively using the Mail app, I don't want to make you read dozens of pages about email protocols, account setup, and so on before telling you about the nuts and bolts of sending, receiving, and managing email. So, I begin here with a quick overview of how to do all the basic email tasks—as well as a few less-common ones. If you haven't yet gotten the hang of reading and replying to email, this section should put you on the right track. And even if you're an old pro, you may learn a trick or two.


If you're more interested in figuring out the best strategy for approaching email on your device and setting up your accounts, jump ahead to [Understand Email Account Options](#) (p. 29) and return here at your leisure to catch up on day-to-day email tasks.

**Tip:** As you read this section, you may find yourself wondering whether Mail has certain common features. If you're scratching your head over something that seems to be missing, skip forward to [Learn Mail's Strengths and Limitations](#) (p. 40). There may be an explanation—and perhaps an alternative.

---

## CHECK YOUR MAIL

---

To open the Mail app and check your mail, tap the Mail icon on your Home screen. If you have Mail configured to check for new messages automatically (using fetch or push; see [Fetch/Push Options](#)), or if you've previously launched Mail and retrieved messages, a red badge  on the Mail icon shows you how many unread messages you have before even opening the app. In any case, opening the app causes it to log in to your email account(s) and check for new messages, which includes any that arrived since the last scheduled fetch.

# Understand Email Account Options

Your iPhone OS device can connect to POP, IMAP, and Exchange ActiveSync servers, and in some cases more than one protocol can work with the same account. Which protocols you use and how you set up your accounts can make a huge difference in your experience of using Mail. You may also need to choose whether, or under what circumstances, to use *push* email (in which messages are delivered to your device the instant they arrive on the server) as opposed to the more traditional *fetch* (in which your device actively checks the server, manually or on a fixed schedule). In this section, I explain your choices and what they mean on an iPhone OS device.

As a special case, I also spend some time talking about Gmail. Although you can access Gmail via POP, IMAP, or Exchange, the service has a number of quirks—especially when it comes to the iPhone OS—that you’ll want to understand in order to avoid frustration.

---

## EMAIL PROTOCOLS

---

When someone sends you email, that message goes to the Inbox for your account on a mail server somewhere. Then it’s up to your email client (a program on your computer or mobile device) to talk to the mail server and retrieve the message so you can read it. The method by which your email program communicates with the server is called a *protocol*. iPhone OS devices can communicate using any or all of three common protocols for incoming mail, and you should have a basic understanding of what each means, because the protocol(s) you use can make a big difference in the way you handle your mail.

### POP

POP (Post Office Protocol) is the oldest and simplest of the three. In a nutshell, a POP account works like this: First, your client asks the server for the list of messages in your Inbox. Then, depending on your

# Develop a Mobile Mail Strategy

Now that you know the pros, cons, and oddities of various account types and setup options, it's time to think about how you'll use Mail on your iPhone OS device.

The goal of this section is to help you decide how many accounts, and of which type(s), to set up on your device—and how to set up your mailboxes in a way that minimizes the pain, and maximizes the benefits, of the iPhone OS's sometimes limiting interface.

But first, to set the stage for all this, I show you how Mail on the iPhone OS compares (both favorably and unfavorably) to the email program on your desktop or laptop computer. Once you understand exactly what you have to work with, you'll be better equipped to make intelligent choices about email usage.

---

## LEARN MAIL'S STRENGTHS AND LIMITATIONS

---

If you're accustomed to a heavy-duty desktop email client with all the bells and windows, fine-tuned to handle a workflow of hundreds of complex messages every day, you're going to find Mail on the iPhone OS quite a step down, and some of its "missing" features may frustrate you enormously. I felt that way at first, and still do from time to time.

But I gradually came to realize that I was thinking about Mail on my mobile device in an unfair way. It's not a desktop client and it isn't supposed to do the same things or work the same way—the Mail app is intended to accomplish different goals. Once I managed to adapt my email approach to Mail (and adapt Mail's settings, as much as possible, to my needs) I found that a lot of those annoyances went away.

# Configure Email Accounts

The process of setting up an email account on the iPhone OS can range from trivially simple to highly confusing and aggravating. What's most frustrating is that Apple has hidden some settings and options that can make a big difference in how an account works, and hasn't gone out of its way to explain your options. In the pages that follow, I walk you through the steps of adding email accounts in each of several ways. I also delve into all the settings you may want to adjust for each account. Once again, I call special attention to Gmail, which may require some fiddling in your Web browser (as well as on your device) to achieve optimal results.

---

## ACCOUNT SETUP BASICS

---

Broadly speaking, you can put an email account on your iPad, iPhone, or iPod touch in either of two ways. First, when you sync your iPhone OS device with iTunes (while the device is connected to your computer via a USB cable), you can copy from your Mac or PC the settings for one or more email accounts. Second, you can manually enter the information for one or more accounts on your device itself.

Although you can mix and match the two approaches—setting up one or more accounts manually and syncing others to set them up—synchronization of email accounts is always one-way, from iTunes to mobile device. Settings you enter manually on your device never copy back to your computer.

I cover each way of setting up accounts next.

---

## SYNC ACCOUNTS WITH iTunes

---

If you already have a desktop email client configured with the email account(s) you want to use, the fastest and easiest way of copying those accounts' settings to your mobile device is to use iTunes. (In order for this to work you must be using Apple Mail under Mac OS X, or Microsoft Outlook 2007 or 2003 or Outlook Express under Windows.)

# Troubleshoot Email Problems

Even if you've followed all the instructions in this book, you may still encounter problems with email on your iPhone OS device. In some cases, the server may be acting up or the email provider may have changed something without your knowledge—such problems aren't always solvable on your end. However, lots of common email problems do have simple, straightforward solutions, and I provide a selection of these in this final section.

---

## NETWORK PROBLEMS

---

If you're having trouble sending or receiving mail, first try the following suggestions.





If you've *never* been able to send or receive mail on your device for a given account, try deleting the account (see [Delete an Account](#)) and then adding it again manually (read [Add an Account Manually](#)). Avoid adding the account by syncing with iTunes (covered in [Sync Accounts with iTunes](#)), because in rare cases your device may need different email settings for this account than your desktop email client.

---

***One and only:*** Note that each account's description (name) must be unique. If two accounts have the same name, one or both of them may not work.

---

For cases in which you have previously been able to send or receive mail from a certain account, but it's stopped working, do the following:

- Make sure you have an active data connection. In the status bar at the top of your screen, you should see a symbol indicating that you're connected to the Internet via Wi-Fi , 3G , EDGE , or GPRS . If not, connect to a Wi-Fi network manually or move to a location where you have cellular data access (for devices that support it).

# About This Book

Thank you for purchasing this Take Control book. We hope you find it both useful and enjoyable to read. We welcome your comments at [tc-comments@tidbits.com](mailto:tc-comments@tidbits.com). Keep reading in this section to learn more about the author, the Take Control series, and the publisher.

---

## ABOUT THE AUTHOR

---

Joe Kissell is Senior Editor of *TidBITS*, a Web site and email newsletter about the Macintosh and the Internet, and the author of numerous print and electronic books about Macintosh software, including *Take Control of Mac OS X Backups* and *Take Control of Upgrading to Snow Leopard*. He is also a Senior Contributor to *Macworld*, was the winner of a 2009 Neal award for Best How-to Article, and has appeared on the MacTech 25 list (the 25 people voted most influential in the Macintosh community) since 2007. Joe has worked in the Mac software industry since the early 1990s, including positions managing software development for Nisus Software and Kensington Technology Group.



In his increasingly imaginary spare time, Joe likes to travel, cook, and practice t'ai chi. He lives in Paris with his wife, Morgen Jahnke, and their cat, Zora, and they're also expecting a baby in mid-2010! To contact Joe about this book, send him email at [jwk@me.com](mailto:jwk@me.com) and include *Take Control of Mail on the iPad, iPhone, and iPod touch* in the subject so his spam filters won't intercept it.

---

## AUTHOR'S ACKNOWLEDGEMENTS

---

Thanks to Dan Frakes for his usual impeccable editing and thoughtful comments!

---

## SHAMELESS PLUG

---

Although I write about computers as my day job, I have a great many other interests, which I write about on several Web sites, including [Interesting Thing of the Day](#) and my personal blog. You can find links to all my sites, a complete list of my publications, and more personal details about me at [JoeKissell.com](http://JoeKissell.com).

---

## ABOUT THE PUBLISHER

---

Publishers Adam and Tonya Engst have been creating Apple-related content since they started the online newsletter *TidBITS*, in 1990. In *TidBITS*, you can find the latest Apple-related news, plus read reviews, opinions, and more (<http://www.tidbits.com/>).

Adam and Tonya are known in the Apple world as writers, editors, and speakers. They are also parents to Tristan, who thinks ebooks about clipper ships and castles would be cool.

**TidBITS**  
Mac news for the rest of us



---

## PRODUCTION CREDITS

---

Take Control logo: Jeff Tolbert

Cover design: Jon Hersh

Editor: Dan Frakes

Editor in Chief: Tonya Engst

Publisher: Adam Engst

# Copyright and Fine Print

*Take Control of Mail on the iPad, iPhone, and iPod touch*

ISBN: 978-1-61542-050-6

Copyright © 2010, Joe Kissell. All rights reserved.

TidBITS Publishing Inc.

50 Hickory Road

Ithaca, NY 14850 USA

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

Take Control electronic books help readers regain a measure of control in an oftentimes out-of-control universe. Take Control ebooks also streamline the publication process so that information about quickly changing technical topics can be published while it's still relevant and accurate.

This electronic book doesn't use copy protection because copy protection makes life harder for everyone. So we ask a favor of our readers. If you want to share your copy of this ebook with a friend, please do so as you would a physical book, meaning that if your friend uses it regularly, he or she should buy a copy. Your support makes it possible for future Take Control ebooks to hit the Internet long before you'd find the same information in a printed book. Plus, if you buy the ebook, you're entitled to any free updates that become available.

Although the author and TidBITS Publishing Inc. have made a reasonable effort to ensure the accuracy of the information herein, they assume no responsibility for errors or omissions. The information in this ebook is distributed "As Is," without warranty of any kind. Neither TidBITS Publishing Inc. nor the author shall be liable to any person or entity for any special, indirect, incidental, or consequential damages, including without limitation lost revenues or lost profits, that may result (or that are alleged to result) from the use of these materials. In other words, use this information at your own risk.

Many of the designations used to distinguish products and services are claimed as trademarks or service marks. Any trademarks, service marks, product names, or named features that appear in this title are assumed to be the property of their respective owners. All product names and services are used in an editorial fashion only, with no intention of infringement of the trademark. No such use, or the use of any trade name, is meant to convey endorsement or other affiliation with this title.

This title is an independent publication and has not been authorized, sponsored, or otherwise approved by Apple Inc. Because of the nature of this title, it uses terms that are the trademarks or that are the registered trademarks of Apple Inc.; to view a complete list of the trademarks and of the registered trademarks of Apple Inc., you can visit <http://www.apple.com/legal/trademark/appletmlist.html>.

# Featured Titles

Now that you've seen this book, you know that Take Control books have an easy-to-read layout, clickable links if you read onscreen, and real-world info that puts you in control. Click any book title below or [visit our Web catalog](#) to add more ebooks to your Take Control collection!

*Take Control of Apple Mail in Snow Leopard* (Joe Kissell): Go under the hood with the new (and old) features in Apple Mail 4. Joe gets you going and helps you get the most out of Mail. \$15

*Take Control of iPad Basics* (Tonya Engst): Master iPad fundamentals, and learn to use your iPad with confidence and style. \$10

*Take Control of iPhone OS 3* (Ted Landau): This compendium of useful information about the iPhone and iPod touch helps you work more effectively, avoid problems, and fix any existing problems. \$15

*Take Control of Mac OS X Backups* (Joe Kissell): Set up a rock-solid backup strategy so that you can restore quickly and completely, no matter what catastrophe arises. \$15

*Take Control of MobileMe* (Joe Kissell): This ebook helps you make the most of the oodles of features provided by a \$99-per-year MobileMe subscription. \$10

*Take Control of Spam with Apple Mail* (Joe Kissell): Stamp out spam in Apple Mail by following Joe's meticulously researched steps! \$10

*Take Control of Your 802.11n AirPort Network* (Glenn Fleishman): Make your AirPort network fly—get help with buying the best gear, set up, security, and more. \$15

*Take Control of Your iPhone Apps* (Jeff Carlson): This handy introduction to the core iPhone apps is loaded with clever tips that take you beyond the basics. \$10

*Take Control of Your Wi-Fi Security* (Engst & Fleishman): Learn how to keep intruders out of your wireless network and protect your sensitive communications! \$10