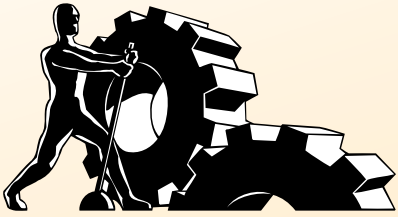


Check for Updates

Make sure you have the latest information!



TidBITS Publishing Inc.

Take Control of

v3.0

Mail

on the

iPad

iPhone and

iPod touch

Joe Kissell

**THIRD
EDITION
COVERS
iOS 5**

\$10

[Help](#)

[Catalog](#)

[Feedback](#)

[Blog](#)

[Order Print Copy](#)

Click here to buy the full 108-page "Take Control of Mail on the iPad, iPhone, and iPod touch" for only \$10!

Table of Contents

Read Me First

Updates and More	4
Basics	5
What's New in the Third Edition	6

Introduction

iOS Mail Quick Start

Learn iOS Mail Basics

Check Your Mail.....	10
Compose and Send a Message	22
Change Your From Address	24
Send Mail from Another App	27
Work with Attachments	27
Use Data Detectors	30
Search for Mail Messages	33

Understand Email Account Options

Email Protocols	35
Push vs. Fetch	38
Gmail Curiosities	40

Develop a Mobile Mail Strategy

Learn Mail's Strengths and Limitations.....	50
Decide Which Account(s) to Use	56
Optimize Your Mailboxes.....	59

Configure Email Accounts

Account Setup Basics	62
Sync Accounts with iTunes	62
Add an Account Manually.....	64
Adjust Account Settings	73
Gmail Setup Tips	96
Delete an Account	100

Troubleshoot Email Problems

Network Problems	101
Can't Receive POP Mail	102
Can't Send Mail	102
Other Suggestions	103

About This Book

Ebook Extras.....	104
About the Author.....	104
Author's Acknowledgements.....	105
Shameless Plug	105
About the Publisher.....	106

Copyright and Fine Print

Featured Titles

Read Me First

Welcome to *Take Control of Mail on the iPad, iPhone, and iPod touch, Third Edition*, version 3.0, published in November 2011 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.

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.

Copyright © 2011, Joe Kissell. All rights reserved.

Updates and More

You can access extras related to this book on the Web (use the link in [Ebook Extras](#), near the end; it’s available only to purchasers). On the ebook’s Take Control Extras page, you can:

- Download any available new version of the ebook for free, or buy any subsequent edition at a discount.
- Download various formats, including PDF, EPUB, and—usually—Mobipocket. (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 tips or information, 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, Take Control syntax for certain common activities, or a few basic email-related terms. Please note the following:

- **iOS 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. Apple uses the term *iOS* for the operating system that runs on the iPhone, iPod touch, and iPad. As a result, I say “iOS device” (or sometimes “mobile device” or simply “device,” depending on the context) when referring generically to any iPad, iPhone, or iPod touch.

In addition, most of the figures show screens as they appear on an iPhone, while a few show screens from an iPad; although the interface 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 view for the Mail, Contacts, and Calendar apps.
- **Tap, swipe, and rotate:** iOS 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 iOS device (or computer) in which you view and send email is sometimes called an *email client*. The email client that comes from Apple with iOS is called (rather uncreatively) Mail, and because iOS 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*.

What's New in the Third Edition

iOS 5 was a huge update, and as a result, the third edition of this book is too. Mail in particular received many welcome new features. In addition, numerous general changes to iOS itself (such as notifications, text expansion, and iCloud support) make their presence felt within Mail. I'm especially pleased that several shortcomings I complained about in the previous version of this book have disappeared.

Here are the major email-related changes in iOS 5 I cover in this book:

- Mail has a new layout in portrait mode on the iPad. See [iPad](#).
- You can now add, delete, rename, or move mailboxes in a server-based account. See [The Mailbox List](#).

- You can now mark multiple messages at once. See [The Message List](#).
- Mail lets you flag or unflag messages. See [The Message View](#) and, for the Gmail connection, [Starred](#).
- iOS 5's Shortcuts feature lets you use abbreviations that expand into longer text elements, such as signatures. See [Quote Properly](#), [Touch Typing](#), and [Single System-Wide Signature](#).
- You can now move addressees between To, Cc, and Bcc fields; format message text with bold, italics, and underline; change the quote level for individual paragraphs; and use the iOS dictionary when composing messages. See [Compose and Send a Message](#).
- When viewing a PDF attached to an email message, you can now see thumbnails of each page. In addition, instructions for resizing outgoing images are a bit different on an iPad than on an iPhone or iPod touch. See [Incoming Attachments](#).
- Mail can finally search within message contents. See [Search for Mail Messages](#).
- You can now sync Mail accounts from your Mac or PC to your iOS device over Wi-Fi. See [Sync Accounts with iTunes](#).
- iOS 5 supports iCloud accounts. See [iCloud Accounts](#) (and, indeed, most of the rest of the book!).
- iOS 5 also supports Hotmail accounts (using the Exchange ActiveSync protocol). See [Hotmail Accounts](#).
- Notes syncing has changed quite a bit, largely because of iCloud. See [Notes on Notes](#).
- You can now encrypt and/or digitally sign messages (as well as view incoming signed and encrypted messages). See [S/MIME](#).
- Mail participates in iOS 5's Notification Center, giving you many new options for message notifications. See [Mail Notifications](#).

In addition to these major changes, I've updated the text in many places to reflect the latest truth—for example, modifications to Gmail's interface, and details about Mac OS X that are different in 10.7 Lion.

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. I use email far more frequently than I talk on the phone, so 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 of these devices.

With each new release of iOS, the included Mail app gets better and better. I'm thrilled to see that as of iOS 5, some old aggravations have gone away, and helpful new features have been added. Even so, some things you may want to do with email are still difficult or even impossible on your iOS device. 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 Mail 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 iOS 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, iOS-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 know everything necessary to make smart decisions about how to manage email on your mobile device, as well as 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 can get you close to the functionality most of us need from a mobile email program.

This book assumes that your iOS device is using iOS 5 or later (5.0.1 is the latest version available as I write this). As a result, it doesn't cover the original iPhone, the iPhone 3G, and the first- and second-generation iPod touch. (If you need help with one of these older devices, note that the iOS 4 version of this ebook is available to you on this ebook's blog, which you can access through [Ebook Extras](#).)

iOS Mail Quick Start

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

Get to know Mail on your iOS device:

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

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 iOS device for email; see [Understand Email Account Options](#).
- Decide which accounts you should access using your iOS device and how to organize them for maximum efficiency; see [Develop a Mobile Mail Strategy](#).

Deal with the nuts and bolts of email configuration:

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


Learn iOS 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 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 chapter 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](#) and return here at your leisure to catch up on day-to-day email tasks.

Tip: As you read this chapter, if you find yourself wondering whether Mail has certain common features, skip forward to [Learn Mail's Strengths and Limitations](#). There may be an explanation—and perhaps an alternative.

Check Your Mail

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

All for one: *The badge shows the total number of downloaded unread messages in the Inboxes of all your email account. The badge doesn't show unread messages in other mailboxes.*

Understand Email Account Options

Your iOS 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 chapter, I explain your choices and what they mean on an iOS device. As a special case, I also spend some time talking about [Gmail Curiosities](#). Although you can access Gmail via POP, IMAP, or Exchange, the service has a number of quirks—especially when it comes to iOS—that you’ll want to understand in order to avoid frustration.

The intention of this chapter is to give you enough background information on often-confusing topics to make informed decisions, which you’ll do later in [Develop a Mobile Mail Strategy](#).

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*. iOS 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.

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 iOS device.

The goal of this chapter 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 iOS's sometimes limiting interface.

But first, to set the stage for all this, I show you how Mail in iOS 5 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 when you [Decide Which Account\(s\) to Use](#) and [Optimize Your Mailboxes](#).

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 in iOS 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, even though Mail has made great strides in iOS 5.

But I've gradually realized 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 adapted my email approach to Mail (and adapted Mail's settings, as much as possible, to my needs) I found that a lot of those annoyances went away. In any case, I think it's important to spell out what Mail can and can't do, because that information may inform your decision about which accounts to set up on your iOS device (see [Decide Which Account\(s\) to Use](#)), or even

Configure Email Accounts

The process of setting up an email account in iOS 5 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 iOS device in either of two ways. First, if you sync your iOS device with iTunes, 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 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 2010, 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 iOS 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 chapter.



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:

1. 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 **3G**, EDGE **E**, 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.

Ebook Extras

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 buy a subsequent edition at a discount.
- Download various formats, including PDF, EPUB, and—usually—Mobipocket. (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.

About the Author

Joe Kissell is Senior Editor of *TidBITS*, a Web site and email newsletter about Apple and the Internet, and the author of numerous books about Macintosh software, including *Take Control of iCloud*. 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 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, walk... and write about things *other than computers* (shocking!). He lives in Paris with his wife, Morgen Jahnke, their son, Soren, and their cat, Zora. To contact Joe about this book, send him email at 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 technology as my day job, I have a great many other interests. You can find my blog, a list of all my publications, and more personal details about me at JoeKissell.com. Or follow me on Twitter ([@joekissell](https://twitter.com/joekissell)).

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://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 ships and castles would be cool.

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,
Third Edition*

ISBN: 978-1-61542-397-2

Copyright © 2011, 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

Click any book title below or [visit our Web catalog](#) to add more ebooks to your Take Control collection!

Take Control of iCloud (Joe Kissell): Understand the many features, get set up properly, and enjoy iCloud!

Take Control of iTunes 10: The FAQ (Kirk McElhearn): This FAQ-style ebook helps you wrap iTunes around your little finger and enjoy your media more.

Take Control of Safari 5 (Sharon Zardetto): Make the most of Apple's Safari, a Mac Web browser with many hidden and under-appreciated talents!

Take Control of Upgrading to Lion (Joe Kissell): Find friendly advice that prepares you for a successful installation of Mac OS X 10.7 Lion, plus learn how to best run the installer while avoiding problems.

Take Control of Using Lion (Matt Neuburg): Learn to use 10.7 Lion effectively, whether you embrace all of Lion's new features or strike a balance between old and new.

Take Control of Working with Your iPad (Joe Kissell): Adopt a cutting-edge mindset while you take your iPad to meetings, create original documents, round-trip files to other devices, and print.

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.

Take Control of Your iPad (Tonya Engst): Become all-around more comfortable with your iPad—make important customizations, sync media and data, and get tips on making the most of many iPad apps.

Take Control of Your Paperless Office (Joe Kissell): With your Mac, scanner, and this ebook in hand, you'll finally clear the chaos of an office overflowing with paper.

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