



CORSOFT AILERON

A business quality mobile messaging solution

RELEASE 4.0



GETTING STARTED

This guide provides an overview for installation of Corsoft Aileron software to manage email securely using your Palm powered handheld device from one or more of the following:

- Your desktop operating with Microsoft Outlook or Outlook Express
- Your existing mailbox - using POP3 or IMAP4 interface (includes attachments)

Note: It also covers options to manage mail when you are out of wireless coverage.

Copyright © 1997-2002 Corsoft Corporation.
All Rights Reserved.

Corsoft, Corsoft Aileron and Corsoft DialTone are trademarks of Corsoft Corporation. Dana is a trademark of AlphaSmart Inc. All other brand or product names are trademarks or registered trademarks of their respective organizations.

SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

Thank you for using Corsoft Aileron.

We would like your experience with Corsoft Aileron to be pleasant and enjoyable for you. This document attempts to help you get started. But if you have questions, please feel free to reach us. Technical support is available on-line from Corsoft web site. Email support option is also available. Unfortunately, we are unable to help you one on one with a phone connection but we do try to be responsive. Please try reaching us sometime. We will very much enjoy talking with you.

Aileron is a service. As part of the service subscription, you are entitled to all updates for new Aileron software, typically posted at our company site: <http://www.corsoft.net>.

We hope you enjoy using this software as much as we have in bringing it to you. We would welcome any feedback you can provide. Please direct your comments to us at www.corsoft.net/comments.asp. It will help us define our next generation deliverables. Thank you.

CORTEAM
Corsoft Corporation

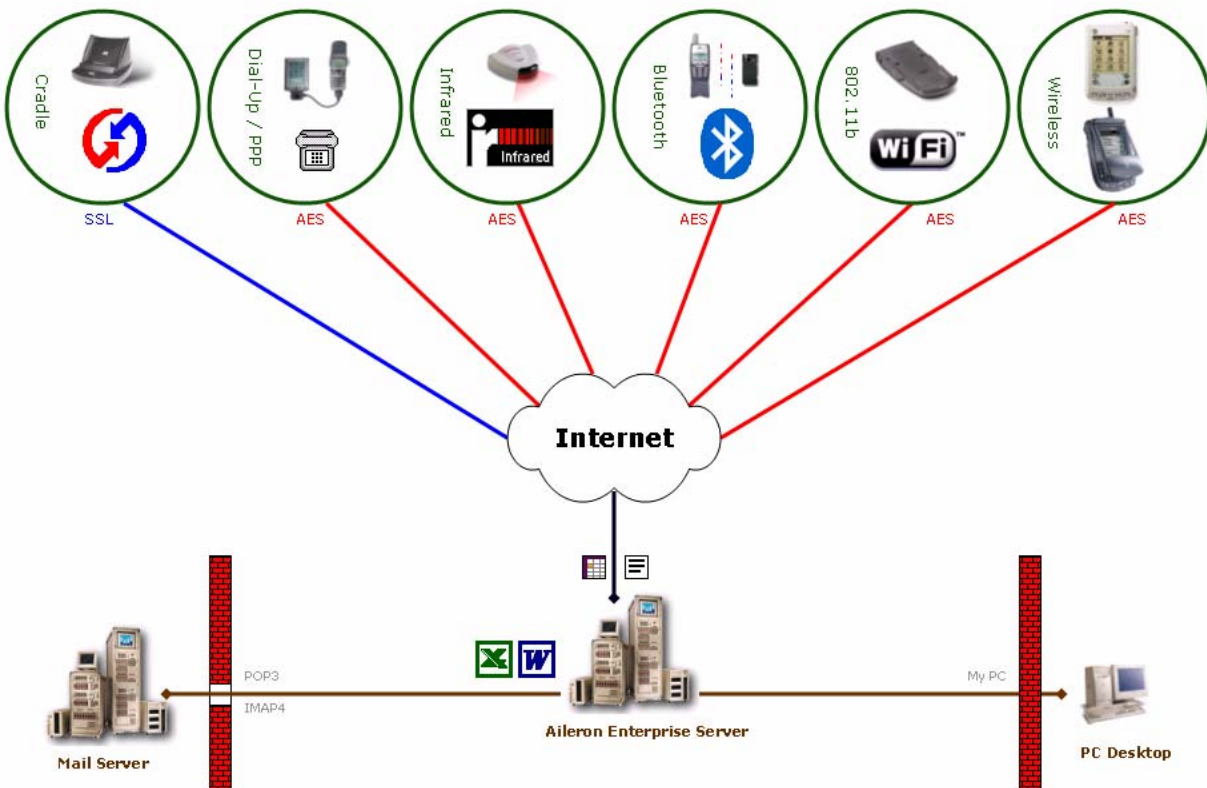
TABLE OF CONTENTS

An Overview	1
Requirements	3
Software Installation	4
Corsoft Aileron Pre-Installation Checklist	4
Running the Install Program	6
Configuring Handheld Device	17
Composing a New Message	20
Send and Receive Email	21
Processing Attachments	22
Network Connections	23
Questions and Support Options	24

Estimate: 15 minutes.

An Overview

Corsoft Aileron is a secure, robust and seamlessly integrated business-quality messaging solution. Its operation is based on a distributed computing environment.



Aileron uses Advanced Encryptions Standard (AES) and Secure Sockets (SSL) for security.

Aileron software on the handheld device uses a network independent interface to connect with Aileron Server which communicates with the mail server. The Aileron Server leverages the computing and network intensive resources and provides for various features, security and performance. It also helps the user maintain the freedom in context of connectivity and enjoy a more dependable means of electronic communication regardless of coverage.

Corsoft Aileron infrastructure provides a secure, robust foundation to manage messaging using handheld devices with:

- **Choice of Devices**

Users have freedom to choose their preferred handheld device. At the present time, all devices operating on Palm OS 3.1 or higher are supported with several new interfaces forthcoming in near future.

- **Choice of Networks**

Users have freedom to choose the most preferred network at any time. It maintains complete network independence at all times and empowers dependability.

- **Simplicity and Ease of Use**

The client interface for each handheld is designed to be seamless with the device. The client interface provides seamless integration with the handheld for greater user productivity. Resulting features vary based on the device in reference.

- **Native Solution on the handheld**

Regardless of the network connectivity, much like the laptop, the users have the freedom to use their handheld device at all times. User can operate in an interactive way, be selective about the data as well as operate in a batch mode from anywhere.

- **Comprehensive Messaging Solution**

Managing data access via the distributed architecture enables enhanced deliverables on the handheld like receiving and sending business documents like Word and Excel as email attachments, send fax, and more.

- **Security**

All communication between the handheld device and the Aileron server is secured with the most advanced and industry adopted encryption methodologies. Over the air communications is secured using the Advanced Encryption Standard (AES), a predecessor to the notable Data Encryption Standard (DES or triple DES). All wire line communications is secured using the industry standard secure sockets.

- **Scalability, Flexibility and Performance**

Corsoft Aileron is built on open standards. It is designed to scale up and maintain flexibility for wider adoption, more options with greater performance.

- **Universal Worldwide Accessibility**

Corsoft Aileron enabled handheld client can manage information access using both: wireless and wire line options for connectivity. This enables the user to access their data beyond the limits imposed by wireless coverage area.

REQUIREMENTS:

- Any device operating on Palm OS, Version 3.1 or higher.
Auto-access functionality demands Palm OS, Version 3.2 or higher
Notification Alerts functionality demands Palm OS, Version 4.0 or higher
- 300 KB free space
Note: Wireless connectivity is preferable but not required.
- Desktop with Cradle/Connectivity for Software Installation
Connectivity to Internet is preferable but not required.

Software Installation

This guide is intended to facilitate the installation and configuration of Aileron software. For further details on software operation, you may wish to refer to Aileron UserGuide.

CORSOFT AILERON PRE-INSTALLATION CHECKLIST (REQUIREMENTS):

REQUIREMENTS:

Corsoft Aileron for Palm OS:

- ☐ Palm OS 3.1 or higher (Requires Palm OS 3.2 or higher for Auto-Access)
- ☐ PDA cradle connected to Desktop with PDA on cradle
- ☐ Palm HotSync Manager 2.0 or higher installed on Desktop
- ☐ PDA registered with the Palm HotSync Manager on the Desktop
 - Accomplished by performing a PDA HotSync with the Desktop
- ☐ PC Desktop connected to Internet (required only while using Corsoft DialTone)

Additionally, For Desktop Access (MyPC Interface):

- ☐ Microsoft Outlook or Outlook Express set as default mail client on the Desktop PC
 - Software must be configured to manage your mailbox with default mail profile
 - Must be default mail application - verified from Internet Explorer as follows:
Tools Menu – Internet Options– Programs – Email Settings
- ☐ PC must be Internet aware and be able to access secure web sites (HTTPS)
- ☐ Optional Fax Support
 - MyPC users can enable Fax option through their desktop configuration if their desktop is capable of transmitting faxes. This will permit you to use outbound fax service associated with your desktop mail solution from your Palm PDA.
 - Fax service for IMAP4 and POP3 interfaces is an option. If enabled, it will permit you to print your email with attachments to any fax machine (in US and Canada).

PRE-INSTALLATION NOTES:

- ☐ Disable Palm Mail Conduit

Palm Mail conduit provides the limited ability to manage email via HotSync while it is connected to your PC. Corsoft Aileron Client is built on Palm Mail application and uses 'MailDB' as its common database. Leaving this conduit enabled may present the same message twice (Once by Aileron and Mail Conduit each).

Palm Mail conduit may be disabled as follows:

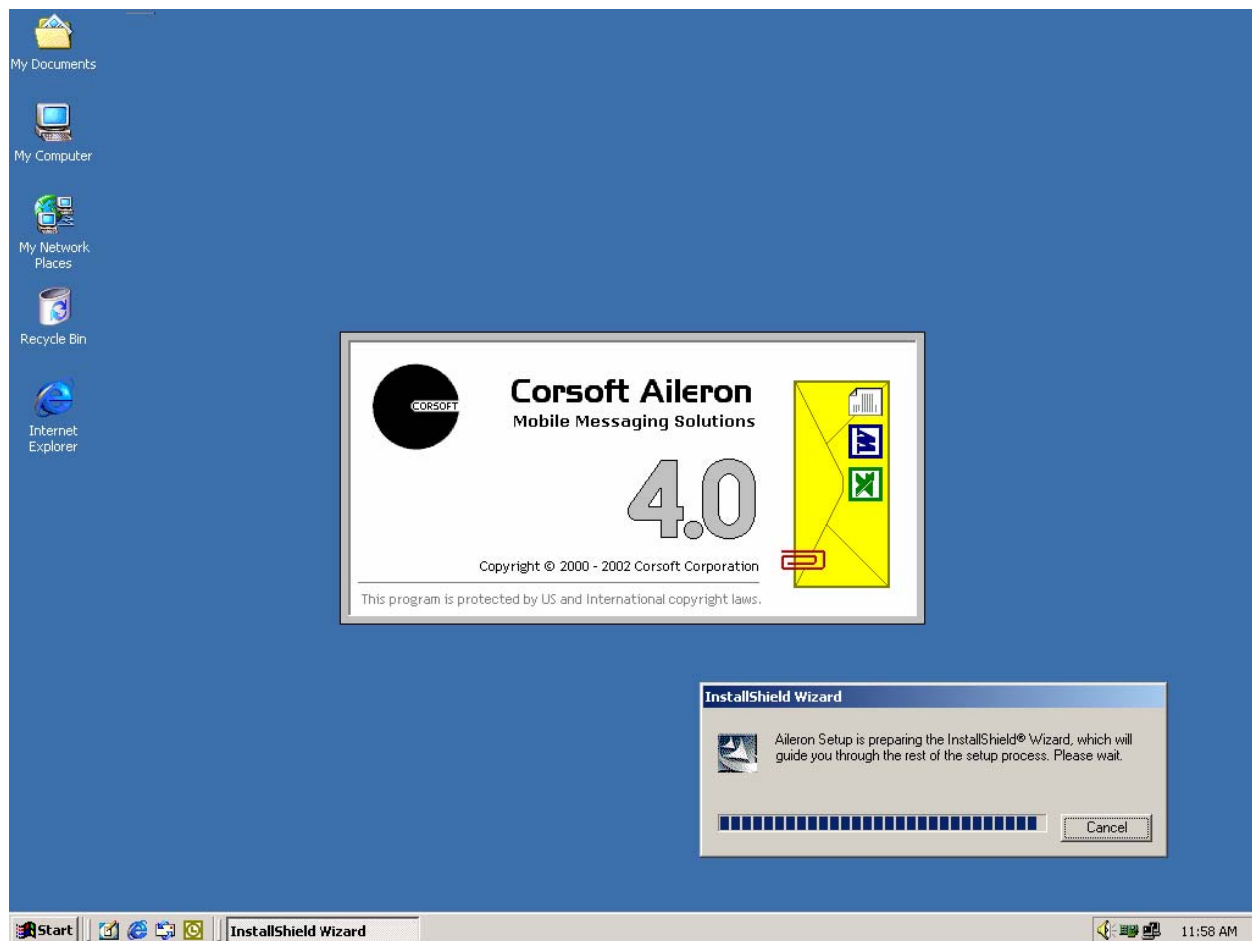
- Right click on HotSync manager
- Select "Custom" from the popup menu
- Select your Palm Profile from the drop down list on top
- Select Mail Conduit from the list
 - Note: Mail Conduit is only visible if enabled. You need not do anything in the event "Mail" does not appear in this list.
- Click on "Change" button
- Set the Mail Conduit to "Do Nothing" and set this action as "Default"

RUNNING THE INSTALL PROGRAM:

Run Aileron.EXE by double clicking on it

- OR -

Click on the "Start" menu, select "Run". Browse and navigate to Aileron software on the provided CD and select Aileron.EXE, select "Open" and click on "OK".

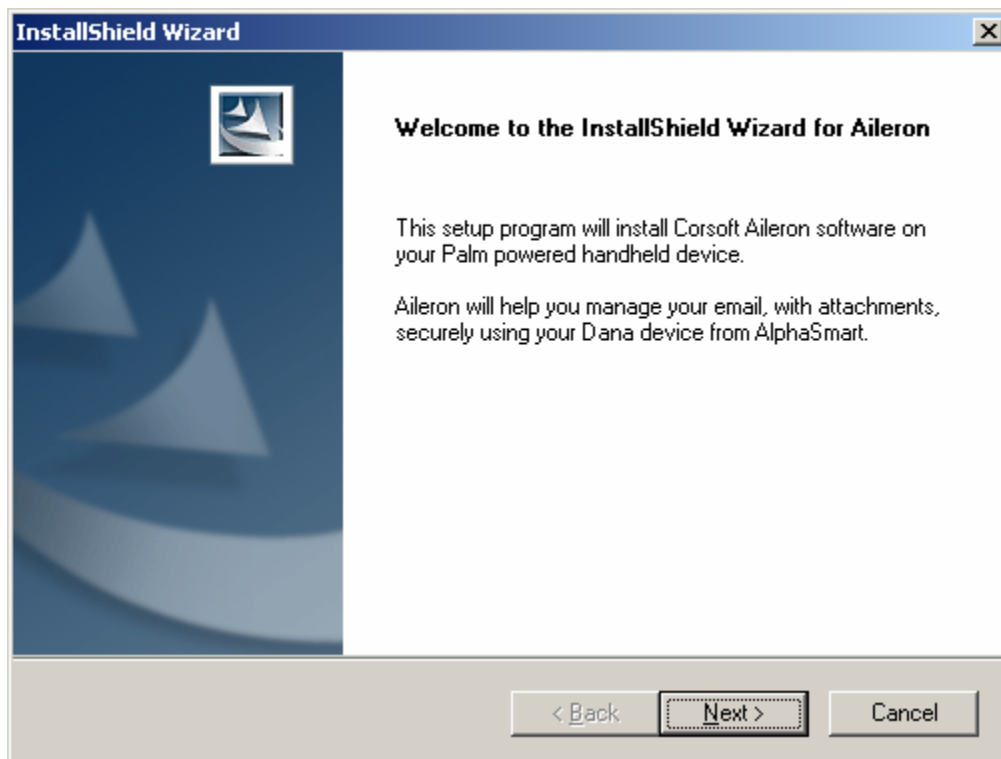


Setup launches and will present you a visual as illustrated in the figure above. It will prepare the wizard to guide your through the installation process.

Note: Aileron software can operate in various different contexts. This may include:

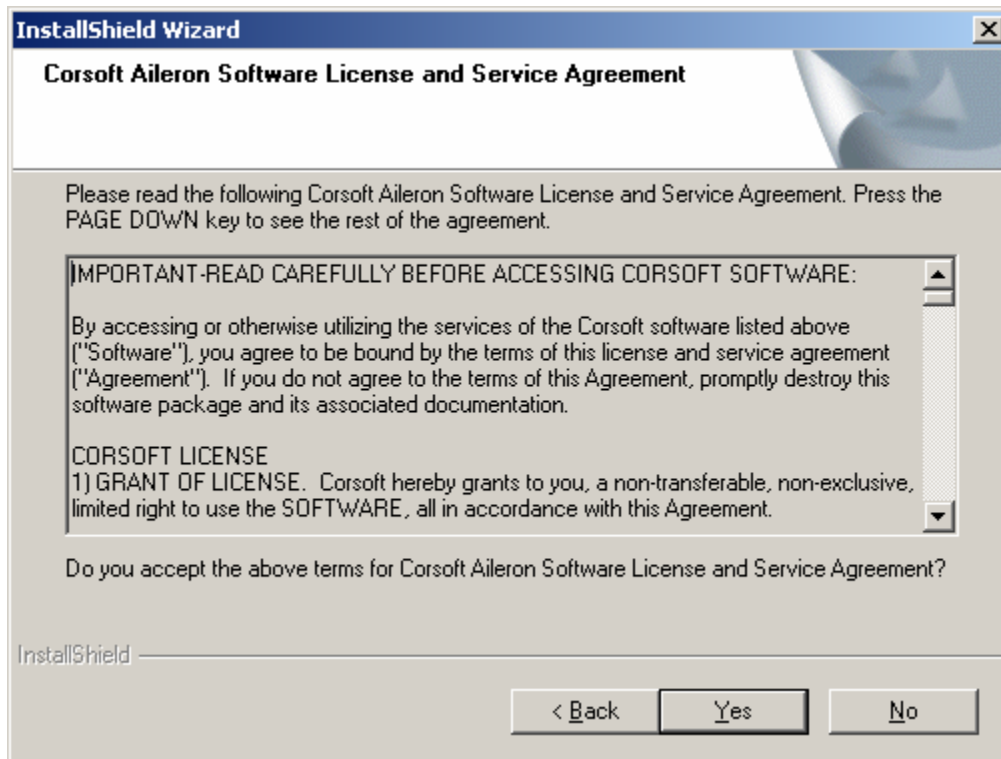
- Individual Solutions
Manage mailboxes using POP3 or IMAP4 protocols (addressed in this document)
- Enterprise Solutions
Manage corporate mailbox securely with a behind the firewall Server

Setup starts by displaying a welcome dialog:



Click Next to continue.

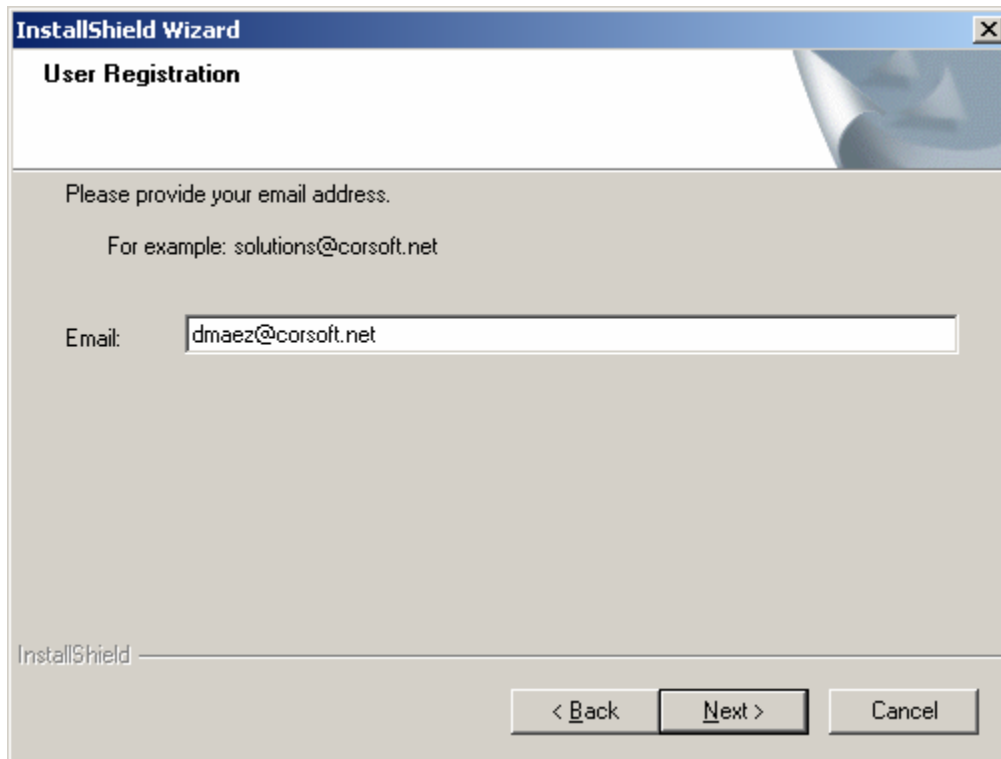
Setup now presents the Corsoft Aileron Software License and Service Agreement.



If you agree with the terms of the agreement, click Yes. Setup will continue.

If you disagree with the terms of the agreement, click No. Setup will terminate.

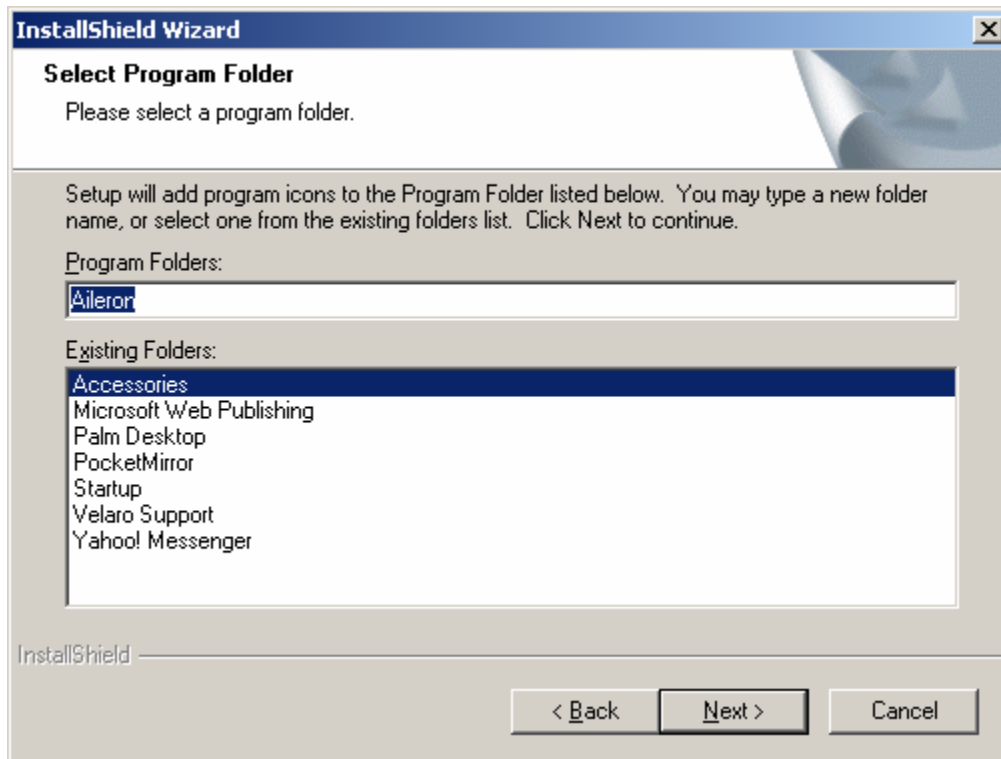
Setup now prompts you for a User Registration. You should provide your primary email address. Corsoft registers your service with this email address. You may access various different mailboxes but Corsoft will communicate with you using the address specified here.



The screenshot shows a window titled "InstallShield Wizard" with a close button in the top right corner. Below the title bar, the text "User Registration" is displayed. The main area of the window contains the instruction "Please provide your email address." followed by an example: "For example: solutions@corsoft.net". Below this, there is a text input field labeled "Email:" containing the address "dmaez@corsoft.net". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a black border. The "InstallShield" logo is visible in the bottom left corner of the window's content area.

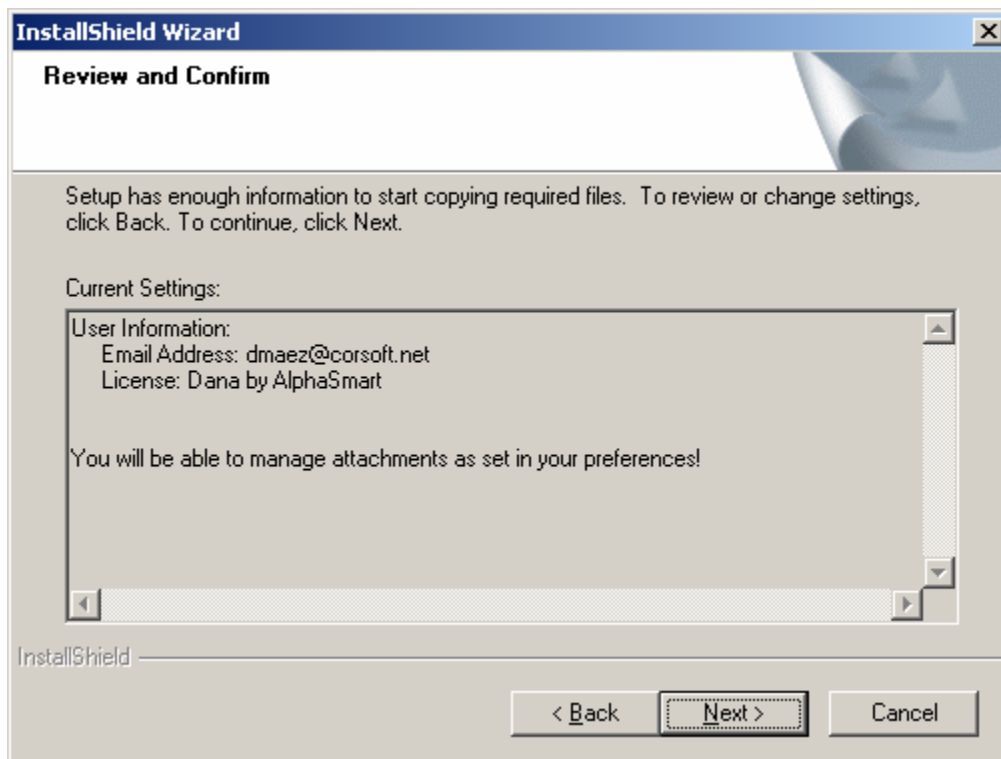
Click Next to continue.

Setup prompts you for a Program Folder. Accept the default or make changes if desired.



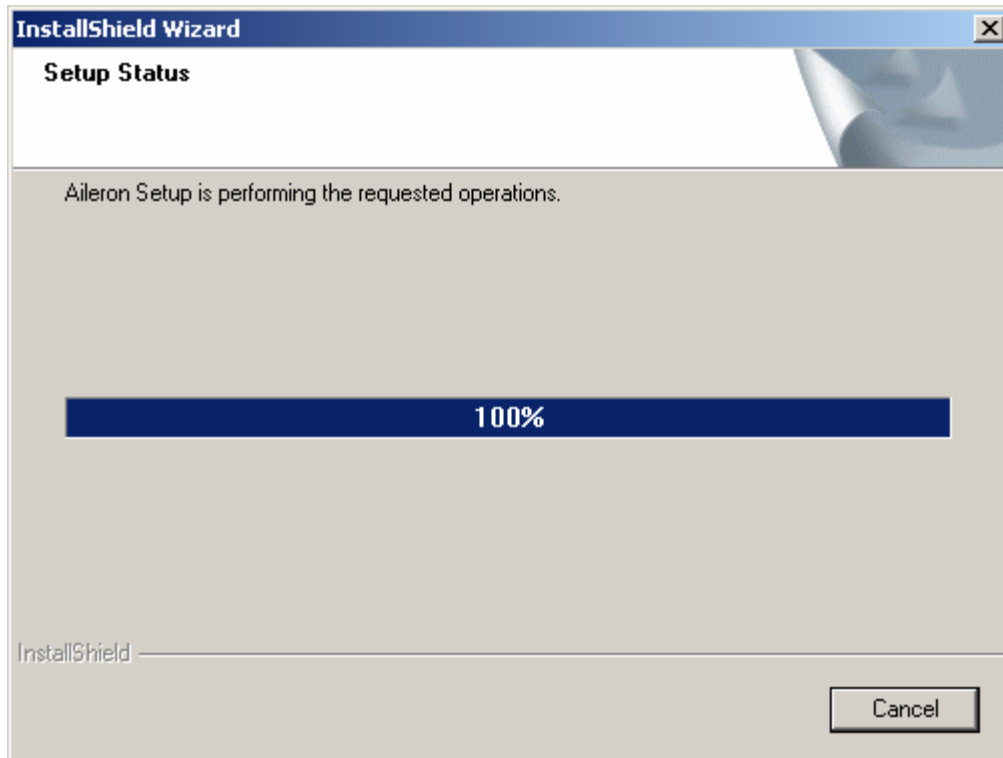
After making your selection, click Next to continue.

Setup now provides a confirmation. To review or change settings, click Back.

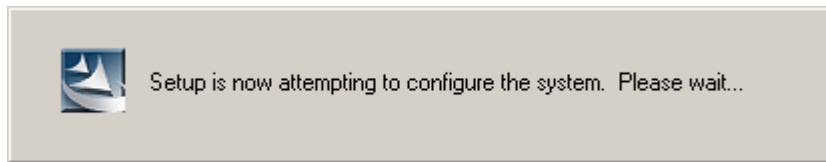


Click on Next to continue.

Setup copies all the required files over and presents an option to Cancel, if desired.



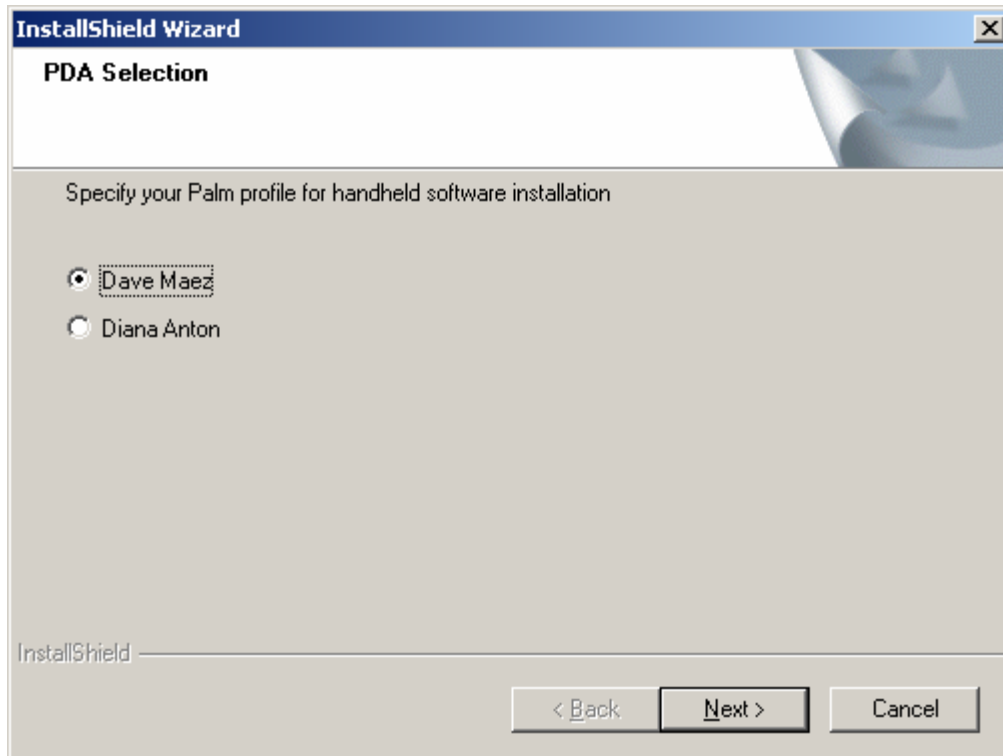
Setup will configure Aileron conduit software and DialTone software (if appropriate).



This includes:

- Configuring Aileron conduit
- Configuring DialTone software
- Prepare software for Handheld Installation

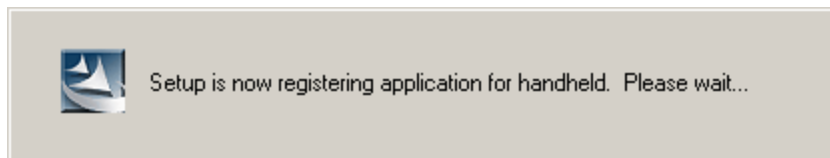
Setup may prompt you to make a PDA Selection.



This dialog will be presented if the desktop is configured for more than one Palm OS based device. Setup will install software on one device and needs to know your selection. After making your selection, click Next to continue.

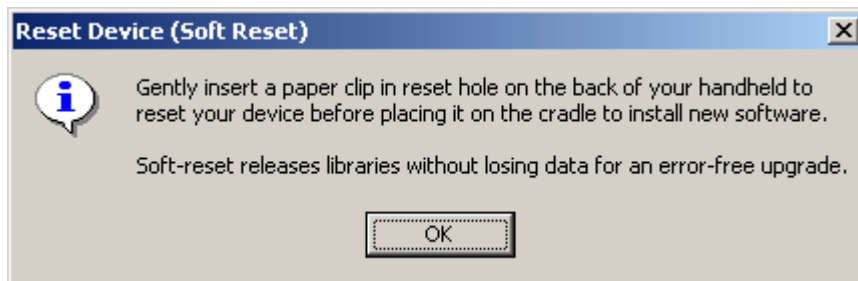
Note: The device name selected is Dave Maez. Your device name would be different.

Setup will now configure and register the files to be installed on the handheld device.



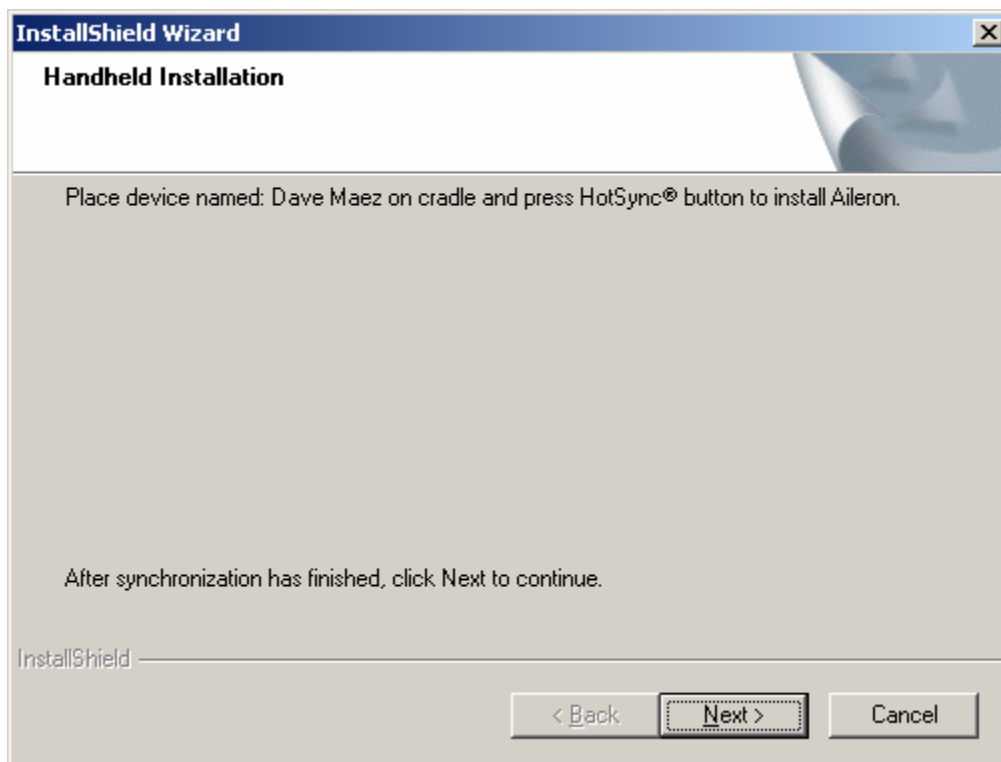
This includes registering the required files with Palm Install Tool for identified device.

Setup will now request you to soft reset the device. This is done by gently inserting a tip of the pen or a paper-clip in the back of the PDA device labeled RESET.



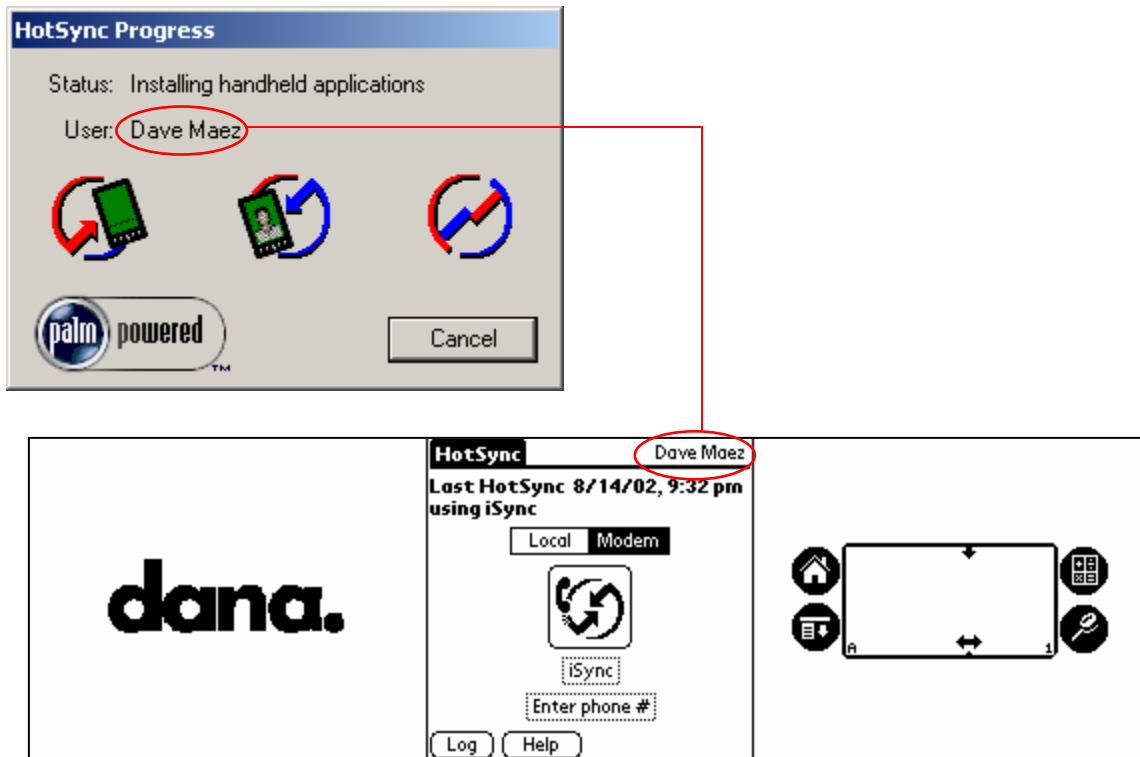
This will reset the device without losing any data. This is primarily requested to enable a clean install while other prevalent libraries may exist on the handheld device.

Setup will now request you to place your handheld device in its cradle to HotSync.



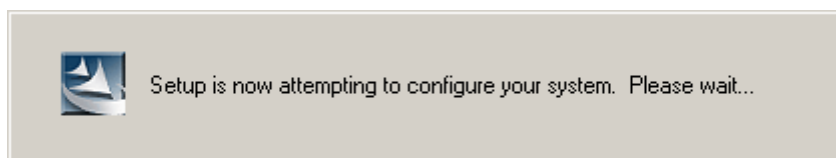
If you click Next prior to HotSync, Setup will prompt you a reminder but will permit you to move forward. It is strongly recommended to synchronize at this time to minimize errors. Application will get installed to specified device when it is synchronized with the desktop.

Note: If you have more than one device, make sure that you synchronize with the correct handheld device. Usually, the device name is registered on the handheld within the HotSync application interface (top right, as shown in the figure below).



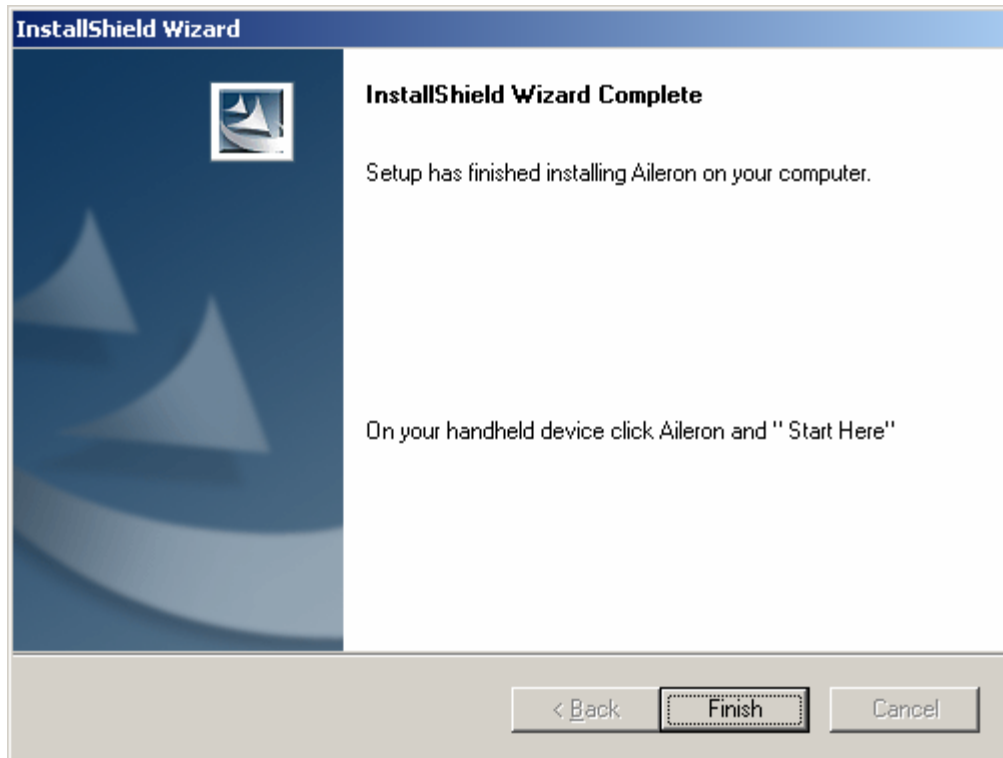
Note: HotSync with any other device at this time will NOT install the software to that device. After the HotSync process is complete, click Next to continue.

Setup now attempts to configure and clean up the system.



This involves configuring the folders, clean-up after the software installation to remove any information retained on the desktop and more.

Setup completes its installation goal with a confirmatory dialog.




Click Finish to terminate setup.

Note: Start Aileron Client software on the handheld device and click START HERE to configure the handheld device to interface with Aileron Server.

Setup will create a link for Aileron UserGuide (Acrobat). Refer to that document for a better understanding of Corsoft Aileron operation and features.

CONFIGURING HANDHELD DEVICE:

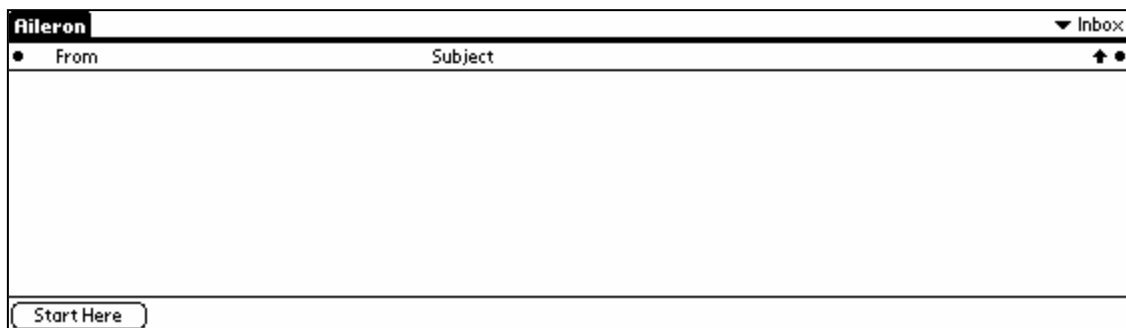
Aileron now needs to be configured prior to use. This is accomplished as identified below: Begin by clicking on the Aileron icon on your Dana device. It is presented on the Palmtop by an icon reference:  and list reference: ☐




Note: Several files besides Corsoft Aileron are installed on PDA. This includes interface files for AlphaWord, Quickoffice, ZLib library for data compression as well as browser interfaces.

Click on "Aileron" to start the email application. It may present a default message.

Note: Aileron is built on Palm's original email app and shares 'MailDB', the mail database.



Tap on **Start Here** to initiate a wizard to guide through client setup.

To configure, you need to set Modem, Preferences and Profiles. The wizard will guide through that process for now but in future, you may address this by tapping on the menu button, which is typically located on the bottom left next to graffiti area:  and select Options menu to reach all of the above.



Modem: Palm VII users using Palm.NET connection, should use the Default. For all other devices or connections, select Ext. Modem option.

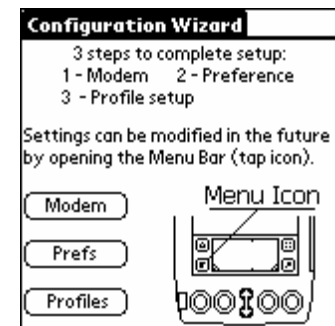
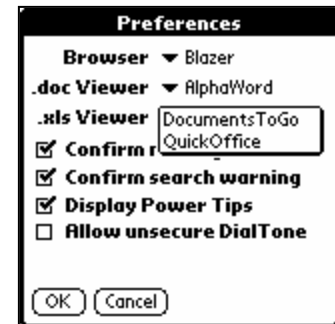
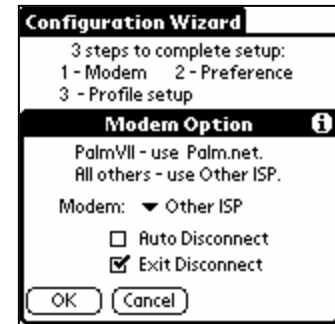
Preferences: Corsoft Aileron provides integration with many Browsers. You must have the selected browser installed. Palm VII users can use Clipper. If available, you can enable timed access to your preference.

Preferences: Corsoft Aileron provides integration with many Browsers. You must have the selected browser installed on the device.

Aileron also provides seamless integration with AlphaWord as well as various other leading document management applications like Quickoffice and Documents To Go LITE.

Once you have set your Modem and Preferences, the wizard will provide an additional button to help you set your Profiles

The profile interface is critical to interface with your mailbox. If unsure, you may want to ask your mailbox access details to your mail system administrator or visit www.corsoft.net/check.asp.



Fields of most critical importance include:

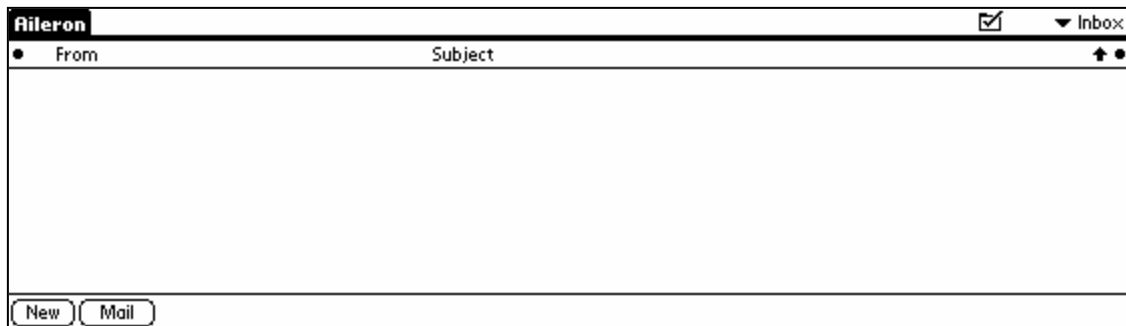
- Server connectivity type (POP3 or IMAP4). Also, note that your mailbox may be blocked by a firewall for security reasons.
- Server Address. This identifies your mail server on the net. Name or IP address.
- Your mailbox account name and your password (may be case sensitive).

Profiles: You can configure a max of six (6) profiles. Use scroll buttons on the bottom right to propagate to the next/previous profile. The default profile names: Alpha, Bravo, Charlie, Delta, Echo and Foxtrot. You may change the profile name to a more meaningful name, not to exceed 11 characters in length.

For help, click on **help button**. Aileron provides a context sensitive help for each of the fields to make it as easy to use.

Note: Aileron Profile interface suggests values based on email address specified. These may not be correct for all cases. **For details, contact your mail administrator. We recommend you verify your mail credentials at www.corsoft.net/check.asp.**

Once a profile is configured, you are ready to manage your mail with Aileron.



Click on Mail button to request mail or click New to compose a new mail message. Refer to Aileron user guide for details.

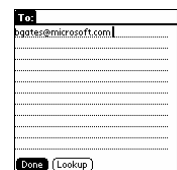
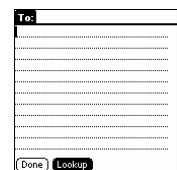
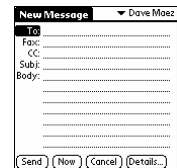
By default, Aileron uses its original set of default settings which will retrieve five new, unread message headers. Click on connect to use this default setting to retrieve your mail data.

Alternatively, you may define your own defaults by clicking on the Search tab and define settings that are more appropriate for you



COMPOSING A NEW MESSAGE:

- Click on **New Button** at the bottom of the Aileron screen
The New and Mail button appear consistently from all folders.
- This leads to a New Message interface.
If you have more than one profile, you can choose the profile you wish to use for your outbound message by clicking on top right.
- Specify the Recipients email address in the To and/or CC fields.
You may input the email address directly or tap on the label to perform a lookup from the address book.
- Input few characters to let Palm help you find the Recipient.
Once identified, select and click on **Add button** to include the recipient to your outbound message.
- Re-iteratively continue last two steps until all recipients are selected and click on done button to compose the message.
Repeat the same for including recipients in other categories like CC, Fax or Bcc. Note: Fax lookup will provide Fax addresses.
- Click on **Details button** to change Priority and other options.
- Compose the subject and message body and click **Send Button**.
Note: The Send button places the message in Outbox folder and will deliver it at the next connection. The Now button will force the dispatch for the message by creating a connection right away.
- Click on a paper clip (📎) to add attachments to this outbound message.

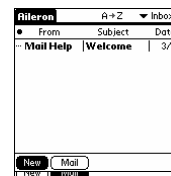


SEND AND RECEIVE EMAIL:

Click on **Mail Button** at the bottom of the Aileron screen

The New and Mail button appear consistently from all folders.

- This leads to a Mail Status interface. If you have more than one profile, select the profile for which you wish to manage mail. Check boxes present the anticipated activity: Receive new mail and Send the composed mail. Click on **Connect button** to continue.



- A status window presents pertinent details about the connection near the very bottom of the screen. It proceeds quite rapidly with:
Acquiring... – Resolving... – Connecting... – Connected... –
Sending... – Waiting... – Working... – Receiving... – Received.



As the mail is received, the number of bytes is presented with the progress bar. Time lapse for each state varies depends on various factors - including network connection as well mail management on the server.

Note: A Power-tip is presented during each connection with information local to the device. It is presented to help you better understand and explore the features associated with Corsoft Aileron.

- On completion, it presents a summary of batch mode operation.

With reference to our Example:

- ✉ One (1) message was transmitted from the Outbox.
- 🗑 Zero (0) messages were deleted from the Trash.
- 📄 Zero (0) messages had "more fetch" processed from Inbox.
- 📥 Five (5) messages were retrieved into the Inbox.



The **More button** conveys presence of more messages that could be retrieved. Click on **Done button** to review the currently downloaded messages

- Select the messages by clicking on the icon on the left. Read a particular message by clicking it on the message list. Continue using the Mail Button reiteratively to fetch message body and attachments, if associated with the mail. Icons represent:



- ☐ Message Header Only
- 📄 Partial Message.
- 📄 Complete Message
- 📄 Message with an attachment

- Unread messages on the Palm PDA are presented in **bold**.
- Urgent Messages are tagged with a red exclamation mark (!)

PROCESSING ATTACHMENTS:

Iconic representation will help identify messages with attachments.

Note: Attachments can only be identified when a part of the body for a message has been accessed.

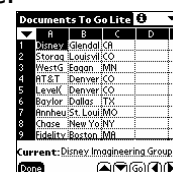
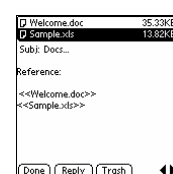
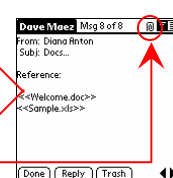
- Click on a message with a paper clip (📎).
- Identify the paper clip (📎) on the top line and click on it.
Note: Several mail systems place just the names of the attachments in the body of the message. This is for reference only. Click on the paper clip (📎) icon on upper right for more specific options.
- A drop down lists attachments associated with this mail message.
Note: A maximum of eight attachments can be presented per message though more may exist on the server.
- Click to select an attachment to download.
Click **Now Button** to download right now with a new connection.
If not in wireless area, tag attachment for download at next HotSync.
- Attachment is downloaded and presented in correct viewer.
Click **Done Button** to return back to the original message.

Attachments are linked with the message until saved separately.

Unless saved, deleting a message will delete all its attachments.

Downloaded Attachments can be viewed offline. Supported:

- (+) Microsoft Word, Excel, WordPerfect, 123 and Text files.
- (+) Palm applications and databases (PRC's, PDB's and PQA's)
- (-) Downloaded attachments can be up to 64KB in size.



NETWORK CONNECTIONS:


There are various ways to manage e-mail from the Palm PDA:

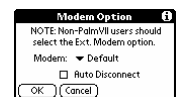
- (i) Modem: Wireless or Wire line
- (ii) Infrared Port (IR);
- (iii) Cradle – via HotSync;




Your device can be configured to use any connection. Aileron provides a simple way to toggle connectivity to provide you the ability to choose the most appropriate connection at any time. Being Network Independent, it permits you to manage any profile with any action (send or retrieve email, attachments and more) using any means of connectivity.

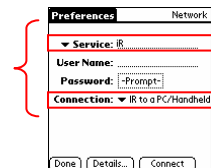
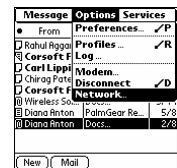
Set the Modem Selection

- Aileron Application – Menu  – Select Options – Select Modem
 - Palm VII users using Palm.NET connection, should select Default.
 - All other devices or connections, should select Ext. Modem option.
Example: Palm VIIX used with external modem outside the wireless coverage area - set modem to Ext. Modem.
- Dial-up users can disconnect their modem automatically after use.




Network Selection

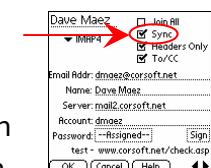
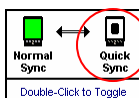
- Aileron Application – Menu  – Select Options – Select Network
This enables the Network panel from the Palm Prefs interface.
- Select the Service that best meets your connectivity needs.
Set Connection type with auxiliary login data, as required.
Refer to Palm Handheld Setup Guide for more details.



HotSync Connectivity

- Aileron Application – Menu  – Select Options – Select Profiles
- Enable Sync for each profile you wish to manage via HotSync.

Note: You can now Sync your Palm to ANY Internet aware PC desktop running Corsoft DialTone in a Quick Sync Mode. In Quick Sync mode, DialTone disables all data exchange with the host PC including backup, providing clean secure email access to your mail box using the PC's Internet (Secure HTTP) connection.



QUESTIONS AND SUPPORT OPTIONS:

Have Questions?

We'd be glad to help. Please feel free to reach us as appropriate:

Corsoft Sales: sales@corsoft.net

Email Support: solutions@corsoft.net

Please note that our Business Hours are Monday through Friday: 8 am to 5 pm PST

Again, thank you for your interest with Corsoft Solutions.



Corsoft Customer Care

<http://www.corsoft.net>

EOF