The iPhone Pocket Guide
Fifth Edition

Christopher Breen

Ginormous knowledge, pocket-sized.
To my daughter, Addie,
who insists that I dedicate this book
to our cats, Pony and Priscilla.

About the Author

Christopher Breen has been writing about technology since the latter days of the Reagan administration for such publications as MacUser, MacWEEK, and Macworld. Currently a senior editor for Macworld, Breen pens its popular “Mac 911” tips-and-troubleshooting column and blog, routinely opines about digital media in its Playlist blog, and hosts the Macworld Podcast. He’s also the author of Peachpit’s The iPod touch Pocket Guide, The iPod & iTunes Pocket Guide, and The Flip Mino Pocket Guide. When not engaged in technological pursuits, he’s a professional musician in the San Francisco Bay Area.
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Seeking a less-immediate way to communicate than the phone or messaging? Can’t figure out how to copy your notes and photos from your iPhone to a computer that’s not synced with your iPhone or how to receive documents that you can view on your iPhone? Or is your life so tied to email that you can’t stand to be away from your computer for more than a couple of hours? If so, you and the iPhone’s Mail application are about to become best friends.

Portable email is a real boon, and so is knowing where you’re supposed to be from one minute to the next. To help with the latter, the iPhone includes a Calendar application that lets you sync your schedule with your Mac or Windows PC, as well as create calendar events on the go. In this chapter, I explain the ins and outs of both applications.
Using Mail

Mail is a real email client, much like the one you use on your computer. With it, you can send and receive email messages, as well as send and receive a limited variety of email attachments. Thanks to iOS 4, you can view mail from all the email accounts set up on your phone in a single unified inbox. If you have MobileMe, Google, and Yahoo email accounts, for example, you can launch the Mail app; tap the All Inboxes entry; and see all the messages you’ve received, regardless of which of these three accounts they were sent to.

The Mail app also lets you send photos or videos you’ve taken with your iPhone, as well as receive and play such audio attachments as MP3, AAC, WAV, and AIFF. You can view received JPEG graphics, text files, and HTML files; Microsoft Word, Excel, and PowerPoint documents; iWork Pages, Keynote, and Numbers files; and Adobe PDF documents. As you can on the iPad, you can choose to edit some attachments with a third-party app (DataViz’s Documents To Go, for example). You do this by tapping the attachment and then, in the sheet that appears, selecting the third-party editing app. The attachment opens in that app, ready for viewing and editing.

Mail on the iPhone is limited in some other ways:

- Unlike all modern computer-based email clients, the iPhone has no spam filter and no feature for managing mailing lists.
- You can’t flag messages or apply rules that allow Mail to sort or copy certain messages (those from a particular sender, for example) to specific mailboxes.
- Speaking of mailboxes, you can’t create new mailboxes on the iPhone, either. Instead, you must create them on your computer or on the Web, and you can do so only with IMAP accounts; they’ll appear in Mail after you sync the mail accounts on your computer with the iPhone.
The iPhone is capable of sending and receiving email over a Wi-Fi connection and a carrier’s 3G and EDGE networks. Other than the speed of sending and receiving messages, there’s no significant difference between running Mail over these networks. Note, however, that there’s a big difference if you’re using your phone overseas. Wi-Fi costs nothing extra, but carriers impose punitive roaming charges for using 3G and EDGE (for email or anything else) outside their coverage areas.

**tip** Because of these roaming charges, when traveling outside your carrier’s coverage area, tap Settings > General > Network, and make sure that Data Roaming is off (as it is by default). Deactivating roaming will prevent your iPhone from making a connection over the cellular network and, thus, running up your bill. To access roaming again, turn Data Roaming back on.

Now that you know what Mail can and can’t do, you’re ready to look at how to use it.

**Creating an account**

When you first synced your iPhone to your computer, you were asked whether you wanted to synchronize your email accounts to the phone. If you chose to do so, your iPhone is nearly ready to send and receive messages. All you may have to do now is enter a password for your email account in the Mail, Contacts, Calendars screen.

But I’m getting ahead of myself. Rather than start in the middle, with a nearly configured account, I’ll start at the beginning so that you can follow the iPhone’s account-setup procedure from start to finish. In the next few pages, I examine how to configure Microsoft Exchange accounts, Web-based accounts (MobileMe, Gmail, Yahoo, and AOL), and IMAP and POP accounts.
Configuring an Exchange account

Let me take care of corporate readers first by outlining the steps necessary to create an Exchange account:

1. Tap Settings > Mail, Contacts, Calendars.
2. Tap Add Account (located in the Accounts list).
3. In the resulting screen, tap Microsoft Exchange to open an Exchange screen.
4. Enter your email address, user name, password, and a description (perhaps along the lines of Company Email).
   Your IT department or manager should be able to provide this info.
5. Tap Next.

   The iPhone attempts to connect to the Exchange server.
   If the connection is successful, you’re pretty well set. If it isn’t, another Exchange screen asks for the same information you provided in step 4, as well as the server address. Again, the Exchange server administrator should be able to give you this information. The address in question here is the address of the front-end server—the one that greets your iPhone when it attempts to connect to the company server.
   When this information is configured properly, the iPhone attempts to log on to the server via a Secure Sockets Layer (SSL) connection. If it can’t do so, it tries a nonsecure connection.

   **note** If SSL isn’t configured correctly, you can change those settings by tapping the name of your Exchange account in the Mail, Contacts, Calendars screen; tapping Account Info; and flipping the SSL slider to On or Off, depending on how it should be configured.
6. When you’re prompted to choose the kinds of data—Mail, Contacts, or Calendars—that you want to synchronize between your iPhone and the Exchange server, flick the switches for those data types to On (Figure 4.1).

Figure 4.1
Choose the kind of data you want to sync with the Exchange server.

By default, the iPhone synchronizes just three days’ worth of email. If you need to store more email on your iPhone, select your Exchange account in the Mail, Contacts, Calendars screen; tap Mail Days to Sync; and choose a new number of days’ worth of email to synchronize. Your options are No Limit, 1 Day, 3 Days, 1 Week, 2 Weeks, and 1 Month.

When you create an Exchange account on your iPhone and choose to sync contacts and calendars, any existing contact and calendar information on the phone will be wiped out, replaced by contacts and events from the Exchange server. Additionally, you can’t synchronize this kind of data with your computer via iTunes. You can synchronize data on your phone and personal computer if you have a MobileMe account, however.
Configuring MobileMe, Gmail, Yahoo, and AOL accounts

The iPhone’s designers made configuring one of these accounts really easy. Just follow these steps:

1. Tap Settings > Mail, Contacts, Calendars.
2. Tap Add Account.
3. In the Add Account screen, choose your account type (MobileMe, Gmail, Yahoo, or AOL).
4. In the screen that appears next, enter your name, the email address for this account, your account’s password, and a descriptive name for the account (My Mighty MobileMe Account, for example).
5. Tap Save.

Unlike its practice with other kinds of accounts, the iPhone doesn’t demand settings for incoming and outgoing mail servers. It’s intimately familiar with these services and does all that configuration for you. But you’re welcome to muck with these more-arcane settings after you create the account, if you like (and I tell you how in the “Configuring further” section later in this chapter).

Configuring IMAP and POP accounts

Email accounts generally come in one of two flavors: IMAP (Internet Message Access Protocol) or POP (Post Office Protocol). Very loosely defined, with an IMAP account, your messages are stored on a server “in the cloud.” By contrast, although a POP account transfers messages from a server, those messages are stored locally on your computer. The iPhone supports both kinds of accounts.

If you’re like a lot of people and have an email account through a “regular” Internet service provider (ISP), such as one that provides email via a DSL or cable broadband connection, you’ll configure your iPhone this way:
1. Tap Settings > Mail, Contacts, Calendars.

2. Tap Add Account.

3. In the next screen, tap Other.
   
   I ask you to tap Other because this option lets you set up email accounts for ISPs other than those listed above the Other entry. In the resulting screen, you have the option to add mail accounts (as well as server-based contacts and calendars, which I deal with later in this chapter).

4. Tap Add Mail Account.
   
   In the resulting New Account screen, enter the information for setting up a POP or IMAP account.

5. Tap Name, and enter your real name (as opposed to your user name).

6. Tap Address, and enter your email address (such as example@examplemail.com).

7. Tap Password, and enter the account’s password.

8. Tap Description, and enter a description of your account.
   
   I often use the name of my account for this entry—Macworld, for example.

9. Tap Save to save your settings.
   
   The iPhone looks up the account settings you’ve entered. If you’ve set up an account for a common email carrier, such as Comcast or AT&T, it checks your account and configures the server settings for you.

   If the iPhone can’t configure your account, or if the ISP offers IMAP and POP accounts and doesn’t know which kind you have, the New Account screen displays new options.

10. Choose IMAP or POP.
   
   At the top of the screen, you see IMAP and POP buttons. Tap the appropriate button for the kind of account you have.
11. Enter the host name in the Incoming Mail Server area.
This information, provided by your ISP, is in the format
mail.examplemail.com.

12. Tap User Name, and enter the name that precedes the at (@) symbol
in your email address.
If the address is bruno@examplemail.com, for example, type bruno.

13. Tap Password, and enter the password for your email account.

note Type the password very carefully. With the 2.0 and later software,
password fields are a bit better about showing you what you’ve typed
rather than displaying just black dots. When you enter a password character, the
password field briefly displays the character you just typed—4 or W, for exam-
ple. But the characters don’t remain onscreen long, and you may miss them.
Check your work before you lift your finger off the keyboard.

14. Below Outgoing Mail Server, tap Host Name; then enter the appro-
priate text—which, once again, will be provided by your ISP, typically
in the format smtp.examplemail.com.

15. Enter your user name and password again, if required.
If these fields aren’t filled in for you, copy this information from the
Incoming Mail Server fields and paste it in here.

16. When you’ve double-checked to make sure everything’s correct, tap
Next in the top-right corner of the screen.
Your iPhone will attempt to make a connection to your ISP using
the settings you entered. If it can’t make a successful connection,
it will tell you so via a dialog box or two. To continue, you must
enter settings that the iPhone will accept. When you do, the phone
returns to the Mail, Contacts, Calendars screen, where the configured
account appears in the list of accounts (Figure 4.2).
Configuring further

Most people can stop right here and get on with mucking with Mail, but your email account may require a little extra tweaking for it to work. Here’s how to do just that:

1. Tap Settings > Mail, Contacts, Calendars.

2. Tap your account name in the resulting screen, and if you’d like that account to appear in Mail’s Accounts list, be sure that the Account slider is set to On.

   **tip** Why turn it off instead? Perhaps you’ve got a load of messages sitting on the server that you’d rather not download on your iPhone. Download those messages on your computer instead, delete them from the server, and then enable the account on your iPhone.

3. Verify that the information in the account’s settings fields is correct; if not, tap the field you want to edit and start typing.

4. Tap the SMTP button to configure the outgoing server for your email account (see the sidebar “Out and About” later in this chapter for details).
5. Tap the Advanced button at the bottom of the screen.

6. In the resulting Advanced screen for POP accounts (Figure 4.3), choose the settings you want.

Figure 4.3
A POP account’s Advanced settings.

Use these settings to specify the following:

- The interval the iPhone will wait before it removes deleted messages from the Trash (Never, After One Day, After One Week, or After One Month)
- Whether your account will use SSL protection to transmit and receive email
- The kind of authentication your account requires (Password, MD5 Challenge-Response, NTLM, or HTTP MD5 Digest)
- When you want email to be deleted from the server (Never, Seven Days, or When Removed from Inbox)
- The incoming server port for your account

This information is individual enough that I’ll leave it to your IT or ISP representative to tell you how to configure these options. Worth noting, however, is that you may be able to suss out these settings by looking at how the email client on your computer is configured.
For IMAP accounts, you have some different options in the Advanced window. You can choose which mailboxes will hold drafts, sent email, and deleted messages. You can choose when to remove deleted messages. You can also turn SSL on or off (except for Yahoo Mail, which doesn’t offer an SSL option). You can choose the same authentication schemes as your POP-using sisters and brothers. You can enter an IMAP path prefix—a path name required by some IMAP servers so that they can show folders properly. Finally, you can change the incoming server port.

**Putting It on the IMAP**

At one time, POP accounts—accounts that require you to download email to your computer to read it—were the norm. Nowadays, IMAP email accounts—those that store messages on an ISP’s central server—are more popular. In the case of the iPhone, they should be, because using an IMAP account can help reduce clutter and confusion. Here’s how.

Suppose that you have a POP account that’s configured to download your email to both your computer and your iPhone. You read the mail once on your iPhone and delete it when you’re done. A copy remains on your computer, though, so you have to delete it there too. You can avoid this double duty with an IMAP account, because IMAP email—living as it does on a central server out there in the cloud—can be managed by any device that can access it.

So you log in to your IMAP account with your iPhone and peruse your email. You find some messages you don’t want any longer, and you delete them. When you do, they vanish from the server. When you return home to your computer, you won’t see those messages, because you’ve deleted them. Unlike with a POP account, the contents of your email are exactly the same, regardless of which device you use to read it.
Understanding Mail, Contacts, Calendars behavior

Before I leave the Mail, Contacts, Calendars screen, I should examine the options that tell the Mail, Contacts, and Calendar applications how to behave (Figure 4.4).

View the bottom part of the screen, and you find these options below the Mail heading:

**Fetch New Data.** Thanks to the Exchange and MobileMe support in the iPhone 2.0 and later software, new data such as events, contacts, notes (new with iOS 4), and email can be transferred (or pushed) to your phone automatically. You don’t have to tell the iPhone to retrieve this data; retrieval just happens. When you tap Fetch New Data, you’re taken to the screen of the same name, where you can switch push off (Figure 4.5).
Additionally, you find Fetch settings here. Fetch is essentially a scheduler for your iPhone; it tells the phone how often to go out and get information such as email messages from an account that can’t push email, such as a POP account. (Fetch can also retrieve data from services such as MobileMe and Yahoo that push data but for which you’ve turned push off.) You can configure the iPhone to fetch data every 15 or 30 minutes, hourly, or manually.

If you tap the Advanced button at the bottom of the screen, you’re taken to an Advanced screen, where you can determine how your various email accounts behave with regard to pushing and fetching. You can configure a MobileMe or Yahoo account with a Push, Fetch, or Manual option, for example. Accounts that don’t support push can be configured only for Fetch or Manual.

**tip** Pushing and fetching burn through a battery charge faster than using a manual setting does, because your iPhone has to perform battery-draining tasks such as logging onto servers to retrieve data. Fetch demands more from a battery than push does. For this reason, if you need to be miserly with your battery, fetch less often and turn push off.
Show. How many messages would you like Mail to display? Options include 25, 50, 75, 100, and 200 recent messages.

Preview. When you view message subjects within a mailbox in one of your Mail accounts, you see the first bit of text in each message. The Preview entry determines how many lines of this text you’ll see: none, 1, 2, 3, 4, or 5 lines.

Minimum Font Size. This setting determines the size of the text in your email messages: Small, Medium, Large, Extra Large, or Giant. (Medium is good for most eyes, and it saves a lot of scrolling.)

Show To/Cc Label. When this option is set to on, Mail plasters To next to messages that were sent directly to you and Cc next to messages on which you were copied.

Ask Before Deleting. When you switch this option on, if you tap the Trash icon to delete the message you’re reading, you’ll be asked to confirm your decision. If you swipe a message and then tap the red Delete button that appears or use the iPhone’s bulk-delete option, however, you won’t be asked for confirmation.

Load Remote Images. Like the email client on your computer, the iPhone is capable of automatically showing you images embedded in messages. By default, this option is on. If you routinely retrieve mail over a slow EDGE connection, however, you might consider turning this option off so that your phone won’t have to work to download the extra data.

Organize By Thread. With iOS 4, the iPhone can organize email messages by thread. If you (or a group of people) engage in a back-and-forth email conversation with the local taxidermist, with all emails using the same Subject heading, and this option is switched on, you’ll see a single entry for that conversation in your inbox. A number on the right side of that entry indicates how many messages are part of the thread.
**Always Bcc Myself.** If you’re the kind of person who wants a copy of every message you send (but don’t want the recipients of those messages to know), switch this option on. You’ll get your copies.

**Signature.** Ever wonder where that proud *Sent from My iPhone* message comes from—the one that appears at the bottom of every message you send from your iPhone? Right here. As a new iPhone owner, you’ll want to stick with this default message for a while, simply for the bragging rights. When the novelty has worn off, feel free to tap this option and enter some pithy signoff of your own.

**Default Account.** If you have more than one email account set up, this setting determines which account will send photos, videos, notes, and YouTube links. When you send one of these items, you can’t choose which account sends it, so give this option some thought. You may discover that Wi-Fi hotspots are reluctant to send mail through your regular ISP’s SMTP server, whereas Gmail accounts rarely have this problem. For this reason, you may want to make your Gmail account the default.

These Contacts settings appear next (*Figure 4.6*):

*Figure 4.6*
Additional Contacts and Calendar settings.
Sort Order. Tap this option to choose between sorting contacts by First, Last name or by Last, First name.

Display Order. Similar to Sort Order, this option lets you display your contacts as either First, Last or Last, First.

Import SIM Contacts. Two mobile-phone standards are used in the United States: GSM and CDMA. The iPhone follows the GSM standard, and like all GSM phones, it uses a SIM card to store user data. If you have another GSM phone that contains stored contacts on its SIM card, you may be able to import those contacts from that card. Currently, however, that’s a big *may*. The iPhone 4 uses a micro SIM card—a smaller card that’s not commonly used in other phones (though it’s likely to be in the future).

If you have an iPhone earlier than the iPhone 4, or if micro SIM cards are commonplace by the time you read this book, turn off both phones, extract the SIM card from the other phone, plunk it into your iPhone, and choose this command. Any contacts on that SIM card will be imported into your iPhone. If you have MobileMe and Exchange contacts on the phone, you’ll be prompted to choose which of the two accounts to add them to.

Finally, you see these Calendar settings at the bottom of the screen:

New Invitation Alerts. This On/Off switch lets you view—or not—meeting invitations you’ve received (those pushed to you from an Exchange server, for example).

Sync. This option lets you choose a range of past events to sync with your iPhone. Choices include Events 2 Weeks Back, 1 Month Back, 3 Months Back, 6 Months Back, and All Events.

Time Zone Support. Tap this command, and you’re taken to the Time Zone Support screen, where you can turn Time Zone Support on or off. Below that setting is an option to choose the time zone of a major city.
When Time Zone Support is on, Calendar’s events are shown in the time of the selected city. So, for example, you could choose London even if you’re in San Francisco and see events in London time. Switch this option off, and events are shown in the phone’s current location (which is determined by network time).

**Default Calendar.** Tap this command to choose a calendar where the iPhone will add events created outside the Calendar application.

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**Out and About**

The iPhone 2.0 and later software is very smart about sending email. It works like this:

In the old days, you’d configure your email account with a particular SMTP server. If you took your iPhone on the road, and that SMTP server didn’t work, you were stuck with an email message in the outbox that wouldn’t send. This problem usually happened because of an antispam measure: The network you were connected to (in a coffee shop or hotel, for example) didn’t allow messages to be relayed from one ISP’s SMTP server through another’s SMTP server.

This “no relaying” policy hasn’t changed at all. What *has* changed is the iPhone’s flexibility. Now, just select an account in the Mail, Contacts, Calendars screen and tap the SMTP button, and you’ll see a list of all the SMTP servers your iPhone has settings for. At the top of the list is the primary server—the server address you entered (or that was entered for you) when you created the account. Next to this server’s name is the word *On*.

Below the primary server is the Other SMTP Servers entry, listing all other SMTP servers your phone believes that it can access. By default, these entries have the word *Off* after their names. Tap one (a Gmail server, for example), and in the resulting screen, you have the option

*(Continues on next page)*
Out and About (continued)

to turn that server on. When you do, if the iPhone is prevented from sending messages from the primary server, it tries to send from one of the other servers that you’ve enabled.

This feature alone justifies getting a free Gmail or Yahoo account, as public Wi-Fi hotspots rarely block mail sent through Gmail’s or Yahoo’s SMTP servers.

One other SMTP option, while we’re here: If you need to change the SMTP server port from the default setting, you do it by tapping an SMTP server in the SMTP screen, tapping the Server Port entry at the bottom of the screen, and then typing a new value with the onscreen numeric keyboard that appears. Why do it? Many ISPs provide an SMTP server port (usually, 587) that can be relayed through other SMTP servers. If you find that your iPhone can’t send a message, try changing your email account’s SMTP port to 587 or to the public port number provided by your ISP.

Sending and Receiving Mail

Now that your accounts are finally set up properly, you can send and receive messages. The process works this way.

Receiving email

Receiving email is dead simple. Just follow these steps:

1. Tap the Mail icon in the iPhone’s Home screen.

   Mail will check for new messages when you first launch the application. If you have new messages, the iPhone will download them.
When you launch the Mail app, by default you see the Mailboxes screen (Figure 4.7). This screen contains two sections: Inboxes and Accounts. In the Inboxes section, you see all the email accounts set up on your iPhone, plus the All Inboxes entry, which lets you view all received messages regardless of the accounts they were received from. The Accounts section also lists all email accounts on your iPhone. Next to each entry in both areas is a number that indicates the number of unread messages—Gmail 18, for example.

2. Tap All Inboxes or an account name in the Inboxes section.

If you tap one of the items in the Inboxes section, you’ll be taken to an Inbox screen that displays all the messages in that account’s inbox. Messages appear in a list, with the most recently received messages at the top. Unread messages have a blue dot next to them. Messages with attachments bear a paper-clip icon. Threaded messages display a number indicating the number of messages that make up the thread. Finally, the Inbox heading has a number in parentheses next to it—Inbox (22), for example. That (22) means that you have 22 unread messages.
This screen also bears a Compose icon in the bottom-right corner and a Retrieve icon in the bottom-left corner. Tap Retrieve to check for new mail.

An Edit button in the top-right corner of the All Inboxes screen lets you delete messages. Tap it, and all the messages in the list acquire a dim gray circle, which marks messages you want to delete or move. Tap one of these circles, and a red check icon appears within it. Continue tapping messages until you’ve selected all the messages you’d like to delete or move; then tap the Delete button at the bottom of the screen. All the messages you selected move to the Trash. (Alternatively, with regard to deleting messages, you can do without the Edit button. Swipe your finger across a message entry to force a Delete button to appear, and tap Delete; the message moves to the Trash.)

**tip** You say you see the word *Archive* instead of *Delete*? That’s because you’re doing this with a Gmail account. With Gmail accounts, you send “deleted” items to your Gmail archive rather than to the Trash.

Tap Move, and a Mailboxes sheet scrolls up from the bottom, listing all available mailboxes for that account. Choose a mailbox, and the selected messages move to it. This move feature is really useful only if you’re using an IMAP account, as unlike POP accounts, IMAP accounts can have additional folders for filing email messages.

**note** When you delete a message, it’s not really gone; it’s simply moved to the Trash mailbox. To delete the message for real, you can either wait out the remove interval listed in the account’s Mail setting (see “Configuring further” earlier in this chapter) or tap Trash. Then you can swipe a message and tap the Delete button that appears next to the message; tap Edit and then tap Delete All at the bottom of the screen; or cherry-pick the messages you want to delete by tapping the gray circles next to them and then tapping the Delete (#) button (where # equals the number of messages you’ve selected). Then—and only then—is a message truly gone.
3. Tap an account name in the Accounts area.

You see all the mailboxes that make up that account. For POP accounts, those mailboxes include Inbox, Drafts (if you’ve saved any composed messages without sending them), Sent (if you’ve sent any messages from that account), and Trash (if you’ve deleted any messages from that account). For IMAP accounts, you’ll most likely see Inbox, Drafts, Sent, Trash, and any folders associated with the account—folders you’ve added to a MobileMe or Gmail account, for example.

These folder names, however, depend entirely on what the host service calls them. Gmail, for example, gathers the messages you’ve sent into the Sent Mail folder (Figure 4.8).

Figure 4.8
A Gmail account screen.

In the bottom-right corner of an account screen, you’ll see a Compose icon. Tap it, and a New Message screen appears, along with the iPhone’s keyboard. I talk about creating new messages in “Creating and sending email” later in this chapter.
Spam and the iPhone

As I write these words, the iPhone’s Mail application lacks a spam filter—a utility that looks through your incoming email for junk mail and quarantines it in a special mailbox. This lack is a drag if you’re using an account that attracts a lot of spam.

My solution? Don’t use such an account on your iPhone. Google offers its free Gmail email service at www.gmail.com. Gmail provides loads of email storage (probably more than your current ISP does), and you can access it from the Web, your iPhone, and your computer’s email client. Best of all, it offers excellent spam filtering.

Additionally, you can set up Gmail so that your other POP mail accounts are forwarded to it. This setup allows Gmail to filter out spam from these accounts, too, before the mail is delivered to your inbox.

Like I said, Gmail is free. Give it a try.

Navigating the Message screen

Simple though it may be, the Message screen packs a punch. In it, you find not only standard email elements such as From and To fields, Subject, and message body, but also icons for adding contacts and for filing, trashing, replying to, and forwarding messages. The screen breaks down this way.

Before the body

The top of the Message screen displays the number of messages in the mailbox as well as the number of the displayed message—2 of 25, for example. Tap the up or down arrow to the right to move quickly to the previous or next message in the mailbox (Figure 4.9).
Figure 4.9
Message body with document attached.

Below that, you’ll see From and To fields. Each field displays at least one contact name or email address (one of which could be your own) in a blue bubble. Tap one of these bubbles, and if the name or address is in your iPhone’s Contacts directory, you’ll be taken to its owner’s Info screen. If the name or address isn’t among your contacts, a new screen will appear, offering you the hidden option of emailing the person, creating a new contact, or adding the address to an existing Contacts entry (Figure 4.10).

Figure 4.10
An unknown contact’s Info screen.

Hidden option? Yes. That person’s email address is listed next to the Other heading. Tap that email address, and a new email message opens...
with that person’s address in the To field. The email will be sent from the account you’re currently working in.

Tap Create New Contact, and a New Contact screen appears, with that person’s name at the top and his email address filled in below. If the message has no name associated with it—if you were sent a message from a company address such as info@example.com, for example—no name will appear in the Name field.

Tap Add to Existing Contact, and a list of all the contacts on your iPhone appears. Tap a contact, and the address is added to that contact. If you’d like to edit the contact—indicate that the address belongs to Home or Work, for example—tap the blue bubble again to bring up the contact’s Info screen, tap the Edit button, tap the label (Home, Work, or Other), and choose a different label in the Label screen.

You can hide the To field by tapping the Hide entry near it. This action hides all the To fields in all the messages in all your accounts, and it changes the Hide entry to Details. To expose the To fields again, just tap Details.

**Hiding the To field can be really helpful when someone insists on filling To fields with dozens of addresses (something that’s considered to be both rude and a privacy violation). With the To field hidden, you can see the beginning of the message immediately instead of countless addresses.**

Below the From and To fields, you’ll see the message subject, followed by the date. If you have details showing, you’ll also see a Mark as Unread entry. Tap this entry to do exactly what it suggests.

*Body talk*

Finally, in the area below, are the pithy words you’ve been waiting for. Just as in your computer’s email client, you’ll see the text of the message. Quoted text appears with a vertical line to its left—or more than one
line, depending on how many quote layers the message has. If a message has several quote layers, each layer is a different color.

If the message has attachments, they appear below the message text (Figure 4.11). When Cousin Bill sends you a photo from his latest vacation, for example, it’ll appear here.

Figure 4.11
Message with attached photo.

URLs, email addresses, and phone numbers contained within messages appear as blue, live links. Tap a URL, and Safari launches and takes you to that Web page. Tap an email address, and a new email message opens with that address in the To field. A tapped phone number causes a dialog box to appear. In it, you see the phone number and icons that offer to Cancel or Call.

**tip** The iPhone is smart about URLs and phone numbers. Both http://www.example.com and www.example.com appear as live links, for example, but example.com does not. And (555) 555-1212, 555-555-1212, 555.555.1212, 5555551212, and 5551212 are all live links and produce the Call dialog box when tapped.
The tools below

The toolbar at the bottom of the screen contains five icons (refer to Figure 4.11):

Retrieve. Tap this circular icon, and the iPhone will check for new messages in that account.

Mailboxes. When you tap the Mailboxes icon, you’re presented with a list of all the mailboxes associated with that account. Tap one of these mailboxes, and the message will be filed there. (This is one way to move items out of the Trash, though the Trash screen also includes a Move button.)

Trash. Tap this icon, and the cute little trash can pops its top and sucks the message into it.

Send. The left-arrow icon is your pathway to the Reply, Reply All, Forward, Save Image, and Cancel commands (Figure 4.12). Note that it’s unlikely that you’ll see all these options in one sheet, because the items that appear depend on the number of recipients and on whether an image is attached.

Figure 4.12
The Reply sheet.

When you tap the Send icon and then the Reply button that appears, a new message appears, with the Subject heading Re: Original Message Subject, in which Original Message Subject is . . . well, you know. The message is addressed to the sender of the original message, and the insertion point awaits at the top of the message body. The original text is quoted below. The message is mailed from the account you’re working in.
If a message you received was sent to multiple recipients, tapping Reply All lets you reply to all the recipients of the original message.

Tap Forward, and you’re responsible for filling in the To field in the resulting message. You can type it yourself with the keyboard that appears or tap the plus (+) icon to add a recipient from your iPhone’s list of contacts. This message bears *Fwd:* at the beginning of the Subject heading, followed by the original heading. The original message's From and To fields appear at the top of the message as quoted text followed by the original message.

Finally, if a message has images attached to it, you’ll see a Save x Images button, where x is the number of images. (The button will read Save Image if there’s just one image.) Tap that button, and the attached image(s) will be added to the Camera Roll collection in the Photos application.

**Compose.** Last is your old friend the Compose icon. Tap it, and a New Message screen appears, ready for your input.

### Creating and sending email

If it truly is better to give than receive, the following instructions for composing and delivering mail from your iPhone should enrich your life significantly. With regard to email, the iPhone can give nearly as good as it gets. Here’s how to go about it.

As I mention earlier in the chapter, you can create new email messages by tapping the Compose icon that appears in every account and mailbox screen. You’ll even find the Compose icon available when you’ve selected Trash. To create a message, follow these steps:

1. **Tap the Compose icon.**

   By default, Mail fills the From field with the address for this account. (If you tap the Compose icon in the Mailboxes screen, the message
will be sent from the account selected as the default account in the Mail, Contacts, Calendars screen.) But you needn’t use that account. Just tap From, and any other email accounts you have will appear in a scrolling list. Tap the one you want.

2. In the New Message screen that appears, type the recipient’s email address, or in the To field, tap the plus icon.

When you place the insertion point in the To or Cc/Bcc field, notice that the iPhone’s keyboard adds @ and period (.) characters where the spacebar usually resides. (The spacebar is still there; it’s just smaller.) This feature makes typing addresses easier because you don’t have to switch to the numbers-and-symbols keyboard.

**Tip**

Tap and hold the period key, and—good gosh almighty!—.net, .edu, .org, .us, and .com pop up as part of a contextual menu. How handy is that?

When you start typing a name, the iPhone will suggest recipients based on entries in your list of contacts (Figure 4.13). If the recipient you want appears in the list below the To field, tap that name to add it to the field.

![Figure 4.13](image)

*Begin typing to find a contact.*
When you tap the plus icon, your list of contacts appears. Navigate through your contacts, and tap the one you want to add to the To field. Some contacts may have multiple email addresses; tap the one you’d like to use. To add more names to the To field, type them or tap the plus icon to add them.

To delete a recipient, tap that person’s address and then tap the Delete key on the iPhone’s keyboard.

3. If you’d like to Cc or Bcc someone, tap the appropriate field (Cc or Bcc) and then use any of the techniques in step 2 to add the recipient.

4. Tap the Subject field, and enter a subject for your message with the iPhone’s keyboard (or a Bluetooth keyboard, if you’ve configured the iPhone to use one).

That subject replaces New Message at the top of the screen.

5. Tap inside the message body (or, if the insertion point is in the Subject field, tap Return on the keyboard to move to the message body), and type your message.

6. Tap Send to send the message or Cancel to save or delete your message.

The Send icon, in the top-right corner, is easy enough to understand. Tap that icon, and the message is sent from the current account. You’ll know that it’s been sent when you hear a swoosh sound (unless you’ve switched off the Sent Mail sound in the Sounds setting, of course).

Cancel is a little more confusing. If you’ve typed anywhere in the To field, the New Message screen’s Subject field, or the message body (even if you subsequently deleted everything you typed), a sheet will roll up when you tap Cancel, displaying Delete Draft, Save Draft, and Cancel buttons. Tap Delete Draft to do just that. Tap Save Draft to store the message in the account’s Drafts mailbox. (If no such mailbox
exists, the iPhone will create one.) If you tap Cancel, the iPhone assumes that you made a mistake when you tapped Cancel the first time, and it removes this sheet.

If the iPhone can’t send a message—when you don’t have access to a Wi-Fi, 3G, or EDGE network, for example—it creates an outbox for the account from which you’re trying to send the message. When you next use Mail and are able to send the message, the iPhone will make the connection and send any messages in the outbox, at which point the outbox will disappear.

**Working with pushy MobileMe**

Apple’s $99-per-annum MobileMe Web service does a lot of things—provides 20 GB of online storage; gives you a place to post galleries of images and videos; and offers Webcentric mail, calendar, and contacts applications. For purposes of this discussion, one of the most important things it does is automatically synchronize (or push) mail, contacts, calendars, notes, and Internet bookmarks among your computers; your iPhone, iPad touch, and iPad; and Apple’s Internet-based MobileMe server. So, for example, when you enter a new event in the iPhone’s Calendar applica-
tion, it also soon appears within MobileMe’s Calendar component on the Web, as well as on any computer that’s synced with MobileMe. You set it up this way.

**Configuring MobileMe on the Macintosh**

You configure MobileMe through the MobileMe system preference, as follows:

1. Choose Apple > System Preferences.

2. Click the MobileMe preference in the Internet & Network section and then click the Sync tab.
3. Check the Synchronize with MobileMe box, and choose Automatically from the pop-up menu.

When you choose Automatically, you enable MobileMe’s push capabilities. This command tells MobileMe that when some new data is added to the MobileMe Web site or to your iPhone (you’ve uploaded a photo to a photo gallery, created a new calendar event, or added a new contact, for example), that data should be pushed almost immediately to the other devices synced with your MobileMe account.

This isn’t the case with data created on your computer. When you choose Automatically from this pop-up menu on your computer, any new data you create will be synchronized every 15 minutes. If you need that data synced sooner, simply click the Sync Now button.

4. In the Sync tab’s scrolling pane, select the kind of data you’d like to synchronize.

You’ll see several options in this pane, but the ones you’re concerned about here are Calendars, Contacts, and Notes (Figure 4.14).

![Figure 4.14](image)

A Mac’s MobileMe system preferences.
5. To synchronize this data with MobileMe immediately, click Sync Now.
   In the process, you may see a dialog box that asks how you’d like to sync your data. The options include merging your computer and MobileMe data, replacing the data on your computer with MobileMe’s data, or replacing MobileMe’s data with the data on your computer.

   **note** If you click the More Options button in this dialog box, you can choose a different option for the kinds of data you’re syncing. You can choose to merge contacts but replace the calendars on your Mac with MobileMe’s calendar information, for example.

   Your Mac will do as you ask and synchronize your data. If the synchronization was successful, and if you chose to sync calendars and contacts, you should see the same data in iCal and Address Book that’s available on the MobileMe Web site.

### Configuring MobileMe in Windows

The process of syncing your data with MobileMe in Windows is similar to the Macintosh experience. The difference is that MobileMe syncs with Windows applications such as Microsoft Outlook and Windows Contacts, because Apple’s iCal and Address Book don’t come in Windows versions. Also, you can’t sync Outlook notes to or from MobileMe.

**note** For this procedure to work, you must install iTunes 9.2 or later and (of course) have a MobileMe account.

To configure MobileMe on a PC, follow these steps:

1. Download and install MobileMe Setup.
   If you don’t have MobileMe installed on your PC, you’ll have to get it from http://support.apple.com/kb/DL769.
2. Choose Start > Control Panels.

3. Open the MobileMe Preferences control panel, and click the Sync tab.

4. Enable the Sync with MobileMe option, and choose Automatically from the pop-up menu.
   (See the Macintosh configuration information in the preceding section to find out why you choose Automatically.)

5. Enable the kinds of data you want to sync.
   Your choices are Contacts, Calendars, and Bookmarks. When you choose Contacts, you can sync with Outlook, Google Contacts, Yahoo Address Book, and Windows Contacts. For Calendars, you can sync only with Outlook. Finally, Bookmarks can be synced with Internet Explorer or the Windows version of Apple’s Web browser, Safari.

6. Click Sync Now.
   As with Macintosh syncing, you’ll be asked how you’d like to have the sync performed. Here, too, you can choose how particular kinds of data are synced.

**Configuring the iPhone**

Now that your computer is configured, you’re ready to add the iPhone to the mix, as follows:

1. Tap Settings > Mail, Contacts, Calendars.

2. In the Accounts area, tap your MobileMe account.

3. In the account screen that appears, switch on those data types that you’d like to sync with MobileMe.
   Your choices are Mail, Contacts, Calendars, Bookmarks, and Notes (Figure 4.15 on the next page).
Contacts, calendars, bookmarks, and notes work as I describe earlier in this chapter; when contacts, calendar items, and notes are created, they're synchronized with MobileMe and any computers linked to your MobileMe account (any Mac, in the case of notes; see the nearby sidebar).

When you switch on the Mail option, however, you're telling MobileMe to send any received messages to your iPhone immediately. When the Mail option is switched off, you'll receive that mail only when you launch the Mail application and check for it.

**note** If you enable MobileMe syncing for bookmarks, contacts, calendars, or notes, the syncing option for those enabled data types will no longer be available for the iPhone in iTunes.

Below the syncing options, you see the Find My iPhone switch. This service, exclusive to MobileMe members, can help you track down a missing iPhone. I describe its workings in Chapter 10.
Using Calendar

In the old days, the only way to get events on the iPhone’s calendar was to either type them on the phone or sync the iPhone with iTunes and ask it to copy your events from computer to phone. Thanks to the introduction of Exchange and MobileMe push synchronization, the iPhone’s Calendar is a smarter application than it once was. In this section, I take a look at all the ways you can put life’s events on your iPhone.

Managing many calendars

With iOS 4, Apple changed the way the Calendar app works. When you launch the Calendar app, by default you see a page displaying the current month, with the current day highlighted. When you tap the Calendars icon in the top-left corner, you’re whisked to the Calendars screen, where you can switch calendars on and off.

That’s right—much like Mail’s unified inbox, the Calendar app’s unified calendar shows events from all those calendars you’ve enabled. So if you want to view just the events on your Work calendar, enable just that calendar. (A calendar is enabled when it has a check mark next to its name in the Calendars screen.) To return to the calendar view, tap Done in the top-right corner of the screen.

Viewing events

Calendar is capable of displaying events in three views: List, Day, and Month. They’re laid out like so.

Month

As I mention earlier, when you launch Calendar you see this month’s calendar by default, with today’s date highlighted in blue. Other days maintain a gray, businesslike appearance. Tap another day, and it
adopts the blue box while the present day gains a deeper gray hue.

To return to the current day, tap it (if you’re viewing the current month),
or tap the Today button in the bottom-left corner of the screen. To move
to the previous or next month, tap the Previous or Next arrow beside
the month heading. To scan backward and forward faster, tap and hold
one of these arrows.

Any days on the calendar that have events appended to them bear a
small black dot below the date. Tap a day with a dot, and the events for
that day appear in a list below the calendar (Figure 4.16), each preceded
by its start time and a colored dot indicating the calendar to which
the event is attached. (Calendars are color-coded.) Tap an event in this
list, and you’re taken to the Event screen, which details the name and
location of the event, its date, its start and end times, any alerts you’ve
created, and any notes you’ve added for the event.

Figure 4.16
Month view with
two events.

To edit or delete the event, tap the Edit icon in the top-right corner of the
screen. Within the Edit screen, tap one of the fields to change its infor-
mation. (I discuss these fields in “Creating events” later in this chapter.)
To delete an event, tap the red Delete Event button at the bottom of the
screen; then tap the Delete Event confirmation icon that appears.
**Day**

Tap the Day view button, and as you’d expect, you see the day laid out in a list, divided into hours. The day of the week and its date appear near the top of the screen. To move to the previous or next day, tap the Previous or Next arrow. To scan backward or forward more quickly, tap and hold the appropriate arrow.

Each event appears as a colored bar (again, each calendar is color-coded, and that coding is reflected here) spanning the time that the event occupies and labeled with the name of the appointment and its location ([Figure 4.17](#)). All-day events appear just below the day and date near the top of the screen. Just as you do with events in Month view, tap them to reveal their details; to edit them, tap the Edit button.

![Figure 4.17](#)  
*Day view with two events.*

**List**

List view shows a list of all the events on your calendar, separated by gray date bars. Each gray bar bears the day’s abbreviated name (*Fri* or *Mon*, for example) and the month, date, and year of the event. The event’s title appears just below, preceded by its start time and a colored dot indicating its calendar association. Once again, tap an event to view its
details. Tap Edit to edit the event or delete it via the Delete Event button (Figure 4.18).

Figure 4.18
Editing an event.

List is the single view that provides a search field for finding events quickly.

Creating events

Creating events on the iPhone is simple. Just tap the plus icon in the top-right corner of the screen to produce the Add Event screen, where you’ll find a list of fields:

- **Title** and **Location**. The title of the event appears when you select the event’s date in Month view. Both an event’s title and location appear in the Day-view list, and in List view, you see just the event’s title. As with any other field on the iPhone, just type the entries and tap Save when you’re done.

- **Starts/Ends**. The title is explanation enough. Just tap the Starts/Ends field, and in the resulting Start & End screen, enter a start date and time by using the spinning wheels at the bottom of the screen (Figure 4.19). Then tap the Ends field, and dial in an end date and time. If the event lasts all day, tap the All-Day switch to set it to On.
tip Unlike many calendar applications that you’re familiar with, this one lets you create events that span multiple days. Just dial in a different day when you tap Ends.

- **Repeat.** You can create an event that occurs every day, week, 2 weeks, month, or year. This method is a convenient way to remind yourself of your kid’s weekly piano lesson or your own wedding anniversary.

- **Alert.** A fat lot of good an electronic calendar does you if you’re not paying attention to the date or time. Tap Alert, and direct the iPhone to sound an alert at a specific time before the event’s start (5, 15, or 30 minutes; 1 or 2 hours; or 1 or 2 days before the event) or on the date of the event.

You can create two alerts per event—useful when you want to remind yourself of events for the day and need another mental nudge a few minutes before the event occurs.

note Regrettably, you can’t change the alert sound; you can only turn it on or off in the Sounds settings screen.

- **Calendar.** Using this command, you can assign the new event to any calendar you have on your iPhone.

- **Notes.** Feel free to type a bit of text to remind yourself exactly why you’re allowing Bob Whosis to dominate your Thursday afternoon.
Syncing events

Your computer and your iPhone have a nice sharing relationship with regard to events. When you create an event on one device, it’s copied to the other, complete with title, location, start and end times, alerts (likely called alarms in your computer’s calendar program), and notes.

As I explain in Chapter 2, iTunes’ Info tab lets you choose the computer-based calendars that you want to sync with the iPhone. If you have an Exchange or MobileMe account, calendar events associated with those accounts are pushed to your iPhone (and the iPhone pushes right back those events that you create on it).

Deleting events

Quite frankly, deleting events by using the iPhone’s interface is a pain in the neck. As I mention earlier in the chapter, you tap an event, tap the Edit button in the Event screen, tap the red Delete Event button at the bottom of the screen, and then tap Delete Event again. This procedure is a very inefficient way to delete events, particularly lots of events that have expired. You’re better off letting iTunes lend a hand.

To do so, plug your iPhone into the computer and then select it in iTunes’ Source list. Click the Info tab, and configure the option titled Do Not Sync Events Older Than x Days, where x is the number of past days you’re willing to keep expired events on your iPhone (Figure 4.20). When you next sync your iPhone, events that occurred more than x days before the current date will be removed from the phone.

Figure 4.20
It’s easier to delete lots of events through iTunes.
If you’d like to delete multiple future events, delete them from your computer’s calendar. If you’re using a nonpush account, when you sync your iPhone, the events will disappear from the iPhone’s calendar as well. When Exchange and your MobileMe account are set up to synchronize calendars, deleting events either on the server or on the iPhone will cause the event to vanish from every synced service and device.

**Subscribing to a calendar**

You can also subscribe to Web-based calendars with your iPhone, which supports both CalDAV and iCal formats. To do so, follow these steps:

1. Tap Settings > Mail, Contacts, Calendars > Add Account.
2. Tap Other in the Add Account screen.
3. In the Calendars section of the Other screen, choose either Add CalDAV Account or Add Subscribed Calendar.

   Which option you choose depends on the kind of calendar you want to subscribe to. iCal calendars are generally available to the public and require only that you have a server address in the form example.com/example.ics. iCalShare (http://icalshare.com) is a repository for such public calendars. For these types, you’d choose the Add Subscribed Calendar option.

   CalDAV calendars are server-based; they require you to know the name of the host server and to have a user name and password for that server.

4. Enter the required information to subscribe to the calendar.
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