

Getting E-Mail on Your Treo 650

by James M. Brown, CCIM, SIOR



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Our firm has standardized with the Palm Treo 650 as our phone/PDA, and we recently embarked down the treacherous path of getting e-mail on our devices. After much research we found that there are many options but no perfect solution. Each choice is a combination of trade-offs.

Judging from the responses to an e-mail survey sent to the SIOR membership, it appears that many of us are using Treo 650s, and we all want wireless e-mail



Nuttall



Panici



Scharf



Sentner

on our devices. We had responses ranging from **Robert H. Nuttall Jr., SIOR**, Anchor Commercial, Charleston, South Carolina, who says, "I now refer to my Treo as my 'hiptop' as I no longer need a

computer on the go," to **Ron E. Scharf, Corporate Associate**, Johnson Marcraft, St. Louis, Missouri, who replied, "I have now had my Treo 650 for more than a month, and I cannot get e-mail." We hope this article will point you in the right direction.

Upgrade Your Treo 650 Firmware/Software

Before you do anything, update the firmware/software of your

Treo 650 to the newest version; otherwise you may be in for a frustrating experience. Both **Patrick J. Sentner, SIOR**, NAI Pitts-

burgh Commercial, Pittsburgh, Pennsylvania, and **Frederick J. Panici, SIOR**, MB Real Estate, Chicago, Illinois, reported that the initial versions of Versamail

in their Treo 650's ROM rendered their Treos useless until they installed the Treo updates.



Alderman

Cotlow

Naseef

Schlager

You can download the update for your device at Palm's Web site www.palm.com/us/support/downloads/. First, make sure you select the appropriate flavor of Treo 650 you have (Cingular, Verizon, Sprint, etc.), then determine whether or not you need the update. If you need the update, follow the instructions.

E-Mail Account Protocol

You need to know if your e-mail account is POP3 (an older protocol that is used by most independent ISPs and does not sync), IMAP4 (a newer, much more functional protocol that supports syncing), MS Exchange, or Lotus Domino. Note that MS Exchange can be configured to use IMAP. Also, if you have MS Exchange, you need to know which version and whether it is on your own server or on a hosted ASP account server.

Treo E-Mail Client Program

You need an e-mail program to interact with your e-mail. The Treo 650 comes out of the box with Versamail, an e-mail "client" program. If you are going to use Versamail, make sure you have updated your Treo 650

firmware/software; otherwise you may be in for some unpleasant surprises. Other choices include Snappermail, Chattermail, and GoodLink. We have standardized on Snappermail with an IMAP4 solution described below.

Snappermail is much faster than Versamail for syncing (10 seconds versus over a minute) and was much easier for us to setup.

Wireless Network Provider Solutions

All the wireless providers offer an e-mail solution that works with the Treo 650. In many cases, this may be the easiest, quickest, and best solution. In each case, go to the carrier's Web site to sign up and find instructions.

Sprint PCS Business Connection

Michael J. Alderman, SIOR, DP Partners, Harrisburg, Pennsylvania, uses Sprint PCS Business Connection and says, "The e-mail and schedule work flawlessly." Sprint's solution comes in two flavors: Enterprise Edition and Personal Edition. The Enterprise Edition is a server solution set up by your network administrator and gives you real-time access to all of your corporate Outlook data, including e-mail. The Personal Edition is designed for use by individuals and does not require your network administrator's involvement (although that would help). You need a desktop computer running 24/7 connected to the Internet and to

your company e-mail server. Both editions work with MS Exchange, Lotus Domino, IMAP4, and POP3.

Verizon Wireless Sync

Gary S. Schlager, SIOR, West, Lane & Schlager/ONCOR International, Washington, DC, and his company have implemented Verizon Wireless Sync to work with the Versamail e-mail client. Like the Sprint PCS Business Connection Personal Edition, you need a desktop computer running 24/7 connected to the Internet and to your company e-mail server. It works with MS Exchange, IMAP, and POP.

Cingular Xpress Mail

Cingular's Xpress Mail works with corporate e-mail (Microsoft Exchange, Lotus Domino) as well as IMAP4 and POP3 and works like Sprint's and Verizon's solutions.

T-Mobile My E-mail

T-Mobile's My E-mail provides access to Microsoft Exchange, IMAP4, and POP3 accounts. We have tried this, and it works well for both my POP3 and my MS Exchange accounts. Unlike the Sprint, Verizon, and Cingular solutions, T-Mobile's MS Exchange solution does NOT require a desktop computer running 24/7 in order to relay e-mail and Outlook data.

Non-Carrier-Specific Solutions

These solutions do not require a specific wireless carrier—they use the carrier's data network as a form of data transport.

POP3

This is the simplest and most basic of all the solutions, but it does not operate with corporate e-mail systems. POP3 accounts do not work well when you have multiple computers accessing the same e-mail account because POP3 is designed to have e-mail downloaded to a specific machine. The e-mail server typically has only an inbox, outbox, sent box, and deleted folder. E-mails are not synced, so you will end up with different sets of e-mails on different machines. For example, if you delete an e-mail at your desk, it may be deleted on the server, but it will not be automatically deleted on your Treo. Likewise, if you delete an e-mail on the Treo, it will not be deleted on your desktop. E-mails marked "read" on your Treo will not be marked "read" on your desktop and vice versa.

IMAP4

IMAP4 is a newer and much more sophisticated e-mail protocol. It is designed to have e-mail reside on the e-mail server with multiple e-mail clients (computers) accessing those e-mail folders, so different computers will have the same e-mail data. MS Exchange servers have the option of syncing with the IMAP4 protocol. Our company is using this very successfully with Snappermail Enterprise Edition, but it required that our MS Exchange 2000 Server have the IMAP4 option enabled. We have been told that the default setting for Exchange Server 2003 has IMAP4 turned on. Additionally, IMAP4 syncs "read" and "unread" flags and can sync any folder or folders you choose.

GoodLink

Of all the responses to our e-mail to SIOR members, the largest number and the most positive were those about GoodLink. Trammell Crow, Colliers Turley Martin Tucker, and CoStar have implemented GoodLink as their corporate standard, each with a hundred users or more. The GoodLink solution makes the

GoodLink ... makes the Treo 650 act like a Blackberry ... with all your e-mail, contacts, calendar, and task items synced with MS Outlook

Treo 650 act like a Blackberry (some reviewers say it is better than Blackberry) with all your e-mail, contacts, calendar, and task items synced with MS Outlook and "pushed" to your device. This solution requires that you have your own MS Exchange server, and that GoodLink replace the standard contacts, calendar, and task applications on the Treo. The downsides of Goodlink are that it is fairly technical to install (requires a GoodLink server) and is one of the most expensive solutions. Also, it replaces some of Treo's built-in applications, and that could affect some of the Treo's functionality.

Active Sync

Active Sync is a new protocol that comes with MS Exchange Server 2003. E. Thomas Naseef Jr., CCIM, SIOR, Coldwell Banker Commercial ETN Real Estate Service, Las Vegas, Nevada, is using Active Sync and writes that when he is "out of the office, his Treo 650 is all he needs to check on his office e-mail and calendar." Active Sync will not work with earlier versions of MS Exchange Server. Active Sync allows you to synchronize your Outlook e-mail inbox and your Outlook calendar with your Treo 650 Versamail program and your Treo Calendar application. You need to use Versamail as your e-mail client (which we have found to be much slower at syncing than Snappermail). You cannot sync only the e-mail, so if you use another program like ACT! for your calendaring, you will not have your appointments on your Treo 650.

Outgoing Mail—SMTP Server

Both the POP3 and IMAP4 solutions require an SMTP server setting to send e-mails, and this server setting is provided by your wireless carrier. It is NOT the same as your desktop e-mail solution. You can find a list of some of the SMTP server settings at <http://www.snappermail.com/support/isp.cfm>. For example, the T-Mobile SMTP setting is myemail.t-mobile.com. Hopefully that will solve the problem for Dean P. Cotlow, CCIM, CRE, SIOR, Cotlow Company, Tucson, Arizona, who noted that the wireless "providers left the users out in the cold when wanting to send e-mails."

ACT!

This article has focused on getting e-mail on your device. But, as you can see, many of the e-mail solutions are part of a larger system that syncs all your desktop data with your Treo 650, including calendar, contact, and task list information. Virtually all of these solutions sync Outlook, and in a few cases Lotus Domino. If you, like our company, use ACT! for contacts, calendars, and task lists, you will not benefit from this added functionality. And the GoodLink and Active Sync solutions won't work at all because they overwrite your Treo data with Outlook data.

One solution is to have your ACT! data periodically synced with Outlook. That way, Outlook will have up-to-date calendar, contact and task list data

and on your next wireless sync, your Treo 650 will have the same data as your ACT! Database. We are using "ACT-to-Outlook Syn-




Hankla

chronizer" which works very well at keeping my Outlook data synced with my ACT! data. **Charles L. Hankla, SIOR,**

Colliers Turley Martin Tucker, Brentwood, Tennessee, is using "DoubleLook" to sync ACT! with Outlook which enables his Treo 650 to have the latest data via GoodLink. Additionally, ACT! has a built-in function that allows you to manually sync with Outlook. In ACT! Version 6, this built-in puts read-only copies of your ACT! calendar in Outlook, so you cannot edit the calendar

info in either Outlook (or the Treo if you are syncing it with Outlook).

It is clear that adding wireless e-mail to phones/PDAs gives brokers added mobility and better customer service, so choose a solution and implement! 

Looking for an opportunity to gain added visibility within the SIOR Network? Call Linda Nasvaderani, editor of *Professional Report* at (202.449.8226) and check out available opportunities to write an article in 2006.