



# MailBug®

## User Manual



Welcome to your new email service. To begin, plug in your MailBug and call Landel Customer Support at the telephone number shown below. A Customer Support agent will help you select an email address and set up your account.

**Customer Support: (408) 360-0490**

If you have questions, comments, or just need help with your MailBug, you can get answers quickly and conveniently by contacting Customer Support either by calling the above number, or sending an email to:

**[support@landel.com](mailto:support@landel.com)**

**My email address:**

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## 1. Introduction

Thank you for purchasing the MailBug – the electronic mail (“email”) terminal specifically designed to allow you to easily send and receive email messages without using a computer. You can use your MailBug to communicate quickly and conveniently with friends, family, and any of the millions of email users all over the world. Your MailBug can also give you fast and easy access to a wide variety of selected information right from the Internet, depending on the availability of the information services.

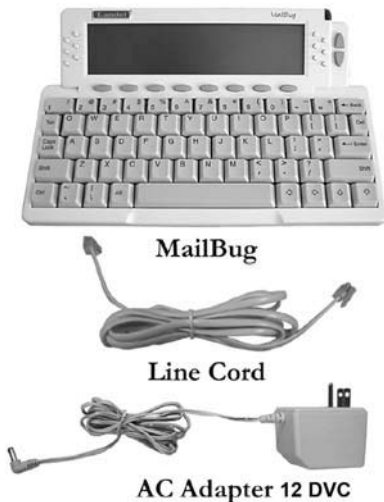
Before you begin using your MailBug, you must sign up for email service with Landel Telecom and have an email account created for you. Sign up by calling Landel Customer Support and speaking with a customer service representative who will help you to select a user name and a password for your email account. A monthly fee is charged for email services.

To register and set up your account, please contact Landel Customer Support at (408) 360-0490 between 9 AM and 5 PM Pacific time, Monday - Friday.

## 2. Getting Started

### 2.1 Unpacking Your MailBug

First verify that you have received the following items:



- MailBug terminal
- Telephone line cord
- AC adapter 12 VDC

**Note:** Landel also offers clear custom-fitted plastic covers that can be used to protect your MailBug from spills and keep it in a clean-as-new condition. The covers are optional. If you would like to purchase one for your MailBug, contact Landel Customer Support.

## 2.2 Installation

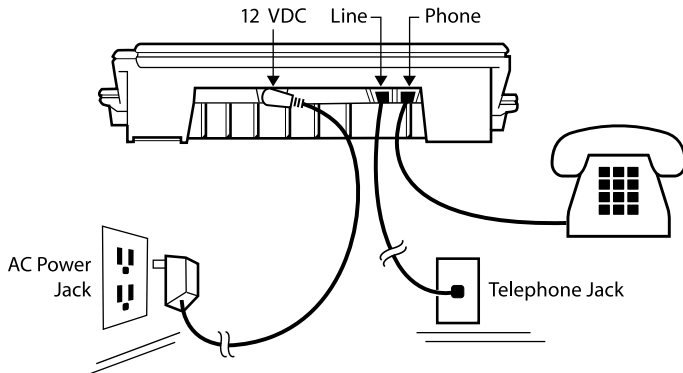
### ***Power Connections***

Plug the AC adapter supplied with your MailBug into a power outlet, and plug the other end of the adapter cord into the round power jack on the back of the MailBug. Make sure the power outlet is not controlled with a wall switch.

**Caution:** Use only the AC adapter supplied with your MailBug – use of other adapters could cause your MailBug to fail to operate properly, and could even damage it and invalidate your warranty.

### ***Installing the Telephone Line Cord***

When connecting the MailBug to your telephone line, you may connect it to a telephone wall jack that already has an existing telephone plugged into it. You may also connect it directly to an unused telephone wall jack.



Connecting directly to an unused telephone wall jack:

- Take the telephone line cord that came with your MailBug and insert one end into the jack marked LINE at the back of the unit.
- Insert the other end of the line cord into a working telephone jack.

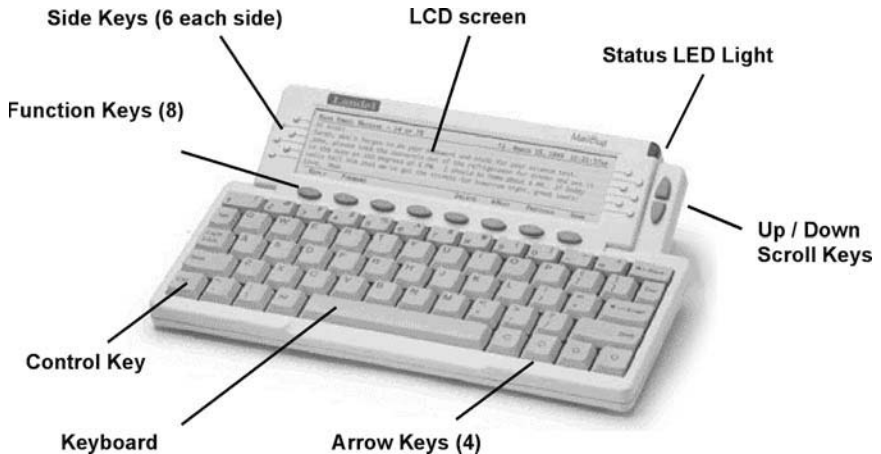
Connecting to a telephone wall jack with an existing telephone:

- Remove the existing telephone line cord plug from the wall jack and insert it into the jack marked PHONE on the back of your MailBug.
- Take the new telephone line cord that came with your MailBug and insert one end into the jack marked LINE on the back of your MailBug.
- Insert the other end of the line cord into a working telephone wall jack.

**Note:** If you subscribe to Caller ID service, your MailBug will display your calls on its screen. If you currently have a Caller ID display box connected between your telephone wall jack and telephone, you may replace it with your MailBug, or you can connect both your MailBug and your Caller ID box together in a chain, and see your calls on both of these devices. Alternatively you might consider moving your existing Caller ID box to a phone in another room. Speak with your phone company if you need additional help.

### 2.3 Basic Features

MailBug's basic features are shown in the diagram below. Notice it has several different types of keys and a LED status indicator light in the upper corner.



**Keyboard** – used to type email messages and to enter other information.

**Side Keys** – located to either side of the display screen, they are used to select an item from a menu or a list.

**Function Keys** – located beneath the display screen, they are used to invoke commands and functions. On-screen labels will change depending on which screen you are viewing.

**Scroll Keys** – located to the right of the display screen, they are used to scroll the screen text or move the cursor/pointer up and down.

**Arrow Keys** – used to move the flashing cursor up, down, left, or right.

**Control (“Ctrl”) Key** – located on the lower left of the keyboard, this key allows you to access advanced features on some screens.

**Status Light** – (upper right, above screen) indicates current status or special information.

- Rapid blinking – means the telephone is ringing.
- Slow, steady blinking – means important status information is displayed on the screen. (Examples include new email or voicemail messages, or new calls\* received.)
- Continuously lit – the telephone line is in-use, or your MailBug is disconnected from the telephone line.

\* The “new calls” feature only appears if you subscribe to Caller ID service from your telephone company. The “voicemail” notification only appears if you subscribe to this service from your telephone company. Please contact your telephone company to obtain more information on the availability of these services.

**Note:** MailBug’s display screen is always on, but the backlight turns off during periods of inactivity. This is normal. If the backlight turns off while you are using the MailBug, simply press the space bar (or any key on the keyboard) to turn it back on.

### 3. Initial Setup

#### 3.1 Registering and Configuring Your MailBug

**Note:** When you power your MailBug on for the first time, read the message on the screen.

- If the screen says that your MailBug must connect to set the time and date, then Landel Customer Support has already configured your MailBug for you prior to shipping, and you can skip ahead to the section of this manual titled The Idle Screen.
- If the screen says your MailBug must be setup before it can be used, then follow the instructions in the paragraphs below.

Before you can start using your MailBug for the first time, you must register it with Landel Telecom and set up an email account. This is done by calling Landel Customer Service at the phone number shown on the front cover of this manual. The Customer Support agent will assist you on the phone with configuring your MailBug, so you should have it plugged in and nearby when you call the Customer Support phone number. While on the phone with you, the agent will instruct you on how to use the Setup screen to configure your MailBug and can also answer any of your questions. The whole process takes only 5 to 10 minutes.

In order to set up and configure your MailBug when you first power it on, you will need to get to the Setup screen. Upon initial power up you will see the "idle screen". (Both of these screens are described in greater detail in a later section.) First you just need to get to the Setup screen:

1. Get there from the idle screen by pressing the function key just beneath the **EMAIL** label along the bottom of the screen. This will take you to the Email mailbox screen.
2. Once you are in the Email mailbox screen, press and hold down the **Ctrl** key on the lower left hand corner of the keyboard.
3. While holding the **Ctrl** key down, also press the function key beneath the **SETUP** label that is on the display.
4. Release both keys.

You will then be looking at the Setup screen, and ready to call and speak with a Customer Support agent in order to complete the process of setting up your MailBug. The next two sections provide some guidelines for selecting your email address and password for your account when you call to register and set up your MailBug with the Customer Support agent.

### 3.2 Your Email Address

When setting up your MailBug account, you must select an email address for your account. This email address serves as your electronic identity which distinguishes you from others who use email. This address is what others will use to send you email messages, and what will appear on email messages that you send to others. Because all email addresses must be unique, and to ensure that they are properly interpreted, certain format conventions are used. Your MailBug email address consists of certain necessary elements and uses the following format: `username@mailbug.com`

**username** – The username can be any name you like, including nicknames, hobbies, or made-up names, as long as it is at least 2 characters but not more than 32 characters in length. Most people choose some form of their first and/or last name, including initials. Spaces and punctuation characters (except the period and underscore characters) are not permitted in the username. Upper and lower case characters are considered the same, e.g., an “A” will be interpreted the same as “a”. It is traditional to use all lower case for email addresses, except possibly in proper names (e.g., “Joe\_Bob” is the same as “joe\_bob”).

**@** – This symbol (pronounced “at”) is a separator required in all email addresses.

**mailbug.com** – This portion of an address is fixed, and is called the domain. In some cases, alternative domain names can be made available. If interested, ask the Customer Support agent for more information.

When you call Landel Customer Support to set up your account, an agent will help you to select your email address. Once you have selected your username, do not change it without first talking to a Landel Customer Support agent.

**Hint:** When you complete your registration, write your email address on the cover of this manual.

### 3.3 The Setup Screen

You initially configure your MailBug by using the Setup screen. This screen is where you enter certain critical information that determines how you want your MailBug to work. To get to the Setup screen (when you initially apply power), press the **EMAIL** function key, and then hold down the **Ctrl** key on the keyboard and simultaneously press the **SETUP** function key.

The options that you can configure from the Setup screen include:

- your username (your email address)
- your password
- the name you want to appear on emails you send
- your email return address
- your time zone
- your connect phone number (also called your dial-up access number)
- whether or not you want to also read your email on a computer
- whether or not you want MailBug to automatically check for new email
- your privacy code

Each of these menu options is described in the following paragraphs.

#### ***Username (Email Address)***

This line contains your complete email address, including the @ symbol and the domain (e.g., joe\_bob@mailbug.com).

#### ***Password***

The password you select when you register with Landel Customer Support is entered here. When you later view this screen, the password appears as just asterisks. The password you choose should be easy for you to remember, but very difficult for anyone else to guess. The password should consist of characters and/or numbers and be at least 6 and not more than 12 characters in length. Spaces and punctuation characters are not allowed. Unlike usernames, upper and lower case characters are considered to be different, and not the same, e.g., an “**A**” will not be interpreted the same as “**a**”. Do not change this password without first speaking with a Customer Support agent.

**Your Name**

The name you specify on this line will appear on all emails you send, in front of your email address on the **From:** line. If you leave it blank, then only your email address will appear on that line. It can be whatever name you prefer, and may contain upper and lower case characters as well as numbers and spaces.

**Your Email Return Address**

This is the address that will be used when someone replies to an email you sent. It can be the same email address as your MailBug, or it may be some other email address. If this line is left blank, the default will be your MailBug address.

**Time Zone**

In order to specify the time an email message is sent or received, MailBug needs to know in which time zone you live. To do this, type in the word from the list below that describes your location.

<b>Enter:</b>	<b>If you live in:</b>
Atlantic	Atlantic timezone
Eastern	Eastern timezone
Central	Central timezone
Mountain	Mountain timezone
Pacific	Pacific timezone
Arizona	Arizona, USA
Indiana	Indiana, USA
Alaska	Alaska, USA
Hawaii	Hawaii, USA

**Connect Phone Number**

This is the dial-up access number that MailBug will dial in order to send and receive email messages (not to be confused with the phone number at your home, which is different). Landel has a large network of local telephone numbers in every state, and one or more of these phone numbers should be available to you as a local call. If none of these numbers is local to you, then a toll-free number for your MailBug is available for a nominal additional monthly charge.

Because MailBug calls frequently to check for new email, you may actually be able to save money by using the toll-free number instead of a local number. This can be the case if you have “measured per call” service from your telephone company, since this charge does not apply to toll-free calls your MailBug would make. The additional nominal toll-free charge from Landel may be less than the total of measured per call charges from your phone company for local calls made by your MailBug in routinely checking for new email. The Landel Customer Support agent will be able to help you determine which number is best for you.

### ***Important Note on Selecting a Connect Phone Number***

Typically MailBug will automatically check for new email messages multiple times each day by calling the Connect (dial-up access) telephone number. Ideally, the phone number is a local call for you, and not one that will incur costly long distance or toll charges on your phone bill. While the Landel Customer Support agent will be careful in helping you to find a local phone number to use, please note that you are responsible for any long distance or toll charges that appear on your phone bill. Therefore, you will want to make sure that the dial-up access number that you select during the registration and setup process is a local call for you, and not one that will incur charges. You should contact your local telephone company to determine what charges, if any, will apply to calls made by your MailBug to the Connect phone number that you selected.

If no local dial-up access phone number is available near you, you can disable the Auto-Connect feature. (See “*Connect Automatically*” below.) If you live in a location for which there is no local dial-up access telephone number, then Landel offers a toll-free email service option at a nominal additional monthly charge.

### ***Mailbox Shared? (Reading your email on a computer)***

All MailBug email accounts are also accessible via the Web. Each MailBug retrieves its email messages from a “mailbox” that can be used and controlled by the customer through their computer. This Web mailbox is found at: [webmail.mailbug.com](http://webmail.mailbug.com). When MailBug retrieves email messages from this mailbox, by default the messages are automatically deleted from the mailbox. However if you do not wish to have these emails deleted, and wish to manage this on-line mailbox yourself, then place the cursor on the *Mailbox Shared?* option and press the space bar once or twice until the screen shows **Yes**. The ability to share your MailBug email with a computer can be especially convenient when receiving emails with attachments. The MailBug and your computer work nicely together, allowing you to always know when you have new email without having to go on-line with your computer to check for new messages. See Section 8 for more details.

### **Connect Automatically? (Checking for new email – Auto-Connect)**

Your MailBug is able to send and receive email messages automatically without your intervention. It will check for new messages periodically throughout the day. If you want your MailBug to automatically check for new email messages, then set this option to **Yes**. This is the recommended setting. But if you wish to only check for new email manually, then set this option to **No** by pressing the space bar until the screen shows **No**. This feature is referred to as the “Auto-Connect” feature.

**Note:** If you disable this feature, you must manually press the **CONNECT** function key whenever you wish to have MailBug check for new email. Also note that this option setting has no effect on your ability to manually check for new email and to send email messages at any time.

### **Privacy Code**

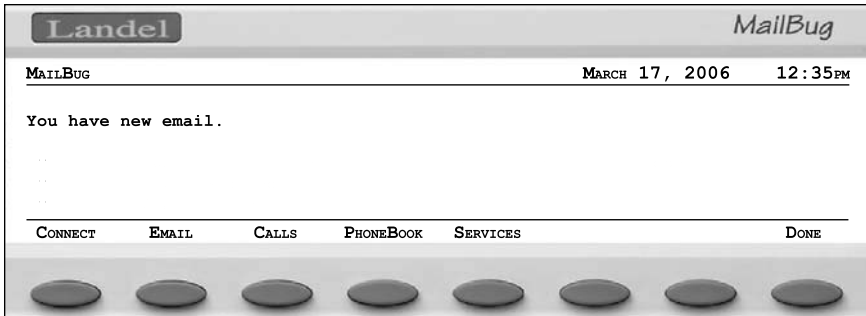
Some users may want to prevent anyone else from being able to read their email messages. Setting this privacy code option requires you to enter a code that must then be entered each and every time you want to read, compose, send an email, or access the Setup options.

**Important:** The privacy feature is optional and should only be used when you have a very good reason to use it. If you choose to use a privacy code, and you forget it, then you will no longer be able to view your emails or get into the Setup screen. Your emails will be lost. So it is very important that if you use a privacy code, that you **DO NOT FORGET IT**. To disable the privacy feature, just leave the Privacy Code line blank.

To save any changes that you have made to your Setup configuration, just press the function key beneath Save on the screen. Your MailBug is now set up and ready to send and receive email!

## **3.4 The Idle Screen**

MailBug’s display will present different “screens” of information, depending on how you are using it. Each screen will have function labels above the eight function keys that are located just beneath the display. When the MailBug is initially powered up, the first screen you will see is the “idle” screen. This is the “home” or “root” screen which also appears when your MailBug is not in active use, meaning there have been no keystrokes for several minutes or longer. The idle screen displays the current time and date (once you connect to check for email), plus any status information (e.g., if you have new email or voicemail messages), and serves as the starting point for going to other screens.



Along the bottom of the idle screen are the names of other screens you can access in order to perform different actions. Each label on the screen is associated with a function key just beneath it. The typical choices are:





- CONNECT** – forces MailBug to immediately dial to connect to your email service. Use this key to either check for new email or to force any out-going email to be sent immediately, or to manually check for any new email. Note that this key appears on the idle screen only if you have the auto-connect feature disabled (set to **No**), or whenever MailBug has experienced a loss in power (because it needs to connect in order to set the time and date). If the Auto-Connect feature is enabled (set to **Yes**), then this key normally does not appear, but can still be found by pressing and holding down the **Ctrl** key on the keyboard.
- EMAIL** – shows you a list of the email messages you have stored in the memory of your MailBug. From this list you may read, compose, or delete messages, as well as access your personal email address book.
- CALLS** – shows recent telephone calls you have received. In order to use this feature, you must subscribe to Caller ID service from your local telephone company. If you do not subscribe to this service, this key will not appear on the screen. If you do have Caller ID service, then this key will appear once you have received the first incoming phone call after the installation of your MailBug.
- PHONEBOOK** – displays your personal telephone directory of names and telephone numbers which can be automatically dialed.
- SERVICES** – allows you to access a variety of selected electronic information and services from the Internet, depending on availability. After dialing into Landel's service, MailBug presents a menu of on-line services, such as headline news, weather, stock quotes, and other information including answers to frequently-asked questions regarding MailBug.
- HANG UP** – this key only appears when MailBug is using the phone line. This key forces MailBug to immediately hang up and release the phone line.

### ***Setting the Time and Date***

The time and date on the MailBug is automatically set each and every time you send or receive email. It can also be set by pressing the **CONNECT** function key from the Idle screen. It is normal for the time and date information to be lost when power is removed from the MailBug. The next time power is applied to the MailBug and it connects to check for or send email, the time and date will once again be properly set.

### ***Display Brightness and Contrast***

You may adjust the brightness and contrast of the display screen at any time by pressing and holding down the Control key (**Ctrl**) and **Shift** key together and then pressing one of the arrow keys on the keyboard as follows:

<b>Ctrl, Shift,</b> and  keys	increases the display contrast
<b>Ctrl, Shift,</b> and  keys	decreases the display contrast
<b>Ctrl, Shift,</b> and  keys	increases the display brightness
<b>Ctrl, Shift,</b> and  keys	decreases the display brightness

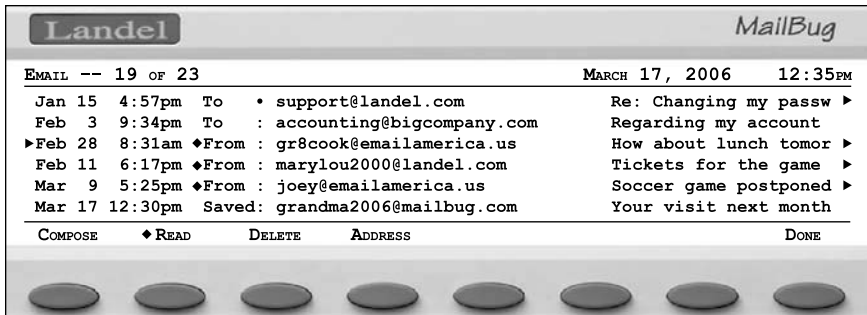
### ***Voice Message Waiting Indication***

If you subscribe to voicemail service from your telephone company, then your MailBug will also let you know when you have voicemail waiting in your network voice message box. MailBug's red LED status light will blink and a message will appear on the idle screen to tell you that you have a new voicemail message. Retrieving your voicemail will automatically clear both the indicator light and the idle screen message. If you wish to manually turn off the blinking status light, you can do so by pressing the **PHONEBOOK** key. This feature will only work on your MailBug if you subscribe to voicemail service with VMWI (FSK Voice Message Waiting Indication) from your local phone company. Please consult your local phone company for availability, pricing and other details.

## 4. Using Your Email Service

### 4.1 Your Mailbox

Your MailBug uses its built-in memory as an electronic “mailbox” to store your email messages. You can view this mailbox by going to the Email mailbox screen, which you can reach by pressing the **EMAIL** key from the idle screen. That screen shows you the email messages that you have sent and received, listed by date and time. The date and time of each email is shown, plus the sender and the subject line from that email.



The arrowhead (▶) in the left-most column is a cursor that indicates the email message that is currently selected. You can change the selection by moving the cursor up or down to select other messages. To move the cursor, use either the oval-shaped scroll keys to the right of the screen, or use the  $\uparrow$  or  $\downarrow$  arrow keys on the lower right hand corner of the keyboard.

Pressing the **READ**, **DELETE**, or **MARK** function keys will cause the appropriate action to be taken on the selected email message – the one pointed to by the ▶ cursor in the first column.

When the subject line of an email extends beyond the right edge of the screen, you will see an arrowhead (▶) in the last column. You can use the  $\leftarrow$  and  $\rightarrow$  arrow keys located on the lower right-hand corner of the keyboard to scroll horizontally in order to see the remaining portion of the line.

New, unread email messages in the list are indicated with a diamond (◆) symbol next to the **From:** on the screen. Once a received email message has been opened, this diamond will disappear, indicating that this message has been read and is no longer new.

Similarly, outgoing email messages that you have sent (but that have not yet been delivered) are also shown on this list marked with a diamond (◆) next to the **To:** label. Once these outgoing messages have been sent, the diamonds will disappear.

If a large dot (●) appears after the **To:** or the **From:** on any line, it means that that email message is “marked” and is protected from deletion if you attempt to delete “all” emails in the list.

If a function key label on any of MailBug’s screens starts with a diamond (◆), then pressing the **Enter** key on the keyboard has the same effect as pressing that function key. For the Email screen, this diamond is before the **READ** key, meaning that you can open and read the email that the cursor is pointing to by simply pressing the **Enter** key on the keyboard.

The upper right corner of the Email screen shows the current date and time, which is automatically set whenever you connect to the network to send or check for email.

Along the bottom of the Email screen are the different functions, or actions, that you can choose. The functions listed below are described in greater detail later in this manual.

<b>COMPOSE</b>	compose a new email message
<b>READ</b>	open and read the email message pointed to by the cursor
<b>DELETE</b>	delete the email message pointed to by the cursor
<b>ADDRESS</b>	open your personal email address book and make changes
<b>DONE</b>	returns you to the idle screen

The following functions appear only when the **Ctrl** key is held down:

<b>SETUP</b>	enter the Setup screen – see Section 3.3 for more details
<b>MARK</b>	“marks” an email message so that it will be spared when deleting “all” messages. Pressing this key again will “un-mark” the message
<b>SAVEADDR</b>	saves the sender’s or recipient’s address in your personal email address book

## 4.2 Reading an Email Message

From the Email screen, select a specific email message by moving the cursor on the left side of the screen up or down until it points to the message you want. Do this by using the  $\uparrow$  and  $\downarrow$  arrow keys on the keyboard, or the large up/down scroll keys to the right of the display screen. Then press the function key labeled **READ**, or simply press the **Enter** key on the keyboard. As a shortcut, you can simply press the small key on either side of the display that lines up with the email you wish to read.

Once you have opened an email message, you can scroll up and down through the message (if it is longer than the screen can show) by using the up and down scroll keys to the right of the display, or the  $\uparrow$  and  $\downarrow$  arrow keys on the keyboard. While reading the message, the function keys at the bottom of the screen give you several options from which to choose:

**REPLY** – Send a reply email to the sender of the currently displayed message. Use this to automatically create a new email message addressed to the sender, and with the same subject line with “**Re:**” inserted before it. The text of the original message is automatically included in your reply message. The original email remains unchanged. This key is only present when viewing emails that you have received, not those that you have sent.

**REPLY ALL** (*only visible when the **Ctrl** key is held down*) – Allows you to send a reply email to all of those addresses shown as recipients of the original message. You can add or delete additional addresses by moving the cursor to the **To:** line and making those changes manually, or you can add email addresses by using the **ADDRESS** function. **Tip:** You may want to delete your own email address from the **To:** line.

**FORWARD** – Send a copy of the email message to another email address. You may replace the subject line with your own words, add your own preface to the forwarded message, and/or edit the content of the message. Enter the addresses by manually typing them or by using the Email Address Book, which you can access by pressing the **ADDRESS** key. The original email remains unchanged.

**DELETE** – Deletes an email message from your MailBug. This can be done either while reading the email message, or directly from the Email mailbox screen. For more information on deleting email messages from memory and the options available, see the section “Deleting Email Messages” below.

**NEXT** – Allows you to move to the next message on the email summary list and open it for viewing without having to first return to the Email mailbox screen. The **Enter** key can also be used to advance to the next message. The **NEXT** key does not appear when you are viewing the last message in your email mailbox.

**PREVIOUS** – Allows you to move to the previous message in your Mailbox and open it for viewing. Using the **NEXT** and **PREVIOUS** keys make it easy for you to quickly move between email messages in your mailbox. Note that this key does not appear when viewing the first message in your mailbox.

**CHANGE** (*only appears on “saved” messages, or on sent messages when the **Ctrl** key is held down*) – Allows you to edit the contents of a message that you were composing, did not finish, and saved by pressing the **SAVE** key, or when the message you were composing was automatically saved by MailBug when it timed out after several minutes of inactivity. Pressing **CHANGE** allows you to go back and resume composing the message before sending it, or to modify a previously sent message so that you can send it again to the same or different recipients. Once you are back to composing or editing the email message, all the usual options for sending, saving, or deleting are again available.

**SAVEADDR** (*only visible when the **Ctrl** key is held down*) – Saves the sender’s or recipient’s email address directly into your personal Email Address Book for easy use in sending messages to this person in the future. When you have finished entering the “nickname” for this person, press the **DONE** key to be automatically returned to viewing the sender’s message.

**MARK** (*only visible when the **Ctrl** key is held down*) – This “marks” an email message so that it will be protected and spared from deletion if/when you later choose to delete “all” messages. Pressing the **MARK** key again will “un-mark” the message. Marked messages can only be deleted explicitly, not by deleting “all”. When you return to the Email mailbox screen, a round dot (●) is used to indicate these marked messages.

**UNWRAP / WRAP** (*only visible when the **Ctrl** key is held down*) – Allows you to temporarily un-wrap the lines of text in an email message you are viewing. This is useful if the message contains large tables or lists that use more than 79 characters per line. This un-wrapped mode of viewing will only apply to this viewing session, and will automatically terminate when you leave this screen. To view the longer lines of text, use the  $\leftarrow$  and  $\rightarrow$  arrows on the keyboard to scroll the display horizontally. While in the un-wrapped viewing mode, the function key changes to **WRAP** to allow you to revert to the other viewing mode. The email message itself is not changed in any way by use of this feature.

**DONE** – Returns you to the Email mailbox screen.

### 4.3 Composing & Sending Email Messages

To compose a new email message, begin by pressing the **EMAIL** function key from the idle screen, and then press the **COMPOSE** key. MailBug will then prompt you with a **To:** line to enter the email address(es) of those you want to receive your message. You can enter as many email addresses as you like, with each address separated by either a comma or a semicolon, and then a space. You can manually type in the addresses, or use the **ADDRESS** function key to choose recipients from your personal Email Address Book.

In order to send a copy of the email message to parties other than the primary recipient(s), you may include additional addresses on the **To:** address line. A common practice is to send a "carbon copy" or a "blind carbon copy" of your email message. This is done by typing either "**cc:**" or "**bcc:**" in front of the desired address. (Make sure you include the colon!) A "**bcc:**" is similar to the "**cc:**" except that no one but you and the **bcc:** recipient knows that they have gotten a copy of the message.

#### **Example:**

Let's say you enter two email addresses for your message as:

**To:** john@mailbug.com, jane@mailbug.com

When John and Jane get their email, they will both see that it was sent to both of them.

If the message is specifically to John, but with Jane also getting a copy, then use cc:

**To:** john@mailbug.com, cc:jane@mailbug.com

But if you want to send it to John and a copy to Jane without John knowing about Jane's copy, then use the "blind carbon copy" feature.

**To:** john@mailbug.com, bcc:jane@mailbug.com

If you sent it as shown above, John would not know that the message was also sent to Jane. But Jane would see John's address in addition to hers.

When you are finished with the addressing, press either the **OK** function key, or the **Enter** key on the keyboard. MailBug will then prompt you to enter the **Subject:** line for the email. Again, press either **OK** or **Enter** when you are finished.

MailBug will then display your **To:** and **Subject:** lines at the top of the screen, and will automatically insert your name and email address in the “**From**” address line of your email message when it sends it. You are now ready to compose the main body of your email message!

#### 4.3.1 **Composing & Editing Your Message**

Type your message on the keyboard and the text appears on the screen. Note that the diamond (◆) that appears in the text area of the screen indicates the end of the message text, and will not actually appear in the message when you send it. Also, the cursor will not move past the diamond. To add to the message, move the cursor to the diamond and continue typing.

The scroll keys to the right of the display screen, or the arrow keys on the keyboard, can also be used to move the cursor on the screen while composing your message.

There are also other time-saving editing commands that will make composing your message even easier. Hold down the **Ctrl** key on the keyboard to invoke these commands:

- Ctrl** and ⬅ keys    Moves cursor one word to the left
- Ctrl** and ➡ keys    Moves cursor one word to the right
- Ctrl** and ⬆ keys    Moves cursor to the previous page (one screen up)
- Ctrl** and ⬇ keys    Moves cursor to the next page (one screen down)



If the cursor is on the **To:** or **Subject:** line, you can also move the position of the cursor very quickly using the side keys:

- Left side key        Moves cursor to start of line
- Right side key      Moves cursor to end of line

**Tip:** MailBug allows you to type email messages in other languages. If you need to use certain foreign language characters or special symbols in your message, you can type these characters by using the **Shift** and **Alt** keys. By pressing and holding down the **Alt** key, and then pressing the appropriate keyboard key, you can enter many international or other special characters. Available characters are listed at the end of this manual.

While composing your email message, the function keys at the bottom of the Composing Email Message screen give you some helpful editing options:

- SEND** – Places your message in the queue to send the next time your MailBug connects to the email service.
- ADDRESS** – Opens your Email Address Book to select entries to be placed on the **To:** line.
- CANCEL** – Discards any changes made to the current email message.
- SAVE** (*only visible when the **Ctrl** key is held down*) – Saves your message without sending it, so that you can continue composing the message at a later time. If you save a message, you can finish it later by selecting it for viewing and pressing **CHANGE** to edit it. Once your editing is complete, you can save it again or send it.
- DELLINE** (*only visible when the **Ctrl** key is held down*) – Deletes the entire line where the cursor is positioned. This is very useful when forwarding messages that have many lines of non-essential information – it can be used to quickly clean up a message with only a few keystrokes.
- DELEOL** (*only visible when the **Ctrl** key is held down*) – Deletes all characters from the cursor to the end of the current line.
- DELEOM** (*only visible when the **Ctrl** key is held down*) – Deletes all characters from the cursor to the end of the message. This function key is useful when forwarding or replying to a message without including the entire original message.
- UNWRAP / WRAP** (*only visible when the **Ctrl** key is held down*) – Allows you to temporarily un-wrap the lines of text in an email message you are viewing. This is useful if the message contains tables or lists that are wider than the screen. This un-wrapped mode of viewing will only apply to this viewing session, and will automatically terminate when you leave this screen.

To view the longer lines of text, use the  and  arrows on the keyboard to scroll the display horizontally. While in the un-wrapped mode, the function key label changes to **WRAP** to allow you to revert to the other viewing mode. The email message itself is not changed in any way by use of this feature.

#### **4.3.2 Sending Your Email Message**

Once you have finished composing your email message, press the **SEND** function key. You will be returned to the Email mailbox screen, where you'll see a diamond (◆) symbol next to the **To:** line of the message you just composed. This indicates that the message is queued for delivery which occurs the next time your MailBug dials to connect.

If the Auto-Connect feature is enabled on the Setup screen, your MailBug will wait until it senses several minutes of inactivity (no keys being pressed) before connecting (dialing) to send your email message. This delay allows you to read, compose, forward, and/or create other email messages and then, when you are finished, have all out-going email messages sent at once, without having to wait between emails while each one is being sent.

When MailBug senses that you are finished with your email activities (by seeing several minutes of inactivity), it will automatically connect (dial in) to transmit your outgoing messages. If your telephone line is in use (you or someone else talking on your phone line), your MailBug will wait until the line becomes available, and then dial the connect phone number to send your emails. If the connect phone number that MailBug dials is busy, MailBug will hang-up, wait several minutes, and then dial again, repeating these attempts until it successfully connects to the email service and delivers your outgoing email messages. Once the outgoing messages are delivered, the diamond next to those messages in the Email mailbox screen will disappear.

**This means that you can simply press the Send key when you finish composing a message, and then walk away – your MailBug will make sure it gets sent!**

If the Auto-Connect feature is disabled, you will be prompted to press the blue button under the word **CONNECT** to deliver your outgoing messages.

**Tip:** If you are interrupted while composing your email message, and MailBug senses several minutes have elapsed without any keystrokes, then MailBug will automatically save your message and return to the idle screen. The unfinished message will appear on the Email mailbox screen as one that is “**Saved**”. You can resume composing by opening that unfinished email message for reading, and then pressing the **CHANGE** function key. Then you can continue typing. In this way you can compose an email message over as many sessions as you need to complete it.

#### **4.4 Deleting Email Messages**

Your MailBug has a large capacity for storing email messages – the exact number of messages depends on the length of each message. Unless you periodically delete messages, its memory will eventually become full and your MailBug will be unable to send or receive new messages. In order to make room for new messages, you should delete messages when you no longer need them. Email messages can be deleted in two ways – from the Email mailbox screen directly or while the message is opened for reading.

To delete an email message from your Email mailbox screen, use the up/down arrow keys on the keyboard or the large scroll keys to move the pointer to the message you wish to delete, and then press the **DELETE** function key, or the **Del** (delete) key on the keyboard. Once the **DELETE** key has been pressed, you have several options:

<b>Yes</b>	confirms the command to delete the message
<b>No</b>	cancels the delete command
<b>ALL</b>	deletes all messages except for those messages that are unread, undelivered, or have been “marked” using the <b>MARK</b> function (and appear on the Email screen with a “●”)
<b>OLDER</b>	deletes all messages older than the selected message

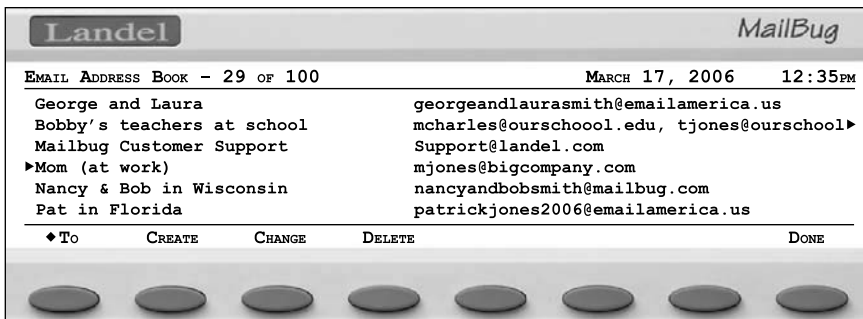
If you accidentally delete a message, you may “un-delete” it provided you have not left the email screen. This only applies to the most recently deleted message – you cannot retrieve messages previously deleted. Un-deleting a message must be done from the Email mailbox screen, and cannot be done when reading an opened message. The **UNDELETE** command will not work when you delete messages using the **ALL** or **OLDER** keys.

To undo a delete command, first make sure you are in your Email mailbox screen. Press and hold down the **Ctrl** key, and then use the **UNDELETE** function key to retrieve your deleted message. This returns you to the Email mailbox screen, where the undeleted message appears at the bottom of the list. Once you return to the idle screen, this un-delete option is no longer available.

**Tip:** Occasionally you may receive emails known as “bounced messages”. These are emails that are sent back to you because either the addressee could not be found, or there was a network problem that resulted in your email not reaching the intended recipient. Often these bounced messages contain references to a “**mailer-daemon**” as the sender of the bounced message. A mailer-daemon is just a name given to a network software program that is in charge of directing emails. You can delete these bounced messages, and then resend the original message after correcting the email address.

#### 4.5 Email Address Book

The Email Address Book is a personalized directory that can store up to 100 different names and email addresses of your email correspondents. It is very useful to you in collecting, managing, and using email addresses. You can access the email Address Book by pressing the **ADDRESS** function key from your Email mailbox screen. See the example Address Book screen in the figure below:



### **Adding new email addresses to your Address Book**

There are several ways to add entries to your email Address Book. You may add an entry to your Address Book by explicitly typing it in. You can do this by pressing the **ADDRESS** function key in the Email mailbox screen to get to the Address Book screen and then pressing the **CREATE** function key. When you enter the Address Book from your Email mailbox screen, not only can you create new entries, but you can also edit existing nicknames and addresses, or remove old entries, and all the entries will be sorted alphabetically.

Another way you can add to your Address Book is while reading an opened email message. If you are reading an email you received from someone and you wish to add that person's email address to your Address Book, simply hold down the **Ctrl** key on the keyboard and press the **SAVEADDR** function key. This will take you to the Save to Address Book screen where you are asked to assign a "nickname" to that address. See the example in the figure below.



In this example the nickname already assigned to the address is “Betty Lou” and appears as part of the email address. You can choose to use the same nickname, or you can use any other nickname you like, such as “Betty” or maybe “Mom at the office”, or whatever description will be most clear to you. For brevity, you can edit the address line to remove the non-essential portions (the quote marks and the brackets), since you will be entering your own nickname for this address. This is useful if you will be sending emails with your MailBug that will have multiple addresses. In the example above, you could shorten the address line so that the screen would show:

Nickname: Betty – my friend in Arizona  
Address: bettylou@sampleaddress.com

The nickname you specify here is not inserted into an email when you use it – it only shows up in your Address Book screen to help you remember to whom the address belongs. Only what you enter on the address line in the screen above shows up on the **To:** line in your email. Note that the < and > brackets that enclose the email address are not needed if you delete the nickname on the address line.

#### **4.5.1 Starting a new message to someone already in your Address Book**

To select an email address from your Address Book and start a new email message to that address, press the **ADDRESS** function key from the Email mailbox screen. This will open your email address book and display all of the names and addresses that have been previously saved there.

Addresses can be selected from the address book by moving the cursor in the left-most column to the desired address entry using either the  $\uparrow$  and  $\downarrow$  arrow keys on the keyboard or the scroll keys to the right of the display. The function keys at the bottom of the screen will let you to specify how you want that address used on the **To:** line of your message.



Another, perhaps easier, selection method if you just want to add an address to the **To:** line of your message, is to scroll through the list of addresses until you see the one that you want, and then press the corresponding side-key on either side of the display. If you wish to use the selected address with the CC: or BCC: option, then press the appropriate function key instead. After making your selection, the chosen email address will be automatically inserted into a new email message and you will be transferred to the Compose Email screen for that new email message you have just created.

#### 4.5.2 Adding an email address to the message you are already composing or forwarding

When composing or forwarding an email message, you can select email addresses from those already in your Address Book instead of typing the email addresses explicitly. This will save you time and reduce typing errors when addressing your email messages. Simply press the **ADDRESS** function key to enter the Address Book, scroll to the address you want to add, and then press the appropriate function key to specify how you want that address used (**To:**, **CC:**, or **BCC:**). The address you selected will be added to the **To:** line of the message you were working on, and you will be returned to the message you had open for viewing, composing, or forwarding.

The function keys available in the Address Book screens are:

<b>To:</b>	place the selected email address on the “ <b>To:</b> ” line of a message and return to the composing email screen
<b>CC:</b>	do the same as <b>To:</b> but also add “ <b>cc:</b> ” in front of the address
<b>BCC:</b>	do the same as <b>To:</b> but also add “ <b>bcc:</b> ” in front of the address
<b>CREATE</b>	make a new entry in the Email Address Book
<b>CHANGE</b>	make changes to (edit) an existing Address Book entry
<b>DELETE</b>	remove entries from the Address Book

**Note:** You can un-delete the most recently deleted Address Book entry by holding down the **Ctrl** key and then pressing the **UnDelete** function key, provided you have not left the Address Book screen.

#### 4.6 Printing Email

If you use a MailBug in addition to a computer, then you can print any of your MailBug email by using your computer to access MailBug's webmail site (*webmail.mailbug.com*), or by forwarding your email to other email accounts and printing it from there. But if you use only your MailBug, and you don't use a computer, you can still print your email. However, because MailBug is not a computer, it does not print directly to a computer printer. Instead, you can use your MailBug to print to a fax machine.

It's as easy as sending email. To print an email to a fax, or just to compose and send a fax by email, all you need to do is send an email to a special email address, and the MailBug system will fax it for you.

### ***Why printing to a fax machine is a better solution than a computer-printer***

Fax machines are as inexpensive today as computer printers, but they are easier and cheaper to operate than computer printers. In addition, MailBug doesn't have a printer port – there's nowhere to plug in a computer printer. More important, MailBug customers typically keep their MailBug in the kitchen or some other location where they have easy and quick access to it, and no one wants computer cables and a bulky printer cluttering up their kitchen counter. Because MailBug does not need to be directly cabled to the fax machine, you can keep your MailBug in the kitchen and install your fax in your home office or another room where it's out of the way. MailBug can send your email to any fax destination. Send your email to your own fax machine to print it in the other room. Or, send it to the office fax to be printed there. Or, just use MailBug to compose and send quick and easy faxes of any sort to the office, or to a company, or to the kids, or to anywhere else.

### ***Printing to a fax is inexpensive***

As part of your MailBug email service, you can send five pages FREE each month to any fax number in the US or Canada. If you wish to send additional fax pages (more than the 5 free pages), then please contact Landel Customer Service for more information. Charges for additional fax pages will be added to your service plan at the rate of 5 fax pages per dollar. (Keep in mind that short emails are generally a single page, and longer emails may require several pages.)

### ***Sending email from MailBug to your own fax machine***

To print an email from your MailBug to your fax, just use your MailBug to send the email to your own fax number using the special email address below. You can compose and send a new email message to your fax, or forward a sent or received email to your fax. This only works from your MailBug – sending an email to this special address from a computer will not work.

### ***Using MailBug to send a fax to someone else's fax machine***

You can also use your MailBug to send an email to a fax machine at another location. You can send it to the office, or to a friend's house, or anywhere else in the US or Canada. In this sense, your MailBug has become a fax. Not only can it print email on your own fax, you can use MailBug as a mini-fax machine whenever you need one. If you need to fax something to someone, you can just type an email as you normally do right on your MailBug and send it as a fax using the special address below.

## Addressing email so that MailBug delivers it as a fax

MailBug uses a format for email addressing that requires that you add a “cc:” or “bcc:” prefix before an email address if you wish to specify an address as a carbon copy or a blind carbon copy. These are described in greater detail in Section 4.3. MailBug uses a similar format for faxing.

To send an email to a fax, simply specify a fax address on the MailBug’s **To:** line as follows:

fax: name @ faxnumber

The keyword “**fax:**” identifies this as a fax address (similar to “**cc:**” or “**bcc:**”). Spaces are allowed after the **fax:** keyword. The name is optional, if provided it will appear on the fax exactly as entered. It may contain any combination of upper- or lower-case letters, numbers, underscores, and hyphens. If the name is enclosed in quotes then it may contain any character, including spaces. The ‘@’ character is required, and it separates the name of the recipient from the fax number of the recipient. The fax number following the ‘@’ must contain exactly 10 digits.

Following are ways that you could correctly address an email in order to deliver it as a fax:

*fax:firstname.lastname@8005551212* (with no spaces or dashes)

*fax: firstname.lastname @ 800-555-1212* (with spaces and/or dashes)

*fax:@8005551212* (without a name)

*fax:"My MailBug is a fax machine!"@800-555-1212* (with a name in quotes)

But the examples below are not properly addressed and cannot be delivered:

*firstname.lastnam@8005551212* (forgot the keyword “fax:”)

*fax:firstname.lastname@5551212* (not enough digits to be a fax number)

*fax: First Name @ 800-555-1212* (spaces in the name with out quotes)

*fax: 8005551212* (missing the ‘@’ before the number)

*fax:"My MailBug is a fax machine! @ 800-555-1212*  
(forgot the double quote after the name)

**Note:** The fax phone number shown in the above examples is for example only and is not real. Do not use it.

The fax address can be used in conjunction with any other email or fax address on MailBug's **To:** line. For example:

To: support@landel.com, fax: firstname.lastname@800-555-1212

The email recipient will not see the fax addresses, and the fax recipients will not see the email or other fax addresses. (Note: The fax number shown above is just an example and should not be used.)

***No additional phone line is required***

Keep in mind that you do not need an additional phone line for a fax machine. They can share your regular phone line just as MailBug does. There are many fax machines available today that also function as scanners and computer printers. Landel recommends a simple fax without those functions, because they are easier to operate, less expensive, and require no computer software.

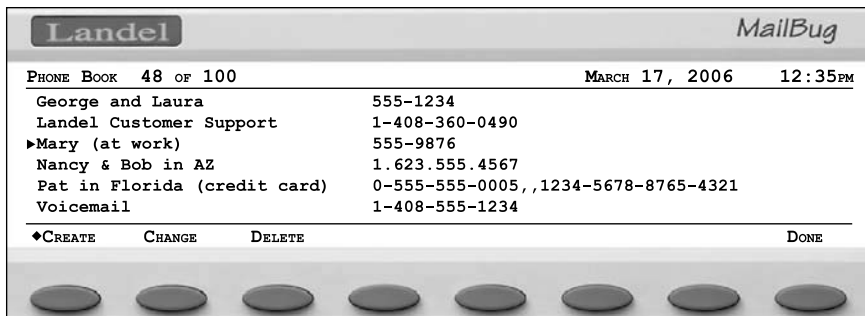
***Confirmation and timing of delivery***

You will receive confirmation by email, right on your MailBug, telling you whether your fax was successfully delivered or not. From the time your MailBug transmits your message, it takes only a few minutes for the message to appear in the fax. Depending on system variables, it can be from 1 to 15 minutes or so. If the receiving fax machine is busy or unavailable, the system will wait and then re-try up to three times before giving up. The email confirmation will follow after the fax attempts are complete.

To get more information or to see a list of frequently asked questions and answers, send an email to *fax@landel.com* and the information will be sent to you by return email. Or contact Landel at *support@landel.com*.

## **5. Phone Book**

Your MailBug has a built-in PhoneBook feature that allows you to create a personalized telephone directory. It can hold 100 names and telephone numbers of the people you call most often. To access your personal PhoneBook, simply press the **PHONEBOOK** function key on the idle scree. Then, use the scroll keys to the right of the display screen or the up/down arrow keys on the keyboard to scroll through the list. You can also find the phone number by typing the first few letters of the person's name. To dial a phone number directly from your PhoneBook, move the cursor to the number you want to dial and press the **DIAL** function key. The corresponding telephone number will be dialed automatically when you pick up your telephone's handset.



To create a new entry in your PhoneBook, press the **CREATE** function key.

**Note:** Characters such as parentheses, spaces, dashes, or periods may be used to separate the digits of the number to make it appear more readable. They are ignored when the number is dialed. You can also enter a long string of numbers into each phone number, which is useful for entering access codes, voicemail prompt selections, credit card numbers, international country codes, etc.

Certain telephone numbers may require a pause during dialing. Examples might be numbers that access automated answering systems such as voicemail or banking services that require you to pause and then enter additional digits after listening to an automated voice prompt. There are two ways to accomplish this:

1. You can create a two-second pause between digits by inserting a comma between digits where the pause is to occur. More than one comma can be used to create longer pauses in two-second increments. While dialing is paused, the **CONTINUE** function key will appear. Pressing this key will skip any remaining pause (even if consecutive pauses are used) and return to dialing.
2. You can have your MailBug pause until you tell it to continue by inserting a question mark where the pause is to occur. When your MailBug encounters this character, it will show the **CONTINUE** function key and wait for you to press it.

To delete entries from your personal PhoneBook, select the entry you wish to remove and press the **DELETE** key. Once the **DELETE** key has been pressed, you have several options:

- Yes** – confirms the command to delete the entry
- No** – cancels the delete command
- ALL** – deletes all entries stored in memory

You can undelete the most-recent Phone Book entry by using the **Ctrl** key and then the **UNDELETE** function key, provided you have not left the Phone Book list. The un-delete command will not work when you delete messages using the **ALL** key.

## 6. Caller ID Calls List

Your MailBug supports Caller ID service, which is offered separately by your local telephone company. This service identifies who is calling when your telephone rings\*.

**\*Note:** Please contact your telephone company for more information about subscribing to Caller ID. If you do not subscribe to this service, the **CALLS** function key will not appear. If you do subscribe, the **CALLS** key will automatically appear after you receive the first call after plugging in your MailBug.

To view the Caller ID Calls List, press the **CALLS** function key from the idle screen. You will see a list of the callers in chronological order with the most recent caller appearing at the bottom of the list. Each line is a record of a received call, showing the date and time of the call, along with the telephone number and name of the caller. Note that the name delivered by the phone company with Caller ID is limited to 15 characters, and always shows up as all capital letters. If the number of the calling party has been “blocked” or is “unavailable” (unknown) for any reason, then this information will appear in place of the caller’s number. If the telephone number of the caller matches an entry in your personal Phone Book, then that name will appear in the call record, with the name delivered by Caller ID showing in parentheses after it.

Landel		MailBug	
CALLS--87 OF 100		MARCH 17, 2006 12:35PM	
Feb 27 12:40pm	211-555-2345	George and Betty (JOHNSON GEORGE)	
Feb 28 12:55pm	408-360-0490	LANDEL TELECOM	
▶Mar 5 9:05am	211-555-9876	Mom at the office (BIGCOMPANYCORP)	
Mar 7 10:20am	311-555-4567	Nancy & Bob in Wisconsin (SMITH ROBERT)	
Mar 12 5:31pm	◆Blocked Call		
Mar 17 11:03am	◆Unknown Call		
DIAL	DAIL 1+	DELETE	DONE
○	○	○	○

The Calls List can hold up to 100 call records. Use the scroll keys to the right of the display screen or the up/down arrow keys on the keyboard to scroll through the list. New call records will be marked with a diamond (◆) next to the telephone number. When you leave the Calls List screen, these diamonds will disappear since these calls will no longer be “new” the next time you see them.

### ***Dialing a telephone number from the list***

You may place a return call to any of the callers on the list (except for “blocked” or “unknown” calls) by having your MailBug automatically dial the number for you. To do this, use the scroll keys or the up/down arrow keys to select the call record you wish to dial, and then press the **DIAL** function key. The corresponding telephone number will be dialed automatically when you pick up your telephone’s handset.

### ***Deleting telephone calls from the list***

When the list becomes full, the next call received will cause the oldest call record at the top of the list to automatically be deleted to make room for the new call record at the bottom of the list. To delete a specific call record, use the scroll keys or the up/down arrow keys to select the call record you wish to delete, and press the **DELETE** function key. Once the **DELETE** key has been pressed, you have several options:

**YES** – confirms the command to delete the call record

**No** – cancels the delete command

**ALL** – deletes all call records stored in memory

**OLDER** – deletes all call records older than the selected record

**SAME** – deletes all call records with the same number as the one in the selected record. This will also work for deleting all “Blocked” and “Unavailable” call records from the list.

### ***Saving a telephone number from the Calls List to your personal Phone Book***

When viewing the Calls List, you can save the telephone number of a caller directly into your personal PhoneBook. Simply press the **SAVENum** function key. This will copy the name and telephone number associated with that caller directly into your Phone Book. You have the option of editing the name or phone number in any way you wish, such as adding a 1 before a 10-digit number, or deleting an area code if it is not required. When finished, press the **SAVE** function key.

## Calls List Setup Options

There are several configuration options available from the Caller ID Calls List screen. However, these options are visible only after your MailBug has received and displayed at least one incoming call record. To get to these options from the **CALLS** screen, hold down the **Ctrl** key on the keyboard and press the **Setup** key. The options are as follows:

**Number of digits for a local call** – This specifies how many digits MailBug should use when dialing a phone number from the Caller ID Calls list and when that phone number is a local call for you. The correct number of digits required to dial a local call is determined by your telephone company, and the possible choices are 7, 10, or 11 digits. To change this setting, press the space bar on the keyboard to toggle between the following choices:

- If you can dial local calls by using 11 digits (1 + area code + number), then set it to **11**.
- If you cannot dial local calls this way, and local calls require you to dial an area code, but without the 1 in front, then set it to **10**.
- If you can dial local calls with only 7 digits, then choose the **7** setting.

**Blink when new calls received?** – The default option is **Yes**. To change this setting, place the cursor on this line and press the space bar on the keyboard to toggle between the following choices:

- Yes** – blink whenever new calls have been received since the last time you looked at the Calls List.
- No** – do not blink in response to calls (only blink for new email and/or new voicemail messages).

**Remember blocked and unknown calls?** – The default option is **Yes**. To change this setting, press the space bar on the keyboard to toggle between the following choices:

- Yes** – the Calls List will display all blocked and unknown calls.
- No** – the Calls List will not display blocked and unknown calls.

When you are finished, press the **SAVE** function key to save these changes, or press the **CANCEL** key to discard them.

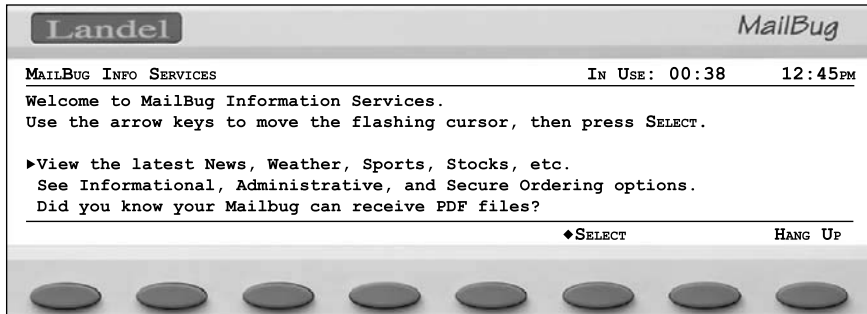
## 7. Using Your MailBug to Access Online Information

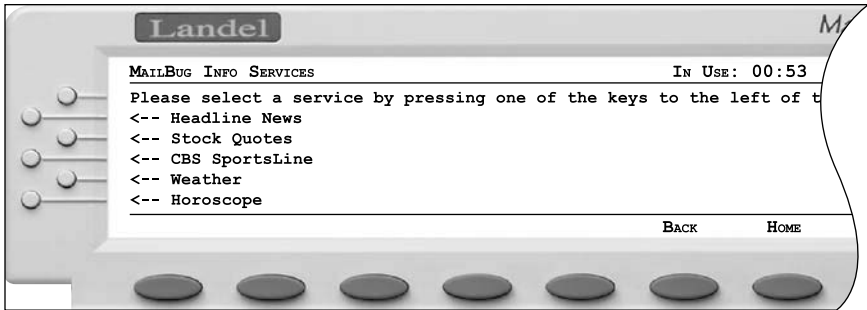
Depending on availability, your MailBug may give you fast and easy access to a wide variety of online information directly from the Internet. To access these services, simply press the **INFO** function key on the idle screen.

**Note:** The **SERVICES** function key will be visible on the idle screen only when the service is available in your area. Check with Landel Customer Support for more information on availability.

Pressing the **SERVICES** key will cause your MailBug to “go online” by dialing out and connecting to the Landel service. It will stay online until you press the **HANGUP** key or until it “times out”. Going online with your MailBug is much easier and much faster than going online with a computer. With the push of a single button you will be online in about a half-minute and ready to view the information you want.

Once you reach the online services, you will see a menu screen showing current information choices. The available categories are subject to change and Landel will add new ones from time to time. Each time you go online you will automatically see the most up-to-date choices available. Simply select what you wish to view either by using the side keys to the left and right of the display screen that lines up with your selection, or by moving the cursor to one of the selections and pressing the **SELECT** function key.





To end your online session when you are finished viewing, or if you need to use your phone for any reason while you are online, simply press the **HANGUP** function key, which will cause your MailBug to immediately disconnect and release the phone line.

## 8. Using MailBug Service in Combination with a PC

This section describes how your MailBug and MailBug email service can interact with your personal computer and the rest of the World Wide Web.

### 8.1 Using a Computer to Access Your MailBug Email

If you have access to a computer with Internet access, then MailBug and your computer can work very nicely together. Your MailBug service uses a network mailbox that is Internet-accessible, and all email that MailBug receives comes through this mailbox. This means that you can access your MailBug email from any Internet-enabled computer anywhere in the world. You can access it from home, while traveling, from a friend's house, from work, from your hotel, even from the many public libraries and schools that have Internet-enabled computers. From this network mailbox (referred to as your "webmail"), you can check for new messages, compose and send email, print email messages sent to your MailBug, and even receive the attachments from emails sent to your MailBug.

In order to take advantage of these additional features, you must set your MailBug to "share" your email account with your computer. From the Email mailbox screen, press and hold the **Ctrl** key and simultaneously press the **SETUP** function key, in order to enter the Setup screen. Scroll down until you find the "**Mailbox Shared?**" option. Move the blinking cursor to this line and press the space bar once or twice until the setting is **Yes**, and then press the **SAVE** key.

If your primary mailbox is “shared”, your MailBug will retrieve your incoming email without deleting it from the webmail mailbox. A copy of each email message you receive on your MailBug, complete with any attachments it may have, will remain accessible for you on the webmail mailbox. Webmail will generally retain up to 10 megabytes of email storage. If you approach the capacity limit, you will receive notices by email that your “MailBox is almost full.” This refers to the webmail mailbox, and is not referring to your mailbox in the MailBug itself.

If your webmail mailbox fills up to capacity, you will have to delete some of the messages or download them to a computer before your MailBug will be able to continue receiving new email.

To access your mailbug.com email through webmail, use your computer and browser to go to **webmail.mailbug.com** (note there is no “www” in the address). You must first enter your username and password to access your email. Your username is the first part of your email address. For example, if your email address is *jane.sample@mailbug.com*, then your username is “*jane.sample*” (without the quotes). Your password is the same one you chose when you set up your MailBug. Make sure you always remember it. To ensure security, always remember to log off the webmail site before closing your browser. Please contact Landel Customer Support if you have any questions.

**Tip:** Do not use the webmail site to change your password. This must be done by calling Landel Customer Support. If you change it on your own, your MailBug may no longer be able to access your email.

**Tip:** If you wish to use an email program to retrieve and store your email on your computer’s hard drive, use the following settings:

POP (incoming mail) server:      pop.mailbug.com

SMTP (outgoing email) server:   smtp.mailbug.com

Username:                              yourmailbugusername@mailbug.com

Password:                                yourmailbugpassword

If you plan to access your email only from your MailBug, and do not wish to access your email from a computer, leave the “**Mailbox shared**” setting in the Setup screen set to **No**. If you ever change your mind and wish to start accessing your email from a computer, you can easily change the setting then.


## 8.2 Automatic Forwarding of MailBug Email to Another Email Address

If you use your MailBug and a computer together, and prefer to use another existing email account with your computer, Landel Support can quickly and easily set up mail forwarding for you. This will cause copies of all email messages sent to your MailBug to be automatically forwarded to another email address. So your incoming MailBug email will automatically appear in both places. This allows you to have the total convenience of MailBug, so that you never have to boot up your computer and log on just to see if you have mail, and also to have simultaneous access to your email from a computer for purposes of printing, archiving, or attachment handling. Contact Landel Customer Support for more information about email forwarding.

## 8.3 Retrieving Email Messages from Other Email Accounts (Alternate Mailboxes)

MailBug allows you to check for and retrieve email from up to two other non-MailBug email accounts you may have – provided that these other accounts have mailboxes that are POP3 compatible. MailBug refers to these alternate email accounts as mailboxes #2 and #3, and they can be set up to retrieve email messages from them and store them in its own mailbox. This is convenient since it allows you to see all of your emails from multiple email accounts all in one place – on your MailBug. The original copies of the emails in those mailboxes (#2 and #3) remain there intact for you to review whenever you want.

To set up your alternate mailboxes, you will need to know the POP3 information needed to access them. If you don't know this information, then you should contact the ISP administrators for these other email accounts and ask for it.

To set up your alternate mailboxes, press the **EMAIL** function key, and then press the **Ctrl** key and the Setup function key to reach the Setup screen. On the Setup screen, scroll down using either the scroll keys, or the  key, until you see **Hostname #2, Username #2, and Password #2**. Move the cursor to these lines and enter the appropriate information for mailbox #2. If you have another alternate mailbox, you can scroll down further and add the information for mailbox #3.

Landel		MailBug	
SETUP		MARCH 17, 2006	12:55PM
Hostname #2	:	pop.servername.com	
Username #2	:	jane	
Password #2	:		
Shared #2	?	Yes	
Hostname #3	:		
Username #3	:		
SAVE		CANCEL	

When you have finished, press the **SAVE** key to save these changes and exit. Now your MailBug will automatically retrieve email from these alternate mailboxes whenever it checks your primary Landel mailbox.

If you do not plan on accessing the alternate email account with your computer, then set the “**Shared**” option to **No**, and MailBug will delete email from that server once it has saved them into its mailbox. If you want MailBug to leave these messages in the alternate mailbox after it downloads them, then leave it set to **Yes** (the default setting). Since MailBug cannot open many types of attachments, and since emails will be deleted from your alternate mailbox if this setting is set to **No**, then any emails with attachments will be lost. For this reason, it is recommended that you leave the default setting set to **Yes**.

**Note:** After setting up an alternate mailbox, you should manually connect from the idle screen. Watch carefully as your MailBug attempts to access your alternate mailbox. If anything has been entered incorrectly, an error message will briefly appear.

## Limited Warranty

This warranty applies only to product purchased and used in the United States.

### What is covered

Any defects in material or workmanship are covered under warranty.

### For how long

The warranty lasts for one year from the original date of purchase.

### What we will do

At our option we will repair or replace the product at no charge to you, if the problem is reported within the warranty period.

If we choose to replace this product, we may replace it with a new or reconditioned product of the same or similar design. Replacement will be warranted for 90 days, or the time remaining on the original warranty, whichever is longer.

### Limitations

We will not pay for loss of time, inconvenience, loss of use of this product, or property damage caused by this product or its failure to work, or any other incidental or consequential damages.

Landel cannot guarantee that the emails, phonebook, and callers list contents will be preserved. This data may be lost during the process of repairing your unit, and if we have to replace the unit with another one, then all saved data will be lost. For this reason, we suggest that you copy down all email addresses, phone numbers, and other important data saved in your MailBug before you return it to Landel for repair. Really important email messages may be forwarded to another email address, either yours or a friend's, for storage, or for purposes of printing them out on paper. Landel is not responsible for messages, addresses, or phone numbers stored on MailBug units sent in for repair.

### What we ask you to do

Call Landel Customer Support to report the problem, and obtain a return materials authorization (RMA) number. You are responsible for paying all shipping and handling costs to return the product.

We recommend you retain your original packing material in the event you need to ship the product.

Please include your name, address, telephone number, proof of date of purchase, and a description of the operating problem.

### What this warranty does not cover

This warranty does not cover damages resulting from events outside of the manufacturer's control including accidents, wear due to normal usage, misuse (including broken LCD), alterations, unauthorized repair, failure to follow instructions, fire, flood, Acts of God, and use outside of the United States. Nor do we warrant this product to be compatible with any particular telephone equipment or party line, key telephone systems, or more sophisticated customer premises switching systems.

### State Laws

Some states do not allow limitations on how long an implied warranty lasts or the exclusions or limitations of consequential damages, so the above limitations or exclusions might not apply to you. This warranty gives you specific legal rights. You might have other rights, which can vary from state to state. This warranty is valid only in the USA.

**If you have any questions about service or products, call Customer Support at:**

**Phone: (408) 360-0490**

**Email: [support@landel.com](mailto:support@landel.com)**

## FCC Information

### FCC Part 15 Information

The Federal Communications Commission (FCC) established rules that permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections.

This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the provided instructions, the equipment might cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment is found to cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

1. Re-orient or relocate the receiving antenna.
2. Increase the separation between the equipment and the receiver.
3. Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

### FCC Part 68 Information

This equipment complies with Part 68 of the FCC rules. The FCC Part 68 label is located on the bottom of the product. This label contains the device:

- FCC Registration Number
- Ringer Equivalence Number (REN)

If the telephone company requests this information, you must give it to them.

The REN is useful when trying to determine the maximum number of devices you can connect to your telephone line and still have those devices ring when called. In some, but not all areas, the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices that you can connect to your telephone line, as determined by the RENs, contact your local telephone company to determine the maximum RENs for your calling area.

Only use standard modular telephone jacks to connect to the telephone network. The appropriate outlet or jack is a USOC RJ-11C or RJ-11W, which complies with Part 68 of the FCC rules.

If this device causes harm to the telephone network, the telephone company will give you advance notice if you need to disconnect the device. But if advance notice is not practical, the telephone company will notify you as soon as possible. You will also be advised of your right to file a complaint with the FCC.

The telephone company might make changes in its technical operations, facilities, equipment, or procedures which could affect the function or compatibility of your equipment. If they do, you will receive advance notice of the changes in order for you to make necessary changes to maintain uninterrupted service.

This equipment should not be used on coin service telephones provided by the telephone company. Connecting to party lines is subject to state tariffs.

Do not disassemble this device. There are no user-serviceable parts. If repair is required, please refer to the warranty information.

## International and Special Characters

With MailBug you can type email messages in many languages. If you need to use foreign language characters or special symbols in your messages, your MailBug allows you to type these characters by using the Alt or Shift keys. By pressing and holding down either or both of these keys, and then pressing the appropriate keyboard letter key, you can enter any of the characters that are shown in this table.

For	Type	For	Type	For	Type	For	Type
á	Alt A	ñ	Alt N	¹	Alt 1	–	Alt -
Á	Shift Alt A	Ñ	Shift Alt N	¡	Shift Alt 1	-	Shift Alt -
ã	Alt Q	õ	Alt G	²	Alt 2	·	Alt .
Ã	Shift Alt Q	Õ	Shift Alt G	□	Shift Alt 2	»	Shift Alt .
â	Alt S	ò	Alt L	³	Alt 3	,	Alt ,
Â	Shift Alt S	Ò	Shift Alt L	£	Shift Alt 3	«	Shift Alt ,
ã	Alt W	ō	Alt M	¼	Alt 4	–	Alt =
Ã	Shift Alt W	Ö	Shift Alt M	¢	Shift Alt 4	±	Shift Alt =
ä	Alt X	ó	Alt O	½	Alt 5	ø	Alt ‘
Ä	Shift Alt X	Ó	Shift Alt O	ª	Shift Alt 5	Ð	Shift Alt ‘
à	Alt Z	ô	Alt P	¼	Alt 6	´	Alt `
À	Shift Alt Z	Ô	Shift Alt P	©	Shift Alt 6	§	Shift Alt `
ç	Alt C	û	Alt H	¥	Alt 7	µ	Alt ;
Ç	Shift Alt C	Û	Shift Alt H	®	Shift Alt 7	¨	Shift Alt ;
è	Alt D	ù	Alt J	β	Alt 8	÷	Alt /
È	Shift Alt D	Û	Shift Alt J	×	Shift Alt 8	¿	Shift Alt /
é	Alt E	ú	Alt U	ø	Alt 9	ÿ	Alt \
É	Shift Alt E	Ú	Shift Alt U	Ø	Shift Alt 9	¡	Shift Alt \
ë	Alt F	ü	Alt V	°	Alt 0	þ	Alt [
Ë	Shift Alt F	Ü	Shift Alt V	°	Shift Alt 0	Þ	Shift Alt [
ê	Alt R	ý	Alt Y	¶	Alt Tab	æ	Alt ]
Ê	Shift Alt R	Ý	Shift Alt Y	¶	Shift Alt Tab	Æ	Shift Alt ]
ï	Alt B						
Ï	Shift Alt B						
í	Alt I						
Í	Shift Alt I						
ì	Alt K						
Ì	Shift Alt K						
î	Alt T						
Î	Shift Alt T						

### Examples

If you wish to type the letter ñ in your message, then first find it on the chart. The chart indicates that to get the letter ñ, first press and hold down the Alt key and then press the N key on the keyboard.

If you want the letter Ñ, then press and hold down both the Alt and Shift keys at the same time, and then press the N key on the keyboard.

## Important Safety Instructions

When using equipment that connects to a telephone line, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions provided with this product.
  2. Follow all safety warnings and instructions inscribed on this product.
  3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
  4. Do not use this product near water. For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, near a swimming pool, or in a basement.
  5. Do not place this product on an unstable cart, stand, or table as it could fall, causing serious damage to the product or degrading its operation.
  6. Do not overload the wall outlets or extension cords as this action can result in the risk of fire or electrical shock.
  7. Operate this unit using only the AC-to-DC power adapter supplied with the product and plugging it into 110 or 120 VAC outlet. Do not attempt to substitute another power source. If you are unsure of the power supply in your home, contact your local power company.
  8. Do not disassemble this product – it could cause an electrical shock. Opening or removing the cover can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
  9. Unplug this product from the wall outlet and refer servicing to Landel service personnel under the following conditions:
    - If the power supply or plug is frayed or damaged.
    - If liquid is spilled into the product.
    - If the product has been exposed to rain or water.
    - If the product does not operate normally by following the operating instructions.
    - If the product has been dropped or the casing is damaged.
    - If the product exhibits a distinct change in performance.
    - Avoid using this product during an electrical storm. There can be a slight risk of electrical shock from lightning.
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## **Landel Customer Support**

Phone: (408) 360-0490

Email: [support@landel.com](mailto:support@landel.com)  
[sales@landel.com](mailto:sales@landel.com)

### **More Information**

To receive information via email about the following topics, simply send an email to the address given, and you will receive a reply email with the requested information.

<b><a href="mailto:GetMailBugInfo@landel.com">GetMailBugInfo@landel.com</a></b>	Information on MailBug that you can share with friends or relatives who might want their own MailBug
<b><a href="mailto:fax@landel.com">fax@landel.com</a></b>	Instructions about how to print your email to a fax machine, or how to use your MailBug to send a fax
<b><a href="mailto:computer@landel.com">computer@landel.com</a></b>	Information about obtaining Internet service from Landel for your computer
<b><a href="mailto:webmail@landel.com">webmail@landel.com</a></b>	Frequently-asked questions and answers about webmail
<b><a href="mailto:referralprogram@landel.com">referralprogram@landel.com</a></b>	Information about earning credits when a friend buys a MailBug and names you as the one who referred them
<b><a href="mailto:spam@landel.com">spam@landel.com</a></b>	Information about spam filtering on your MailBug
<b><a href="mailto:privacypolicy@landel.com">privacypolicy@landel.com</a></b>	Information about Landel's Appropriate Use and Privacy Policy

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REV F-31NP