



## Getting Started

### ▶ App Settings

To edit the AltaMail app settings, tap on the 3 lined button in the top left of the screen. Then tap on the cog button in the top of the side panel.  
You can tap on the title of each settings section to open the settings for that section.

### ▶ Add/Edit/Delete Email Accounts

AltaMail supports virtually all email account types, IMAP, Exchange, EWS, POP3, Outlook, Gmail, Yahoo, Verizon, Comcast, iCloud, BTInternet, PEC and many more.  
It has a set up wizard that will help you with all the details of your account. Simply enter your email address and password (if needed) and the set up wizard will do the rest. Use the "Manual" button to create an account with your own settings.

To create a new email account, tap on the 3 line button in the top left of the screen to show the left side panel.  
Tap on the "Accounts" button near the bottom of the side panel.  
Tap on the "+" button beside the Accounts button to add an account.

To edit accounts, tap on the "Accounts" button in the left side panel and then tap on the cog settings button beside an account.

You can delete accounts by editing an account, scroll down to the bottom of the edit screen and then tap on "Delete Account"

### ▶ Edit Email Accounts

To edit email accounts:

Tap on the 3 line button in the top left of the screen to show the left side panel.  
Tap on the "Accounts" button in the left side panel and then tap on the cog settings button beside an account.

### ▶ Edit Email Account Settings

To edit your email account settings:

1. Open the left side panel with the button in the top left of the screen (3 lines).
2. Scroll down and then tap on the "Accounts" button.
3. Tap on the settings icon (cog) beside the account name to edit the settings.
4. Tap on each of the blue heading buttons to display different options.

Tap on the "Test" button in the top right to test your account settings.

## ► Advanced Email Settings

You may want to adjust some of the standard email account settings within AltaMail. Tap on the 3 lined button in the top left of the screen to open the left side panel. Tap on the Accounts button to show all accounts and then tap on the cog button beside the account to edit the account settings.

Tap on the "Advanced" section to view the advanced settings.

**Auto refresh opened folders** - This setting will refresh folders when you view them. Otherwise you can drag the email list down to refresh it.

**Auto check email folders** - This sets the folders that you wish to be refreshed automatically, even when you are not viewing the folder.

**Folders** - View and edit the folders for the account.

**Preload email content** - This will load the message summary of a new email and leave attachments for later. [View](#)

**Preload whole content** - This will load the message and attachment content of a new email.

**Delete from server** (only shows if "Sync incoming mail" is off) - this enables you to set when a message in the trash will be deleted from the server.

**Sync "Read" status** - This will show any email that has been read in AltaMail, as being read in your other email software (and vice versa).

**Sync Flag status** - Flags set in AltaMail will also show in your other email software (and vice versa). Note, some account types don't allow custom flags so those flags will be set inside AltaMail and not on the email server

**Sync incoming email** - This will ensure email that has been deleted in AltaMail will be removed in other apps, and vice versa.

**Trash mail folder** - This enables you to choose the folder that deleted emails are sent to.

**Sync sent email** - This will synchronise any email that is sent from AltaMail with your other email software (and vice versa).

**Save sent mail** - If your email account doesn't automatically save sent email to the sent folder, turning on this setting will save your sent mail instead.

**Sent email folder** - You can choose the folder that sent emails are saved in.

**Sync drafts email** - This will synchronise any draft email in AltaMail with your other email software (and vice versa).

**Drafts email folder** - This setting will save your drafts on your email server for access in other software.

**Usage** - This enables you to set the maximum storage limit AltaMail will use on your iPad or iPhone for this particular account. Once this limit is reached, older email content will have to be reloaded from the email server when viewing.

## ► Sending Email Settings

Different settings are used for sending emails than from receiving email, unless you are using Exchange. Exchange email accounts can send email via Exchange but you can also choose to send email via an SMTP server instead.

Open the email account settings screen. ([View](#)) Then tap on "Outgoing Mail Server" to view the outgoing email settings screen.

Check with your email provider to see what your settings are for your SMTP server.

If your email server needs a username and password, turn on "Requires Username".

You can change advanced connection settings such as SSL and server port number in the "Advanced" section. If you are using port 25 then you will need to use a username and password. You may need to use port 465 or 587.

Tap on the "Test" button in the top right to test your account settings.

## ► Synchronize settings across devices

You can synchronize most settings between your devices. eg. Email accounts, reminders, rules, searches, notification settings, appearance etc.

Open the app settings (**View**) - Email Management section and then you can turn the "Synchronize settings" on or off. If this setting is not available, make sure you have iCloud Drive enabled on this device. This is Apple's help for enabling the iCloud Drive option in the Settings app:

<https://support.apple.com/en-us/HT204025>

You can tap on 'Details' to choose individual sync settings for items.

Your settings are synchronized and protected using your iCloud account. If you have problems with data syncing, open the Files screen in the left side panel, then tap on Cloud servers and tap to open 'iCloud'. Create a folder or import a file into the iCloud server. Now open the iCloud server on another device and check that the new file/folder appears there too. You may need to check your iCloud settings, such as syncing over WiFi only.

Items are synchronized when they are saved, so you can edit an account or rule etc. and closing the screen will save the item being edited.

You can clear all synced data from iCloud with the "Clear" button, but make sure you turn off syncing on all devices before you do this. Otherwise items such as rules, filters etc. will be removed from other devices.

## ► Use Siri Shortcuts to perform tasks and change view

You can use iOS 12 shortcuts in AltaMail using the device Settings app - Siri & Search - AltaMail (in the lower part of the screen) ([Apple help](#))

You can assign a voice command to the shortcuts using the "+" button beside each shortcut. You can also add shortcuts to your macros in the Shortcuts app.

When you use the left side panel to view a screen such as a Folder Filter, Split screen, Locations etc, most screens support Siri Shortcuts and will show an "Add to Siri" option in the bottom of the action menu (button in the top right with square and arrow icon). When you tap on "Add to Siri" you will be prompted to add a voice command for the shortcut and this will be saved in the device Settings app - Siri - Shortcuts section. You can use the voice command you just created to repeat the action you just did.

When you create a new email you can also use "Add to Siri" in the action menu to create a new email again and then you can edit the message and send it. When you choose "Add to Siri" when sending a template to contacts, the voice shortcut will send that template to the same users again without needing to open AltaMail. For example if you want to tell people you are on your way home or call a meeting by sending a template to a list of contacts. This can also be used in the Shortcuts, eg. tell Siri - "Call a sales meeting"

By default you will see the shortcuts "Enable notification sounds" and "Disable notification sounds". eg. These can be used when you are in a meeting. When you manually disable the notification sounds inside the AltaMail Notification Settings, a new shortcut will be suggested with the time range in hours that you entered. So you could disable sounds for 8 hours.

You could also use the shortcuts app to merge several shortcuts into one. ([Apple help](#))

eg. If you create a custom shortcut in the Shortcuts app called "I am awake", you could add the AltaMail "Enable notification sounds" shortcut to the list as one of the actions. You could also create a "Good night" shortcut that includes the AltaMail "Disable notification sounds" shortcut for 8 hours.

Of course, you can still use the alternate option of setting a schedule to disable notifications and sounds in the Notification Settings. [View](#)

You can also send an email from AltaMail using Siri by using the phrase "Send a message using AltaMail", "Send a message to John using AltaMail" or "Send a message to John using AltaMail saying Hi John I will be there soon"

If some additional details are required then Siri will ask for them, such as the recipient or message.

Currently the subject for a new message is predefined in the AltaMail app settings - Email section.

For security reasons, AltaMail will ask for access to send emails when the first email is created with Siri. This can be changed in the app settings - Privacy section. You will need to open AltaMail the first time you send an email, but next time after that, emails will be sent in the background if you allow access.

Other shortcuts will be suggested as you use AltaMail. For example, when you swipe to send an email template and add some contacts, a shortcut will be created in the device Settings app - Siri settings, to repeat that process.

If you use the left side menu to open an email account folder, that action will be suggested as a shortcut in the device Settings app - Siri & Search - AltaMail settings.

You can process AltaMail shortcuts from your Lock Screen. To disable this feature, turn off "Allow on Lock Screen" in the device Settings app - Siri & Search - AltaMail settings.

Note: You will need to launch AltaMail first to create the shortcuts and it may take Siri a few minutes to add the shortcuts to the list in the device settings app. Also make sure "Use with Siri" is turned on in the device settings AltaMail section.

## ► Use AltaMail shortcuts in the Shortcuts App or home screen

You can use the device "Shortcuts App" to edit AltaMail shortcuts such as "New Email" or Disable notification sounds

Open these links on your iPhone/iPad to install these saved shortcuts. Make sure you open these links in Safari on your device. Do a long tap on the link and then choose "Open in Safari"

**New Email** [Add to Shortcuts App](#)

**Disable notifications for 1 hour** [Add to Shortcuts App](#)

To create your own shortcuts, open the device "Shortcut App" and tap on "Create Shortcut" in the Library screen. Then type AltaMail in the search field in the top left and choose one of the AltaMail shortcuts.

This is Apple's help for adding a shortcut to the home screen:

<https://support.apple.com/en-nz/guide/shortcuts/apd735880972/ios>

[More shortcut details](#)

## ► Installing AltaMail on your Apple Watch

You can install AltaMail on your Apple Watch using the 'Watch' app on your iPhone.

Open the Watch app - 'My Watch' and scroll down until you see AltaMail and tap on it. Tap on 'Install' beside the app icon, or tap to view the app settings and turn the install setting to on.

## ► MDM - Mobile Device Management

You can manage the configuration and deployment of AltaMail with MDM tools such as IBM Maas360 and AirWatch etc.

Please contact our support team for assistance with free custom AppConfig app configuration files built for your requirements. [Contact us](#)

Configuration overview document: [Download](#)

These are some simple example AppConfig files for our apps.

AltaMail

Google Cloud Print [Download](#)

All Settings. [Download](#)

The All Settings file will need to be edited before use [Contact us](#)

PrintCentral Pro for iPad

Google Cloud Print [Download](#)

All Settings. [Download](#)

The All Settings file will need to be edited before use [Contact us](#)

PrintCentral Pro for iPhone

Google Cloud Print [Download](#)

All Settings. [Download](#)

The All Settings file will need to be edited before use [Contact us](#)

## Sending Email

### ► Create a new email

You can tap on the new email button in the bottom right of the screen to compose a new email. This button is available on all screens.

To open previous draft emails, do a long tap on the new email button in the bottom right and you can select which draft email to edit again.

You can also tap on the "Drafts" button in the left side panel to view/edit and delete previous draft emails.

### ► Advanced sending options

When first installed, AltaMail shows a more basic send email screen. To see the advanced options, tap on the "..." button at the top of the new email screen.

The advanced options include "CC", "BCC", choosing the "From" address/alias and adding/editing attachments. You will also see the action menu which allows you to choose a time to "Send Later", add a read receipt, set the priority and choose a signature. You can also edit the email as plain text instead of formatted text.

## ► Formatting email messages

AltaMail has a full complement of formatting tools, you can customize the font, text size, color, indent as well as many more options. Follow the steps below to change the format of your email.

Tap in the body of an email and start typing

Tap and hold on the word or sentence you wish to format to select the text and then tap the "More..." or ">" button.

Choose from one of the options and your highlighted word or sentence will be adjusted

You can also use the "www" button to add a web link to selected text.

*Note: If you would like to change the default font and font size used in new email, tap on the Cog button in the top left of the side panel, under the "Email Appearance" section you will see the settings for default font size and default email font ([View](#))*

## ► Delay sending emails - Schedule emails to be sent after a time

If you don't want to interrupt people or wish to wait to send an email, you can use "Send after". This will schedule an email to be sent later at a time you choose.

If you have not already done so, tap on the "..." button in the top of the new email screen to show all features. Once you have completed a new email, tap on the clock button to choose a time for the email to be scheduled to send. Your email should now be sent at this time even when AltaMail is not open, unless there are issues like network access etc.

Note: Do not force quit AltaMail or notifications and send after actions can not be completed.

You can automatically delay sending emails until office hours using 'Restrictions for sending email' ([View](#))

## ► Choosing a 'From' address / Email aliases

You can choose the email account and from address or alias by tapping on the from address when editing a new email.

You can edit the 'From' address for your email account in the outgoing mail server screen. Open the edit email account settings screen and tap on 'Outgoing Mail Server'. ([View](#))

You can also add multiple extra email address aliases. In the outgoing mail server screen, tap on 'Email Aliases' to edit the alias addresses.

Tap on the "+" button at the top of the screen to add a new alias.

When you are editing an alias, you can simply add a new address. You can also choose to add a name for the alias, otherwise the name will be the default account from name.

You can also choose a default signature to use for the alias ([View](#))

## ► Resizing images when sending emails

You can choose different image sizes when you send an email. You could choose smaller images to save space or larger images to preserve the image quality.

When you are viewing the send email screen, tap on the "+" button beside the attachment label, or the paper clip button in the top of the screen. This will show the cloud server, file and image chooser. Scroll down and select an image album. When you tap to select images, you will see a size menu button in the bottom of the choose image screen. You can use the size menu to choose the size of the attachment.

You can also choose the format of the attachment eg. png, jpg or original format. Using jpg will usually make the image file smaller.

The order that you select the images will be the order that they are attached to the email.

You can delete and rename images in the attachments list when you are editing the new email. Tap to check images and use the action menu beside the attachment icons.

### ▶ Insert photo images inside an email message

You can insert images inside an email message between sections of text.

Open a new email and start editing, Do a long tap on the email message and and choose "More" from the popup menu. Then you will see the advanced formatting menu. Tap on the insert image button that looks like a mountain photo to choose images to insert into your email message.

You can choose the photo size when you insert the image. ([More details](#))

### ▶ Email recipient address suggestions

When you start typing an email address in the "To", "CC", or "BCC" section in a new email, you will see email address suggestions in a lookup list. These suggestions are added from your contact list and also the "Known Senders". Known senders are email addresses that you have sent emails to previously. The icon to the left of the suggested address indicates where the address came from.

You can remove addresses from the "Known Sender" list by swiping left on an address suggestion that has the known sender icon. You can also view/edit the whole known sender list. Open the app settings ([View](#)) - Email Management - Known Senders.

### ▶ Resend a sent or received message


You can use a sent or received email to create a new email to send again.

When viewing an email, tap on the action menu button (square with arrow) and choose "Resend". This will create a new email from the previous email. All of the formatting and attachments will be kept the same. You can also select an email in the folder list view and choose "Resend" from the action menu there too.

Your own email address will be used as the "From" address. If you have the "from" address in your outgoing account settings or an email alias, then the From address will remain the same.

## Attachments

### ▶ Sending documents attachments

You can send images and files with your emails. When you tap on the email button to create a new email, you can tap on the paper clip  button at the top of the screen to add attachments.

If instead, you are viewing the advanced button view after tapping on the "..." button, then tap on the "+" button on the right of the Attachments area below the subject.

In the choose file/photo (Places) screen, you can add select one of the cloud server and file locations to view files. Tap on the circle to the left of each file and then tap on "Add" or just use the back arrow to add the selected files to your email.

To delete any attachments, tap on the circle to the left of each attachment to select it, then tap on the action menu button to the right and select "Delete". If there is only one attachment then you don't need to select it first, just tap on the action menu button.

You can use the "+" button in the top of the choose Places screen to add more cloud server accounts, eg Google Drive, OneDrive, DropBox etc. or WePrint for sharing your Mac or PC files. Choose the new cloud server type and enter your username etc. if required.

The "File Providers" item will allow you to choose from other file provider apps. Tap on "More Locations" in the "iCloud Drive" screen to add more.

## ► Attach photos and files from your Mac or PC

You can attach files and photos from your mac or PC using the free WePrint "Send to Device" feature. Firstly, install WePrint on your Mac or PC from here:

<http://esz.us/wp>


Create a new email on your iPhone/iPad and leave it open.

Open the WePrint window and tap on the "Transfer" tab. You should now see your iPhone or iPad in the list of devices. You can now drag files and photos onto the device icon inside the WePrint window and the files will be transferred to your iPhone/iPad and attached the email that is open.

On a Mac, you can also print documents to send to AltaMail as a PDF. Open a document print dialog. Tap to add a new printer and select "Send to Device". Then when you print the document, WePrint will open and allow you to send the new PDF to your iPhone/iPad send email screen.

If your iPhone/iPad is not available inside WePrint, make sure your device and the WePrint computer are in the same network. Also make sure you have the "WiFi clipboard transfer" turned on in the AltaMail settings - Clipboard section.

## ► Sending photos in emails

You can send images and files with your emails. When you tap on the email button to create a new email, you can tap on the paper clip  button at the top of the screen to add attachments.

If instead, you are viewing the advanced button view after tapping on the "..." button, then tap on the "+" button on the right of the Attachments area below the subject.

In the choose file/photo (Places) screen, scroll down to the photo albums and choose one. You can then tap to choose photos and tap on "Add" or just use the back arrow to add the photos to your email.

For advanced users, you can use the size menu at the bottom of the photo selection screen. You can change the image size (or file format if applicable) if you want to reduce the size of the email you are sending.

If you want to include photos inside a message you are typing, you can do a long tap on the text position you want. In the popup menu, choose "More" and then tap on the image button. Then you can choose photos in the same way as before and the photos will be inserted into the text message.

## ► Zipping file and photo attachments

Once you have added some attachments to a new email, you can zip the files/photos into a single zip file. Tap the checkbox to the left of each attachment in the new email screen, then tap on the action menu button to the right.

Choose "Zip" and then the files will be zipped. If you want to rename the new zip file, tap on the action menu button again and then select "Rename".

## ► Sending images and documents from other apps

You can send web pages, documents and photos from inside other apps which use the standard action dialog with extensions. The action menu button location will vary in other apps, but the steps below relate to apps like Safari and Photos etc.

Note: You can send photos inside AltaMail by using the attachment button on a new email.

1. View your document, web page, photo etc. in the other app
2. Tap on the Action button to show the list of options for sharing content. This will be different in different apps, and a few apps may not support this.
3. Scroll the top row of buttons to the right and tap on "More/..."
4. Enable the AltaMail button in the list. You may need to scroll down. You can also drag the lines icon to the right to rearrange the order
5. Tap on "Done" and you will now see the AltaMail button in the top row. Tap on the AltaMail button to open the email screen
6. Once you tap on the send button, it will take a minute or two to send the email in the background without needing to open AltaMail
7. If you tap on the "Save" button, your email will be saved into the drafts section in AltaMail for sending or editing later



## ► Converting attachments to a PDF

There are several ways to convert a file or attachment into a PDF.

### Method 1 - Direct from an email

1. Tap on an email to view it
2. Tap on the checkbox beside an attachment to select it
3. Tap on the action menu button to the right and then choose "Print"
4. Tap on Choose and select the Convert to PDF option and tap save. You will then have the option of where you would like to save the file, either locally or in the Cloud
5. Once saved you will be back to your list of attachments, this step can be repeated as many times as required.

### Method 2 - In the Files section

1. Tap on "Files" in the left side panel
2. If your files are stored locally, check the checkbox of the file you wish to convert to PDF and tap on the Print button
3. Tap on Choose and select the Convert to PDF option and tap save. You will then have the option of where you would like to save the file, either locally or in the Cloud

## ► Unzipping zip file attachments

You can tap on zip file attachments to unzip and view the zip file contents in a new screen. You can then select one or more of the files and perform various actions with the action menu button in the top right, such as saving the files to a cloud server, printing or opening the files in another app.

## Email

### ► My email account shows an error when I try to read my emails

If you get an error checking your emails, then open the edit email account screen ([View](#)). Check that your settings are the same as your email provider has described.

Open the "Settings" section and check those settings. If your email provider describes a secure connection, you can try without "Use SSL" as the connection will be secured using TLS (StartTLS) instead. Check the port number and "Server" field and then tap on "Test"

If you still see an error, tap on the "More" button to go to the email error page. Check what the description says at the top of the page first.

Tap on "Request help" to contact our helpdesk so they can provide assistance.

### ► Use 2-Step Verification. Multi-factor authentication (OAuth)

If your email account supports 2-Step Authentication, then AltaMail will present a web page with a login for your email account. Login to your account when the login web page appears.

If you get an error logging in, check that you are logging in with the correct email account to match the title bar.

Also check that you have enabled the "Use 2-Step Verification" setting in the edit account screen - Settings section. [View](#)

When you create a new email account that supports Use 2-Step Verification, you do not need to enter your password. Enter your email address and tap on "Use 2-Step Verification" in the bottom of the new account screen.

### ▶ Printing from the Apple Mail app

The best way to print email is to add your email ([View](#)) account inside AltaMail. Then you can easily view and print emails and attachments.

AltaMail can print Email from Apple's Mail app using copy and paste. This method will retain formatting and the look of the email.

Follow the steps below to print an email.

1. View the email you want to print in Mail
2. Tap and hold to highlight the text you want
3. Move blue copy points to cover the section or page you want to print and tap "Copy"
4. Open AltaMail and you should be prompted to print the copied text.

*Note: If you want to print an attachment then simply tap and hold on the attachment and then tap "Open in" and choose AltaMail.*

### ▶ Viewing "Sent" and "Spam" emails

If you can't see your Sent or Spam emails in the left side menu, you may need to choose the correct folder in your email account settings. ([View](#))

Open the Advanced section and choose the correct folder.

Only the accounts with the Favorite category will be shown in the Sent and Spam folders in the left side menu. ([View](#))

You can also create Folder Filters ([View](#)) to include different accounts and folders. Folder Filters can be added into the left side panel by editing the side panel settings. ([View](#))

### ▶ Use different account categories

AltaMail allows you to assign different categories to accounts so that you can group and view different account types together. For example you can group all of your business or personal accounts to view in a single screen. The simplest account category is "Favorites" which can be viewed using the Favorites button in the left side panel.

You can add categories to the left side panel for easy access. [View](#)

The "Favorite" accounts are selected using categories. You can choose which accounts appear in the favorites inbox, sent and spam. [View](#)

Open the edit account settings screen ([View](#)) and tap on 'Appearance'. Tap on 'Category' to select the categories that apply to this account.

You can use the wrench button at the top to delete or add categories. The reserved categories at the top can not be changed. You can also choose multiple accounts for each category in the app account category screen. Open the app settings ([View](#)) - Email Management section and then tap on "Account Categories". You can tap to view all of the accounts in each category. Tap to select or deselect accounts.

## ► Preloading emails and saving mobile data, 3G/4G

You can choose to preload emails when they are first read from your email account. This will save time later, but will use more storage space and network data.

In the edit email account settings ([View](#)) you can open the 'Advanced' section and change the preload settings. 'Preload email content' will download the email message. 'Preload whole email' will download the message and attachments.

When you are viewing an email folder, you can tap the check emails and then select 'Download email content' from the action menu to download email messages and attachments.

There is an additional setting for preloading data when using a mobile data network. In the app settings ([View](#)), open the 'Email' section and tap on 'Conserve Mobile Data'. You can change the preload settings there which will apply when you are using mobile data.

'Save sent mail' will wait to upload emails that you send that need to be saved into the 'Sent' folder. This will wait until a WiFi network or a period of days until it uploads the emails. You can see the sent emails waiting to be uploaded in 'Queued actions' in the 'Smart Folders' in the side panel. [View](#)

'Sync draft' emails will wait to save your draft emails until you are on WiFi or after a few days delay. This applies to accounts that have draft email synchronization turned on.

## ► Email appearance, color, font size and layout

There are many email appearance changes that you can make in AltaMail. Open the app settings ([View](#)) - Email Appearance section.

You can choose the default email font, size and color. This will be used for your new emails and replies to existing emails. This setting will also be used for incoming emails with no font formatting and plain text emails.

The device Settings app preference "Dynamic Type" will apply to viewing emails. You can also use the 'Increase email text viewing size' to view emails with larger fonts to make reading easier.

When you tap on 'Email Appearance' you will see a wide range of choices for the email inbox list layout. In the top section, tap on each part of the email list display to change the font, color and size of each text field. You can change the subject, sender and summary text.

Use the settings below to change other layout options such as the number of lines in the email summary and what buttons appear, eg. flag, star pinned etc. You can hide the contact icon image and change the color of unread emails. The account color can be displayed as a bar on the side or as the background of the email row.

You can change the email inbox background color and also the colors of the email thread messages for sent and received emails.

If you switch to Dark Mode the Email Appearance settings will be different. When you edit settings while using Dark Mode those settings are only used for Dark Mode. Switching to Light Mode will use a different set of Email Appearance settings.

## ► Email scrolling navigator - jump to emails in different date groups in large lists of email

When you scroll a large list of emails, a scrolling navigator will appear in the middle of the screen to assist you. This will allow you to tap (or drag) on a month or group of emails to quickly scroll to that position. For example, you can quickly go to May last year by tapping on the date in the navigator.

This makes it easier to navigate through large lists of emails.

You can turn the scrolling navigator on or off in the app settings - 'Email' section - 'Show email folder scroll navigator'

## ► Viewing email headers and message source

You can view email headers and message source by tapping on an email to view it and then choose "Show source" from the action menu.

You can also select an email in a list with the checkbox and then choose "Show source" from the action menu.

The email headers contain all of the hidden details of an email.

## ► Viewing email details

The email detail screen shows more detailed information about an email.

You can view a summary of email details in the action menu (square with arrow button) when viewing an email or in the folder list view. Select the Details menu item.

**Spam Status** If an email was checked by the Spam email rule then the Spam Status will appear to show the results of the Spam check. [View](#)

**Received** This is the time that the email was received by your email server.

**Sent** This is the time that the email was sent by the sender.

**Time zone** The time zone can display the local timezone for the sender. The time zone can also be from the email server that the email was sent from so it is not always the actual user time zone.

**External images** This is a list of images in an email that are loaded from a remote server.

**Possible Trackers** Trackers are remote images that look like they track when emails are opened. These are usually hidden inside an email and send a read receipt to the sender. You can turn off external images and trackers using the 'Load Remote Images' setting. [View](#)

**Location** This displays the location where the email was first sent from. This is usually the network location of the sender device. This may also simply be the email server that was used to send an email so it can sometimes be different from the actual sender location.

You can tap on the '...' button beside the location title to fetch the location and then you can see it on a map.

Note: Your personal information is never shared by AltaMail. The location search uses the information already available inside an email that is inserted by email servers.

**Sender IP Address** This is the network address of the sender device or email server. You can use this address in email rules and filters. [View](#)

If there are other emails sent from the same network address, then the email totals in each folder will be displayed below the address label.

## ► Managing spam

There are several options for handling spam in AltaMail.

You can view your spam email folders in the left side panel. This shows the spam folders for the 'Favorite' accounts. [View](#). You can choose to view other folders, including other account spam folders, using 'Folder Filters' [View](#)

There is a swipe action to remove spam emails. Use the swipe settings to change the 'Spam' swipe action. [View](#)  
You can also edit the actions for the spam swipe action.

The 'Simple Spam Block List' will process spam blocked email addresses for you. New emails with addresses in the spam block list will be moved to the spam folder automatically. Emails in the 'Known Senders', contact list and 'Spam Safe List' will not be marked as spam.

When AltaMail is first installed, the 'Spam' rule will be enabled but it will only mark emails as suspected spam with a red flag. Tap on the red flag to view and edit the spam settings. You can change the spam rule to also move suspected spam emails to the spam folder. You can change the spam score value or turn it off. ([View](#))

To edit the spam rule settings, tap on the panels button (four squares) in the bottom right of the screen. Then tap on the 'Spam Filter' panel.

When you see an email in your spam folder that is not spam, swipe and move the email to the inbox or choose 'Not spam' in the swipe actions. This will move all emails from the same sender into the inbox. This action will also add the sender to the 'Spam Safe List' so their emails won't be marked as spam in the future.

There is a spam block list for managing spam email addresses. Tap on the block list link inside the spam rule. You can also open the app settings ([View](#)) - Email Management - Spam Block list. You can add or remove addresses.

When you swipe an email as spam, the sender address will be added to the spam block list so any more spam emails from this sender will be removed automatically in the spam rule, (if the rule is enabled).

You can edit the spam rule actions, or create your own spam rules with different actions.

You can choose to turn on the 'SpamAssassin' score if your email provider uses SpamAssassin. This does not run SpamAssassin on your iPhone/iPad and uses the SpamAssassin field in your email headers.

For advanced users, the 'Spam Score Required' will run some checks on your incoming email to see if it thinks it is spam. It is important that you read the section on the 'Spam Score' as some other emails that are not spam may be moved in error.

[View](#)

You can edit the spam safe list. Open the app settings ([View](#)) - Email Management - Spam Safe List.

When you send an email, the recipient address is added to the 'Known senders' list which is also checked as part of the spam rule checking. Open the app settings ([View](#)) - Email Management - Known Senders.

## ► Spam detector filter

The spam rule score setting is for advanced users. If you have any problems with valid emails being marked as spam, turn off "Spam score required". [View](#)

When you turn on "Spam score required", extra spam checks are done for new emails.

Note:

This filter may falsely mark some valid senders as spam.

Some networks and email providers may not allow this checking and cause emails to be marked as spam.

Always check your spam folder to see if any emails have been added in error.

### ► Block a spam/bulk sender address or domain

To quickly block an email address as a spam sender, swipe and choose the "Spam" action. This will move the email to spam and also block the sender.

You can also manually block an email sender address or domain. Tap on the 'From' address in an email to open the contact summary screen. In the bottom of the contact screen, tap on 'Spam Status'. Then in the spam screen you can tap on the 'Block for Spam' button to block an address. In the bottom of that screen you can do the same for the email address domain. You can unblock an address or domain that is listed as blocked by tapping on the 'Add to Spam Safe List'.

You can manually edit the Spam Block List in the app settings screen. [View](#). Then open the Email Management section. Then you can tap on Spam Block List or Spam Safe List. You can add or remove email addresses or domains in each list.

### ► How to stop good email ending in the Spam folder

When you see an email in your spam folder that is not spam, swipe and move the email to the inbox or choose 'Not spam' in the swipe actions. This will move all emails from the same sender into the inbox. This action will also add the sender "From" address to the 'Spam Safe List' so their emails won't be marked as spam in the future.

You can also tap on the "From" address in an email to open the contact summary screen. In the bottom of the contact screen, tap on "Spam Status" and the status will show if the sender is blocked. Then in the spam screen you can tap on the "Add to Spam Safe List" button to mark an address as being valid and never mark it as Spam. In the bottom of that screen you can do the same for the email address domain.

## Manage your Email

### ► View all of your favorite email accounts together.

AltaMail enables you to view all new/unread email across all of your favorites accounts in a single tap. You can change which accounts are your favorites in the account settings ([View](#)) - Appearance section.

Tap on the new/unread count beside the "Favorites Inbox" (or other folders) and you can view only the unread emails in this folder.

### ► Sort emails in the inbox and email folders

There are many options to change the sort order of emails in AltaMail.

When you are viewing an email folder, tap on the action menu. (button with square and arrow). Tap on Sort by to select a sort order. Select the same sort option again to reverse the sort order. An arrow will appear beside the selected sort option to show which direction it is being sorted by.

You can also add your own sort actions by tapping on the settings (cog) button in the top of the Sort by menu. In the Email Searches screen you can tap on the "+" button to add a new search and choose the sort fields that you want to use.

If you want a more advanced email folder layout such as grouping and filtering, then you can use Split Panels. ([View](#))

## ► Quick Swipe Features.

The quick swipe features built into AltaMail enable you to quickly process all of your email. You can swipe left or right to display different options.

You can edit your swipe settings appearance and content in the bottom of the left side panel - Settings - Swipe Settings. You can display swipe options in a popup window, or as buttons beside the email, or disable swipes completely. [View](#)



You can use the quick swipe features when you are either in Inbox view or when you are viewing an individual email. Below is a guide to the quick swipe actions.

**Delete** - Deletes the email from the inbox and puts it in the Trash.

**Spam** - Mark an email as spam and move it to the spam folder or other actions. [View](#)

**Reminder** - This enables you to set reminders for email that need to be action at another time and will move the email from your inbox to the "Reminders" folder. See the section on reminders ([View](#)) for full details.

**Done** - The done button can have several actions set up so you can quickly clear your email with a single tap. Please see the section custom actions ([View](#)) for full details.

**Set Flag** - The flag feature enables you to flag and categorise your email. You can also set an action on each flag to "Hide email from inbox" once a flag is set. See the section on Flags ([View](#)) below for full details.

**Move to Folder** - This will enable to you move and file any email to a folder of your choice (Note: You can set up new folders by tapping the + button in the top of the choose folder screen).

**Move to file** - This enables you to save an email as a .eml file format and then delete the email. You can choose to move it to local storage or to a Cloud service by tapping on the down arrow in the "Select folder" screen.

**Reply** - This will create a reply email addressed to just the sender

**Reply to all** - This will create a reply email addressed to the sender and any other addresses will be in the CC list.

**Forward** - This will enable you to forward the email

**Reply with template** - The Reply All action enables you to very quickly send a personalised reply using a pre-made template. Templates can be created in the "Templates" section on the left sidebar. See the section Template and mail merge ([View](#)) section below for full details.

**Print** - This option enables you to print your email to any printer (not just AirPrint printers). Please see the section printing ([View](#)) for full details.

**New rule** - Once you tap this, you can choose various aspects of the email to be used in creating a new rule. You will be able to edit aspects of the rule as well as set actions that will be automatically performed when the criteria are met.

**Mark as Read** - This will mark any selected unread email as read

**Mark as Unread** - This will mark any selected read email as unread

**Show email thread** - This will show you the entire conversation of emails in another screen.

## ► Create your own Swipe Actions - Change Swipe Settings

You can create your own actions and add them to the swipe options if you like. These actions can move emails to folders, set flags, mark as read, and reply with a template.

Open the left side panel and tap on "Settings" near the bottom and then tap on "Swipe Settings". There you can create your own custom actions with the "Custom email actions" link at the top of the screen. You can add or remove ([View](#)) actions for each swipe direction by tapping on "Choose actions".

If you don't use actions in the swipe left or right choices, then those actions will appear in the action menu instead. Check to select an email and tap on the action menu button in the top right of the inbox.

You can edit the folders used by the "Archive" action in the "Custom email actions" screen too. You can choose which folder is the Archive folder for each of your email accounts.

You can also change swipe appearance to a button strip or a popup window in the "Swipe Settings" screen.

## ► Edit the action menu options

You can change the order of the action menu (square with arrow) and choose which menu items appear first. Open the left side panel and tap on "Settings" near the bottom and then tap on "Action Menu Settings".

In the top of the screen is a setting called 'Remove swipe actions'. This option will remove any actions that are included in the left or right swipe actions. ([View](#))

Tap twice on the trash can icon to the left of an action to delete it.  
Tap on 'Add' at the top of the screen to choose new actions.

You can use the 'Default' button at the top of the screen to reset all actions to the default list.

Any actions that are not in the list you have selected will appear in the 'More' menu at the bottom of the action menu.

## ► Set reminders for an email - Snooze

You can set a reminder (snooze) for an email so that you will get a reminder later and/or the email will be hidden from the inbox.

Swipe left over an email and choose "Reminder" to open the Reminder screen.

*Note: The swipe action may be different if you have changed the swipe settings. Also check the action menu in the top right.*

You can choose when to set a reminder or choose your own time in the reminder screen.

You can change reminder settings (such as hiding reminder emails) in the app settings - Email Management section ([View](#))  
You can also choose the reminder calendar to show calendar events for emails. The calendar reminder will have a link back to the original email.



## ► Sending email out of hours - Work-Life Balance #1

One of the most important aspects of work-life balance is the problem of sending emails after work hours. Sometimes it is useful to spend some spare time, such as travelling, to get a head start on your emails to try and clear your inbox. Unfortunately, sending email late at night usually results in even more email to take care of. People who receive an email from their manager or colleague after hours often feel obliged to respond quickly, even if they are told not to. But it does feel good when you are clearing your inbox and you are on your way to 'Inbox Zero'. The key is use this spare time to catch up but not have the emails sent straight away. AltaMail provides several options for sending email later during working hours.



The simple way is to choose 'Send after' from the action menu when you are editing an email. Then you can choose a date and time for the email to be sent.

You can also create email schedules to limit when sent emails are actually sent. Emails sent outside of the scheduled times will wait until the time is right to be sent.

To automate a delay for sending emails after hours. Tap on the "Work-Life Balance" button in the left side panel. Then tap on "Restrictions for sending email". You can choose one account or use "All accounts" to apply the new restriction to all accounts. For example, you could choose to only delay emails sent from your business email account.

You can tap on the schedule button to create one or more time windows to allow emails to be sent. ([Editing schedules](#)) You can choose which days are used for sending emails too.

Emails sent outside of the schedule will be delayed until the scheduled time.

You can also choose a location that allows emails to be sent. For example emails will be delayed when you are out of the office or after hours. When you return to the office location, your emails will be sent automatically. ([Editing locations](#))

You can send an email immediately if you choose. When editing an email out of hours, do a long tap on the send button. This will show the option to send immediately or later.

Emails that are sent out of hours are queued up in the outbox. If you change your mind, you can send emails from the outbox by tapping on the schedule or location icon on the right of the email. This will ask you if you want to send the email now.

### [All Work-Life Balance Topics](#)

## ► Schedule time without email interruptions - Work-Life Balance #2

Trying to complete tasks with constant email interruptions can be a tough balancing act. Often you end up starting new tasks from the new emails and by the end of the day you have completed nothing. It is important to schedule quiet time without new email interruptions so you can work uninterrupted. Mobile devices are used for more than email so simply putting your phone in a drawer isn't practical.

What AltaMail can do is allow you to schedule quiet periods of the day by setting times when new email is checked automatically. Many tasks require sending emails so you need to open your email app to send those emails. You can avoid being distracted by seeing new emails while you are sending other emails.

You can choose to override the send schedule for important emails or from certain people. If you have some downtime between tasks, you can do a manual refresh of the inbox to get new emails.



To set up your periods of quiet time, tap on the "Work-Life Balance" button in the left side panel. Then tap on the "Restrictions for checking new email" button.

You can choose to edit the settings for all of your email accounts, or just some.

Tap on 'Schedule' to create a schedule of multiple times during the day when new emails will be checked and displayed. ([Editing schedules](#)) You can choose which days are used for checking emails too. eg. for Business email accounts.

Tap on "Locations" to choose which locations are ok to check for new emails. For example, you could use your office building location to allow new emails to be checked. ([Editing locations](#))

If you want to allow some emails to override the checking schedule, tap on the "Allow high priority emails" button. This will create a filter to override the schedule. Tap to view this filter and add more filter options using the "+" button. For example, you could add the "From" field and choose some contacts or email addresses for emails that will be received immediately. To turn off this filter, delete all of the filter fields with the delete button to the left of each field.

### [All Work-Life Balance Topics](#)

## ► Use your location to change your inbox layout - Work-life Balance #4

Most devices are being used for both business and personal emails and being reminded of work emails is stressful when you are out of the office. One of the most powerful ways that AltaMail helps work-life balance is to remove work related emails from the main inbox when leaving the office. You can choose to apply a schedule to an account, or even link accounts to locations such as your office or home. The "split screens" feature of AltaMail can also push personal emails to the top of your inbox after hours, and push work emails lower down in the list, or remove them completely



To set up your locations, open the left side panel and tap on 'Settings' near the bottom and tap on 'Locations'. By default there are 3 locations, 'Default' is for any location not in the other locations. You can add more locations using the "+" button at the top of the screen.

Tap on a location to edit it. In the edit location screen, the top panel contains the locations that define the overall location group. You can use the "+" button at the top of the screen to add a new location. Locations can be defined by either the current network id, or a geographical location or a schedule. When you add (or edit) a geographical location, you can search for addresses or scroll the map to choose a location. Tap on the size "+" or "-" buttons near the top right to change the size of the location area.

The network location criteria will use the current WiFi network to determine if you are in the location.

You can also choose a schedule for a location. For example, you can choose Monday - Friday from 9am to 5pm as the schedule for your business location. [Editing schedules](#)

In the edit location screen and you can choose the panel that will be displayed when you are in a location. You can choose a simple view like an email account or account category ([View](#)), or choose from a wide range of options such as Folder Filters ([View](#)) or Split Panels ([View](#)).

As an example you could choose the "Work - home" split panel to be displayed when you are in the "Business" location.

Tap on the "Locations" button in the left side panel to see your emails filtered by location.

If you want to use your locations screen as your default for the top button menu in the side panel, open the app settings ([View](#)) - 'Email' section and choose the "Default screen"

To show the location unread emails in the AltaMail badge, edit the notification settings ([View](#)) and tap on the badge button.

You need to enable the location access in the device 'Settings' app. Scroll down and tap on AltaMail - Location. Enable the 'While using' access. Your location is never shared and does not leave your device.

### [All Work-Life Balance Topics](#)

## ► Quick reply - quickly send short replies to emails

You can quickly reply to an email with quick replies. If you add the 'Quick reply' action to the swipe actions ([View](#)), you can swipe, tap on 'Quick reply' and choose the reply to send. This will send a new email with your quick reply.

You can edit or add your own quick replies in the left side panel - Settings - Quick replies. Use the "+" button in the top of the Quick replies screen to add new replies. Tap on the reply text to edit it.

Quick replies can also be used with the Apple Watch app.

## ► View emails grouped together in a thread or conversation

AltaMail will optionally group together all email that has the same subject line and the matching header fields. This means you can quickly read through or action all emails that belong to the same conversation string.

You can turn threading on or off in the app settings ([View](#)) - Email Management section - Email Threads. You can choose to link by subject, as well as normal replies. You can include sent emails in threads. You can ungroup email threads by turning off this setting.

When you are viewing an email conversation, you can swipe on each email to apply actions to that email. Tap on the expand ("...") button to view more detail about each email in the thread.

Hint: There is also a quick way of actioning or deleting an entire email thread while in Inbox view. Double tap on the check box beside the top email in the thread and all subsequent emails in the thread will be shown and checked too.

Now you can swipe or choose an action to apply to all of the selected emails.

## ► Use flags and categories to organize your email

The flags/categories built into AltaMail enable you to quickly categorize your email. Flags are fully customizable and can with set with different colors, names and even have an image on them. Flags can also be set to hide email from your inbox but can still be viewed in the "Flag folders" section under "Smart Folders" in the left side panel.

There are three ways to set a flag for an email:

1. Swipe right to left and tap on the "Set flag" option
2. Tap on the empty flag icon displayed on the right had side of an email in the inbox view
3. Check the check box beside an email and tap on the action button in the top right corner and select "Set flag"

Not all email accounts support all flag types. When you set a flag for an email, the flag screen will display which flags are available for the account. You can still set flags that are not supported by your email account but they won't be synchronized with other email applications.

To edit the flag names, colors, images and actions, follow the steps below

1. Tap on "Smart Folders" list in the left side panel and then tap on "Flags"
2. Tap the cog button in the top right to open the flag settings screen
3. Tap on the "Edit" button in the top right of the flag screen to switch to edit mode
4. Tap the "Edit" button beside the flag you wish to change and the various change options will be shown
5. If you want a flagged email to be hidden from your inbox once it is flagged, toggle the "Hide email from Inbox" option to "On" for each flag

You can use flags and categories in email searches, filters and rules.

If you use Apple Mail then you can turn on a setting to sync the color flags with Apple Mail. Open the app settings. ([View](#)). Then open the "Email" section and turn on "Apple Mail flag compatibility".

If you want to sync email flags with other apps and devices you can turn on the sync settings in the edit account screen. ([View](#)) Open the "Advanced" account section and turn on the "Sync Email Flags" setting.

## ► Use Gmail Labels to filter and search for emails

You can use your gmail labels in AltaMail to organize your email. To enable gmail labels, open the edit account screen for any gmail account ([View](#)) and open the "Advanced" section. Turn on "Gmail Labels". Gmail Labels will require a bit more network activity to update the labels for emails. Do a manual refresh in the Inbox to check the labels quicker.

There are three ways to set labels for an email after you have activated them in the account settings:

1. Tap on the empty label icon displayed on the right had side of an email in the inbox view
2. Check the check box beside an email and tap on the action button in the top right corner and select "Gmail Labels"
3. Swipe right to left and tap on the "Gmail Labels" option if you have added gmail labels to your swipe actions. [View](#)

You can view emails in each gmail label using the "Folders" button in the left side panel. Tap on the gmail folder name to view emails with the label of the same name.

If you want to hide a label from display, use the "Hide Folders" button in the edit account screen ([View](#)) - "Advanced" section.

You can use Gmail Labels in email searches, filters and rules.

## ► Smart Folders and Custom Views

AltaMail allows you to personalise your own mobile mail experience

You can use the "Smart Folders" in the left side panel to view all emails in various groups. View all emails with reminders, flags, actions, unread and saved searches

You can also create your own "Folder Filters" in the left side panel. "Folder Filters" can allow you to view multiple folders in multiple accounts (with unread or flag filtering or other filters) all in a single screen.

You can add Folder Filters to the left side panel using the "Settings" - "Side Menu" settings screen.

## ► Bulk delete multiple emails, or other actions

You can select multiple emails with the checkbox to the left of each email and then tap on the delete button to delete the selected emails.

You can also select all emails in a folder with the ✓ button at the top of the screen. Then tap on the delete button to delete them all.

You can also do a long tap on the delete button to choose to delete emails from the email server instead of sending them to the trash folder.

You can also perform other actions on multiple emails such as 'Mark as Read', 'Move to mail folder' etc. Use the action menu (square with arrow) button in the top of the screen after selecting emails.

To select some emails to delete, such as older than a date, you can do this.

Tap on the search button to show the search bar and then tap on "More/..." to show the advanced search ([View](#)). Then tap on the "+" button to add a new search field for the date of an email, select the "Before" comparison and enter the date you want. Delete any other filters with the trash button.

Do the search and then tap on the ✓ button at the top to select all emails and then tap on the delete button.

## ► Automatically delete older emails

You can automatically delete emails after a set time in the folder settings screen.

Tap on the "Folders" button in the left side panel. Then tap on the folder button beside an email account to show the folders. You may have to tap the left arrow beside the folder heading to go back to the correct account.

In the top of the folders list, tap on the settings (cog) button to edit the folders. Tap to check a folder and select "More" -> "Folder Settings" to show the folder settings.

Turn on "Delete email after (days)" and select the number of days you want to use. Older emails will be deleted when the folder is refreshed.

## ► Folder Filters: Group folders and accounts into filtered views

You can group multiple email folders and accounts into a single email view using Folder Filters. You can also filter what types of emails are shown in Folder Filters.



Open the left side menu and tap on "Folder Filters". To the right of the folder filter title, tap on the cog settings button to edit the folder filters.

Tap on the "+" button at the top to add more folder filters. Tap on a folder filter to edit it.

The edit folder filter screen is divided into 2 parts. The top part is where you choose which accounts and folders to display.

Use the "+" button under the folders heading to add folders. Tap twice on the trash button beside the folder to delete it.

The lower section allows you to add any filters you may want to use. This works the same way as advanced searches and rules ([View](#)). Tap on the "+" button in the lower section to add filters and enter values. See the search help section for more details. ([View](#))

Once you have created Folder Filters, you can view them using the "Folder Filters" section in the left side menu. You can also add them to the left side menu for quick access. ([View](#))

Folder filters can also be included in Split Panels ([View](#)) to make more advanced email views.

## ► Split Panels: Combine multiple views into a single screen

Split Panels allow you to create custom panel or card layouts combining multiple email views. You can create very advanced email views built to your own requirements.



You can choose split panels when viewing email folders. Tap on the action menu (square with arrow button) in the inbox or email folder view. Tap on 'Split panels' and then choose a saved split panel to change the email list layout.

To edit your own split panels, open the left side panel and tap on "Settings" near the bottom and then tap on "Split Panels". Tap on the "+" button at the top of the split panels screen to add more split panels. Tap on a split panel name to edit it.

The edit split panel screen allows you to add new panels using the "Add" button at the top. Choose from a large range of options, such as reminders, email folders, Folder Filters ([View](#)), account categories, email accounts, saved searches (filters), flags etc. Tap to select the options and go back to the edit split panel screen to add them.

You can drag the 3 lined button to the right of each panel to change the order. Tap twice on the delete button to the left to delete a panel from the list.

You can also tap on the settings cog button beside each panel to edit options. You can set the limit for the number of emails that will be shown. For no limit, tap "+" until the no limit message is shown. Placing a limit of the number of email rows will save space in the list, but you can tap on "Show all" below the emails in the panel to show all.

When emails could be included in multiple panels, the priority will choose which panel will contain emails. Otherwise the order in the split panel list will define the priority.

You can choose the "Sort by" option to sort emails in a different order than the default screen sort selection. For example, you could sort reminders in reverse date order to show the most recent first.

► **Boost your email productivity with email view, send and receive constraints. eg. Send and view business emails only when you are in the office.**

There are many features in AltaMail to help you better handle the deluge of emails and help you switch off the stream to make time to be more productive or to just relax. eg. You can choose when and where you need to show business accounts in your favorites inbox. You can create restrictions on emails that you send so they will be sent when you are in the office so as to not distract your colleagues after hours. You can even disable checking for new emails based on a schedule or location so you can get on with your other work.

The productivity settings below can be set for each account or for globally for all accounts. The global options are in the app settings ([View](#)) - Email Management section - Productivity.

**- Show in favorites inbox**

You can set locations and/or schedules to show some email accounts in your unified Favorites Inbox. This way you can hide business email when you are not in the office.

Open the edit account screen ([View](#)) and tap on the 'Productivity' section. Then tap on 'Show in favorites inbox' to show the current settings.

Tap on the schedule to edit ([View](#)) the times and days that you want this account to appear in the favorites inbox. Tap on locations ([View](#)) to choose where you are when you want to see this account.

**- Restrictions for sending email**

You can choose where and when you want to send emails for different accounts. For example, you can choose not to send emails when you are out of the office or after hours. Emails will then be sent when you return to the office or during scheduled times.

Open the edit account screen ([View](#)) and tap on the 'Productivity' section. Then tap on 'Restrictions for sending email' to show the current settings.

Tap on the schedule to edit ([View](#)) the times and days that you want this account to send emails. Tap on locations ([View](#)) to choose where you are when you want emails to be sent.

Emails will be queued in the outbox until they match the locations or schedules you set. You can send these emails manually with the action menu in the outbox. You can also tap on the location or timer icon to the right of the queued email. When you edit and send an email that will be delayed, the undo bar will display the delay status to inform you. You can override the send delay by doing a long tap on the send icon in the top right of the screen when editing an email. Choose "Send now" from the send menu.

If you specify locations for sending emails, then you will need to enable background location access in the settings app for AltaMail. Otherwise, emails will only be sent when you are at locations when you have AltaMail open.

You can manually schedule to send an individual email using the clock button in the top of the edit email screen.

**- Restrictions for checking new email**

To stop the constant interruptions of new emails, you can choose when and where new emails are checked so you can work on other tasks or relax after work hours. Notifications are disabled and new emails do not appear in the Inbox until the times you specify or you are at the defined locations.

Open the edit account screen ([View](#)) and tap on the 'Productivity' section. Then tap on 'Restrictions for checking new email' to show the current settings.

Tap on the schedule to edit ([View](#)) the times and days that you want this account to check for new emails and show notifications. You can have multiple times of the day to check for emails, eg. 9-10am and 3-4pm on weekdays. Tap on locations ([View](#)) to choose where you are when you want new emails to be checked.

If you specify locations for checking new emails, then you will need to enable background location access in the settings app for AltaMail. Otherwise, new emails will only be checked when you are at locations when you have AltaMail open.

► **Move emails to different folders. Copy or move emails to other email accounts or save as files**

When you are viewing an email or when you have checked emails in the inbox, you can choose various options from the action menu (square with arrow) in the top of the screen.

To move an email to another folder in the same email account, select "Move to mail folder" folder from the action menu and select a folder.

To copy an email to another email account, choose "More..." - "Copy to email account" in the action menu. Then you can choose the email account and folder.

You can use "Move to email account" in the action menu to move emails into a different email account and move the original selected emails to the trash.

You can also move emails to a folder or email account automatically using Email Rules ([View](#)). The rule can search for various fields inside the email and then move an email to a selected folder.

### ► Save emails as disk files

Emails can be saved as files for backup or sharing with other apps.

To save an email as an email file, select "Save as email file" from the action menu (square with arrow button). Then you can choose the location of the new email file, such as a local file location or a cloud server or your mac or PC using WePrint ([View](#)).

You can view saved email files in the 'Files' screen in the left side panel.

### ► Edit, delete and make new email folders

Tap on the "Folders" button in the left side panel. Then tap on the folder button beside an email account to show the folders. You may have to tap the left arrow beside the folder heading to go back to the correct account.

In the top of the folders list, tap on the action menu to create a new folder, or rename a selected folder. You can also choose the folder settings action in the 'More' menu to edit folder settings. You can change the new email filter or automatically delete old emails in the folder settings. [View](#)

When you check an email folder, you can use the delete button at the top to remove the folder.

You can drag down on the folder list to refresh the current folder and find any missing folders. Always check inside the Inbox to see if you have folders located there.

### ► View your email history, or "What happened to that email?"

You can view your email history to see what emails you have received and where they were moved to.

To view the email history, open the left side panel, tap on "Smart Folders" and then tap on History. There you will see the list of all emails and their actions. Tap on an email subject to view the email if it is still available.

You can undo an action (such as a move) by tapping on the checkbox beside an action to select it and then select "Undo" in the action menu in the top right.

Use the search button in the top to search for an email subject other value.

Emails processed by email rules will show in the history as well as which rule attribute the email matched and what happened.

You can view previous days using the book button in the top of the screen. You can change the number of days of history that are kept using the app settings ([View](#)) - Email Management section. You can also disable the email history by setting the days value to zero.

You can turn off the history for bulk actions such as delete and move. This is below the days setting and will improve performance.

### ► Send emails to another app or your To Do manager app eg. Omnifocus,DEVONthink,Evernote,Todoist,Things

You can send email content to other apps from inside AltaMail. You can create reminders, To Do items or notes by sending email messages to other apps.

Tap on an email to view it and then tap on the action menu button (square with arrow) to select "Share" or "Open with App" to share email content with other apps such as Omnifocus, DEVONthink, Evernote, Todoist, Things etc.

You can also send emails from the email list screen. Tap to check an email in the list screen and tap on the action menu button to select "Share" or "Open with App".

### ► Unsubscribe from email lists

You can quickly unsubscribe from emails you no longer want to see with the unsubscribe action. When you are viewing an email that has an unsubscribe option, tap on the action menu button in the top right and select 'Unsubscribe from list'. This may send an email to unsubscribe or use the web link provided. The action depends on the type of email options. If there is no 'Unsubscribe from list' action in the action menu, check the 'More' options but the email may also not support an unsubscribe.

You can also mark an email as spam to block the sender from sending you any more emails. ([View](#))

### ▶ Go back after deleting an email

You can choose to return to the Inbox after viewing and you delete/remove an email using a setting. Open the app settings ([View](#)) and open the the "Email" section. Change the setting "Go back after removing an email that is being viewed" to your preference.

Note: This always applies to an iPhone but only applies to an iPad when you have the "Full screen view" enabled in the action menu (square with arrow) in the top of the screen.

### ▶ Improving performance.

If viewing and processing emails is a little slow then you can change settings to make processing faster. Speed can be impacted by the available RAM when you have a huge number of emails.

Normally AltaMail will only load the first 1000 emails. When you tap on the "More..." button at the bottom of the list it loads all emails. This may be slower on your device.

You can reduce the number of emails being viewed in the edit account settings ([View](#)). Tap on the Settings section. Then turn on "Max age (days)" (IMAP) or "Max emails" (POP). eg. set maximum age to 60 days.

Other apps restrict the email count automatically. AltaMail gives you control of these settings.

You can also change the "Max age (days)" or "Max emails" in the email folder settings when you view a single folder. This is in the action menu. ([View](#))

## Rules - Automate common email tasks



## ► Rule overview and setup

Rules are extremely flexible and can be set up for a single email account or be set to execute across any accounts that you choose. Rules are based on criteria you choose and can carry out various actions such as auto reply with a template, file or archive an email, set a flag, delete, forward and more.



You can edit rules in the app settings ([View](#)) - Email Management section - "Edit Email Rules". Swipe left over a rule to delete it. To create a new rule tap the + button on the top right, name your rule and fill in the criteria and then the action. If you tap on "Email accounts" you can choose if the rule will apply to an individual account or all Favorite accounts. You can change the order of rule processing by changing the rule names. Rules are processed in alphabetical order.

You can also set a rule up for the email you are viewing by swiping left to right and tap on "New Rule". This will create new rule fields based on the viewed or selected email. If you select text in an email then you can also use that text as part of the new Email Rule search.

You can also choose to add the new email fields to an existing email rule or create a new one. For example, if you have an email rule that blocks address, you can add new email addresses to that rule list using the "New Rule" dialog.

[More...](#)

Tap to view a rule in the email rule list. The Actions section lists all of the actions to perform when the rule Search criteria matches an email. use the "+" button below the Actions section to choose new actions.

You can add Search criteria to the rule to define how a rule matches an email. Use the "+" button below the "Search" section add add searches.

When editing a rule, tap on the cog button to edit the rule settings, such as when the rule runs and what email accounts the rule uses.

"Match on any (or)" means that any of the search criteria that match will cause the rule to run. "Match on all (and)" will require all of the criteria in the Search section to match for the rule to run.

You can also tap on "and"/"or" between search criteria to switch the way that a rule uses the search criteria.

The cog button settings will also allow you to choose the email accounts and folders that the rule applies to. You can also choose when the rule runs, such as 'New emails', or daily or weekly.

You can also create more complex search criteria using "Nested Searches" ([View](#)). As an example, if you wanted a rule to match when the subject contains "Product" or "Service" and also require that the sender is either "Bill" or "Bob" then you can use "Nested searches".

Tap on the "+" button below the Search section and choose "Nested search".

You can use the search button in the top of the screen to find searches in an email rule when there are a large number. You can also sort the search fields in the action menu.

## ► Create new rules. Block sender domains.

You can create a new rule for the email you are viewing by swiping left to right and tap on 'New Rule'. This will create new rule fields based on the viewed or selected email. If you select text in an email then you can also use that text as part of the new email rule search.

The new rule dialog will show various field options for the email. You can turn on field like 'From', 'Subject' or 'To'. If you have selected text in the email first then you can use the 'Message' field in the new email rule.

You can change the search match criteria for each field. You can choose to match with 'contains', 'equals', 'ends with' or other options.

For example if you wanted the rule to match all emails from an email domain or company, you could choose the following field.

From - Ends with - @example.com

Edit the From address in the new rule dialog to remove the email user address text at the start. Then all emails that are sent from @example.com will match the new rule.

Tap on 'New Rule' to create the new rule. Then you can add a new action to delete the email in the email rule actions section.

[More...](#)

### ► Copying Search Criteria - duplicate searches

You can copy search criteria and use it in another search or rule. Once you have created a search, use the action menu in the top right and select "Copy search fields".

Create a new search or rule and then choose "Paste search fields" from the action menu. This will paste the fields that you copied.

If you already have some fields in the new search, the pasted fields will be appended. If the join type (or/and) is different from the new search join type, then a nested search will be created instead of appending the search fields.

You can also paste search fields into a nested search.

If you are happy with more complex features, choose "Copy all search field names" and then build your own search in a text editor. Then copy and paste the new search in a search or rule. This method does require that you follow the copy search format exactly or you will get a warning message.

If you want to try this for yourself, copy the text below and then tap on the action menu in the top of a search/rule screen, then choose "Paste search fields"

```
or (  
  Subject Contains Product  
  Subject Contains Service  
)
```

### ► Using rules to change the email subject

You add a rule action to change an email subject with the 'Insert subject text' rule action.

The subject rule action will insert text before and/or after the email subject or replace it completely with your own text. When you add the 'Insert subject text' action, you can type your own text into the text field. If you want to include the current subject text into the new subject, include this text token:

```
<Subject>
```

eg. If you receive an email with the subject "New product" and want to insert "Great " before the subject, then you can type this text in the action:

```
Great <Subject>
```

This will change the subject to "Great New product"

### ► Using rules to show notifications

You add a rule action to show a notification for a selected email.

The rule notification action will insert text before and/or after the email subject or replace it completely with your own text. When you add the notify action, you can type your own text into the text field. If you want to include the current subject text into the new subject, include this text token:

```
<Subject>
```

eg. If you receive an email with the subject "New product" and want to insert "Great " before the subject, then you can type this text in the action:

```
Great <Subject>
```

This will show a notification with the text "Great New product"

## ► What if my rules don't work? How to test rules

If you have created rules and they are not working for you, then you can check how the rule is setup.

After checking all fields and settings with the suggestion below, run the "Test" button to see which emails will match the rule. This will not process the rule, but just show the results.

You can also tap on "Run now" to run the rule. Note: emails that have already matched a rule will not be processed a second time. So if you add more actions, the new actions won't be applied. You will need to create a new rule. You can copy the search criteria from the action menu to paste into a new rule.

To see what rules are processed when you receive emails, open the left side panel - Smart Folders - History. There you can see when the emails are received and what rules are processed for each new email.

You can also select the "History" action in the action menu to show the history of this rule.

### Checking rule settings:

Open the rules screen and tap on the rule to edit it [View](#)

In the top of the rule edit screen, check which email accounts and folders the rule uses. Tap on the cog button to choose accounts and folders, or choose 'Favorites' for all of your favorite accounts. Also check when the rule runs. Usually you want to choose 'New emails' for the 'When to run' option, to process emails when you receive them. You can also choose to run the rule daily or weekly.

In the rule settings, also check that the rule is marked active.

Check that any other rules do not have the "Run other rules after matching" set in the rule settings. Rules that match and have this setting turned on will not run other rules.

Next, check the actions. If you have an action to move to an email folder, check that the folder exists by selecting it again.

In the Search section, make sure you use the correct 'and' or 'or' linking of the fields. using 'and' will require that ALL fields match before the rule is processed.

When comparing text in search fields, make sure you use the correct comparison. Using 'contains' is usually a better option than 'equals'. Equals requires an exact match with the text field you are comparing it to. Upper case/lower case does not matter in comparisons.

For date fields, make sure you are using the correct 'Before' and 'After' comparison. Before means the search field will match when the item date is older than the date you entered in the search field.

If you want to check multiple search fields, such as searching for when an email contains 'product' or 'service' then you need a search field for each word. Do not add multiple words in a single search field. eg. "Subject - Contains - product,service" will not work.

You need to create 2 fields,  
"Subject - Contains - product"  
OR  
"Subject - Contains - service"

If you want to mix 'and' and 'or' search field joins, then you can use a 'Nested search' for the opposite join type. eg, the main search uses 'and' and the nested search uses 'or'. [View](#)

## Email Signatures

### ► Using Email Signatures

AltaMail has many options for the email signatures that appear at the bottom of emails you send. You can set a default signature for all accounts, a different signature for each account or even choose a signature when you send an email.

Signatures can be edited with custom fonts, styles, colors and embedded images. Advanced users can even edit the signature formatting code directly.

## ► Selecting an Email Signature

You can choose edit the default app signature in the app settings ([View](#)) - Email section - "Default Email Signature". This will show the Email Signatures screen where you can select a signature. Tap on the "+" button to create and edit a new signature.

For each account, open the edit account settings ([View](#)) screen and then tap on the "Appearance" section. Then you can tap on "Email Signature" to select a signature for this account. Tap on the "None" signature to have no signature for the account and it will then use the app default signature.

When sending an email, if the app or account signature are not suitable, you can then use the action menu button in the top of the send email screen (tap on "..." if it is not visible). Choose "Email Signature" from the action menu and then you can choose a signature to use for this email.

When sending an email, if the app or account signature are not suitable, you can then use the action menu button in the top of the send email screen (tap on "..." if it is not visible). Choose "Email Signature" from the action menu and then you can choose a signature to use for this email.

You can add multiple email address aliases to each email account [View](#). Each alias can have its own signature that you can select.

## ► Edit an Email Signature

In the choose email signature ([View](#)) screen, you can tap on the Edit button at the top of the screen to edit signatures. Now tapping on a signature will open the edit screen instead of selecting it.

You can use the "+" button to create a new signature and edit it.

Signatures can be edit much like emails. Select text and then you can choose several formatting options in the text popup menu. Tap on "More" to see all of the advanced features, such as color, font, size, inserting images and adding web addresses behind text. Tap on the right arrow in the menu popup if "More" is not visible.

The action menu in the top right will allow to change to the default AltaMail signature and will also revert to the original signature and remove any changes.

Advanced users can choose "Show source" to edit the HTML formatting behind the signature. When this editing is complete, select "Preview" from the action menu to view the changes.

## Settings

### ► Editing button menu lists

You can edit the buttons that appear in different locations inside AltaMail, such as the side menu panel, the popup panels menu ([View](#)) or swipe settings ([View](#)). Open each settings ([View](#)) screen and you will see a list of buttons.

Tap twice on the trash can icon beside the button to remove it.

Tap and hold on the 3 lined button on the right to drag and rearrange the list order.

Tap on "Add" at the top of screen to choose some more buttons. Tap to select the new buttons and then go back to the first settings screen and the new buttons will be added at the bottom.

When you are adding new buttons, you can tap on the settings cog button beside each group name to edit the group list. eg. add new folder filters ([View](#)). You can also use the "Choose" button beside the email folder group name to choose any email folder you want.

If the "Default" button is visible, tapping this will change all the buttons to the default list.

### ▶ Edit choices in the left side menu or popup panels menu

You can add or remove buttons in the left side menu. Tap on the 3 lined button in the top left of the screen to open the left side menu. Then scroll down and tap to open the Settings. Tap on 'Side Menu' and then you can edit the side menu buttons. ([View](#))

You can add folders, accounts, searches, folder filters, calendar, a browser and much more.

You can also create folder filters to include different accounts and folders and add them to the left side panel. ([View](#))

The main popup panel menu is opened with the button in the bottom right of the screen with the four squares. Tap to see the available panels and choose one. You can change the panels menu with the 'Edit' button in the top right of the panels screen. You can also edit the panels in the left side menu - settings - 'Panels'. You use the same edit list screen as the side manu. ([View](#))

### ▶ Locking the AltaMail screen. Protecting your app data.

You can choose to lock access to AltaMail and its data using a setting. Open the app settings ([View](#)) - Application section, near the bottom. Tap on 'Application Password' and then you can choose when to lock the app screen. You can enter your own password or a pin code. Note: if you forget your password/pin then you will need to reinstall the app.

You can also choose to use the touch id fingerprint unlock option if your iPhone/iPad supports it.

### ▶ Switch to viewing in Dark Mode

You can switch AltaMail to Dark Mode for viewing emails with less glare at night.

Dark Mode in AltaMail will work on previous iOS versions, not just iOS 13. You can choose Dark Mode inside AltaMail by opening the App Settings and then open the "Email Appearance" section ([View](#)).

Tap on the Dark Mode heading to view the options screen. You can choose to use the Default option which will use your device settings.

You can also choose Light Mode or Dark Mode which will override your device settings just for AltaMail

You can also tap on the Schedule option to choose the times and days when you want to switch to Dark Mode. AltaMail will then automatically switch to Dark Mode with the schedule. This is separate from the iOS 13 schedule.

When you are viewing an email in Dark Mode, you can change the email content to Light Mode in the email action menu. (Button with arrow and square). This will change the viewing mode for the current email and remember the Light Mode setting for next time.

If you switch to Dark Mode the Email Appearance settings will be different. When you edit settings while using Dark Mode those settings are only used for Dark Mode. Switching to Light Mode will use a different set of Email Appearance settings.

[Email Appearance](#)

## ► Import settings and email accounts from AltaMail Classic or AltaMail Go

Upgrade to AltaMail. You can import all of your content (settings, emails and files) from AltaMail Classic or AltaMail Go. When you open AltaMail for the first time, you will see a new account screen. If you have AltaMail Classic or AltaMail Go installed on the same device, you should see "Restore from" options at the top of the new account screen. Tap on the "Restore from..." button to import the settings.

The 'Full import' option will import all settings and email content if you have the available storage space on your device to save the import file.

If you have problems with space, then the 'Quick Import' option will import all settings except for the message content of emails. The email summary will be imported, but not the content (message/attachments). Email content will then be downloaded from your email server when you view a folder.

You can also import your settings manually. Open the AltaMail Classic (or Go) app, open the app settings and scroll down to the bottom to the Application section - Backup/Restore. Do a backup of the old app and save the file in iCloud or other location. You can save the backup file to your Mac or PC with the free WePrint ([View](#))

Open AltaMail and open the same Backup/Restore screen. Tap on the Restore option and choose the location of your backup file.

If you have get errors with storage space on your device, you can reduce the backup file size in the backup screen when you do a backup. Tap on Settings then turn off "Include email content" so emails will be downloaded again in AltaMail.

You may also want to do the restore in two stages if you get cloud server import errors. First open the "Files" screen in the left side panel. Then tap on the "+" button to import the backup file from iCloud or another location. This will store the file locally for easier access. Then you can open the app settings and view the Application section. Open the Backup/Restore screen and restore from the the saved backup file in the local Files screen.

Later after the first install, you can also show the new account screen to import settings in the left side menu - and tap on the "+" button beside the Accounts button. Note. using the "Restore from..." option will clear all settings from AltaMail and replace them with the imported app settings.

If you have enabled "Synchronize settings" in AltaMail Classic or AltaMail Go then you may see a button "Email Accounts" in the top of the new account screen inside AltaMail. This will allow you to import just the account settings from the other app.

## ► Editing daily schedules

There are several areas in AltaMail that allow you to set schedules such as notification quiet times or account productivity settings.

When you open the schedule screen, you can enable days using the switch button on the right. By default days will be grouped into weekdays and weekend days. Tap on the "..." button beside the day names to split display all of the individual day names. Tapping on the "..." button again will close the day group and set all of the day schedules to match the top day in the group.

Tap on the start or end time to edit the times. When editing the time, tap outside of the time selector to select and close the selector.

In most schedules, you can add multiple times per day. Tap on the "+" button to the left of the Start time for the day you are editing. This will add a new time range for you to edit.

To disable the schedule completely, turn off the switches to the right of each day.

## ► Backup your app content data

You can back up all of your AltaMail data, including files, emails and other settings.

Open the app settings ([View](#)), scroll to the bottom and tap to open the 'Application' section. Tap to open the "Backup / Restore" screen.

You can do a quick backup using the 'Backup to File' or 'Backup to iCloud' options. It is best to save your backup file on a cloud server or somewhere else off of your device.

The most reliable method is to save the backup file to your Mac or PC using WePrint. [View](#). This avoids any possible network issues with cloud servers.

Note: Always check the size of the backup file after the backup is completed. The file should be greater than 1 MB if the cloud server has uploaded it correctly.

In the backup settings you can choose to encrypt the back with a password. You can also choose to reduce the size of your backup file by turning off the Include email content setting. Then your emails will be downloaded from your email server after the restore.

To restore your app settings from a backup file, tap on the 'Restore from iCloud' or 'Restore from File' to choose the backup file. All of the current app settings, files and emails will be replaced with the new backup file data.

If you see an error when restoring from a backup then the problem is most likely caused by moving the file to your device. Copy the backup file to your local Files screen inside AltaMail.

1. Open the "Files" screen inside AltaMail.
2. Tap on the "+" button and choose "Import".
3. Choose the file to import from iCloud or other cloud server. If there are problems importing from iCloud due to the file size, then you can use the File Providers server to import from iCloud.
4. Import the backup file to your local files screen inside AltaMail.
5. Open the backup/restore screen and then select the local backup file to restore your settings.

## ► Make AltaMail the default Mail App Client

You can set AltaMail as the default email app for your device when you are using iOS 14 or later.

To switch to AltaMail:

1. Open the device Settings app and scroll down to AltaMail.
2. Tap on the app icon to view the settings. Then tap on 'Default Mail App'.
3. Choose AltaMail from the list of email apps.

Note: Safari will override this setting and use Apple Mail for email links. You will need to delete the Apple Mail app to allow Safari to open another email app.

## ► Using external keyboard key commands

If you are using an external keyboard for your device, you can use the built in following key commands inside AltaMail:

**esc** Cancel a popup dialog or go back to the previous screen

**enter** Same as the OK button on a popup dialog

⌘ **n** New email

⌘ ← Display the previous email (when viewing an email)

⌘ → Display the next email

⌘ **backspace** Delete an email

⌘ **f** Show the search field

⌘ **u** Undo the last action when the undo bar is showing

⌘ **r** Reply to an email

⌘ **shift r** Forward an email

⌘ **enter** Send an email

⌘ **p** Print

⌘ **a** Select All emails in a list

⌘ **s** Save an email as a file

## ► Load Remote Images

You can turn off remote images in emails in the app settings - Privacy section. [View](#)

Some emails contain images that are loaded from a remote web server. This can make emails smaller but the network is used to display the images.

Remote images can also be used to track when a recipient reads an email that is sent. This can be used for read receipts.

[View](#)

Turning off remote images will display the email without the images. Then you can tap on the 'Show' button in the top of the email to show the images after opening it.

You can see a list of remote images for an email in the email details screen

## Contacts

### ► Contact access

If you are getting a message in AltaMail about contact access, then you need to check your device access settings.

Open the Apple iPad/iPhone "Settings" app > Privacy > Contacts > AltaMail. Check that AltaMail is set to "on".

Also open the Settings app -> General -> Restrictions -> Contacts (near bottom). Check that AltaMail is set to "on".

Also tap into the Settings app > Scroll near the bottom and click on our AltaMail. Turn on "Contacts".

### ► Editing Contact details

To edit contact details follow the steps below

1. Tap on "Contacts" in the side panel
2. Choose a contact group, and either use the search or scroll to find your contact
3. Tap on the contact to view the summary and then tap on "View contact" at the bottom of the summary screen.
4. Tap on Edit in the top right to edit the contact details.

*Note: The first time you run AltaMail you will have been asked if AltaMail could access your contacts. If you tapped "No" you will not be able to see your contacts in this section. To fix this go to the device settings app, scroll down to AltaMail and then turn on contact access*



### ▶ View all emails for a contact, sender or email to/from address

Tap on an email sender or to/cc address to see the contact summary screen. From there you have several options for creating new emails, or tap on the "Emails" button to see all emails for that contact. Tapping on emails will show all emails from the contact sender.

You can also view the contact summary from the Contacts screen by tapping on a contact

### ▶ Create a new contact from an email address

You can add contacts from addresses in emails you send and receive. Tap on the email address to view the contact summary screen. You will then see the options to create a "New Contact" or "Merge with contact". "Merge with contact" will add the email address to an existing contact that you select.

### ▶ Edit Contact Groups and add or delete Contacts

AltaMail has 2 ways of creating your own contact groups. When viewing the contact screen, tap on the group button in the top of the screen. Tap on the wrench button in the top of the group screen to show the action menu button where you can choose what type of new group to create.

The "New Device Contact Group" will create a group that is available to your Apple Contacts app, as well as other apps that use contacts.

The "New AltaMail Contact Group" will create a group that is only visible inside AltaMail.

To delete a contact group, tap on the group button which selects groups and then tap on the wrench button in the top right. Then you can select groups with the checkbox and use the action menu to rename or delete groups.

You can create a new contact in the "All Contacts" group by tapping on the "+" button. You can then enter the name and a new contact will be created. Tap on the new contact to add other details, such as phone and email.

For other contact groups, use the "+" button in the top of the screen for adding contacts from other groups. These contacts will still exist in other groups too so changes to these contacts will change the details in all group locations.

To delete a contact from the "All Contacts" group, or remove a contact from other groups, tap on the checkbox beside the contact and choose "Delete" in the action menu.

### ▶ Deleting email address suggestions which are not contacts

When you create a new email and start typing in an address field email address suggestions will appear. The suggestions are from both your contact list and also "Known Senders".

When you send an email, the recipient address is added to the "Known senders" list which is also checked as part of the spam rule checking. ([View](#))

You can delete "Known Senders" email addresses in the app settings ([View](#)) - Email Management - Known Senders.

### ▶ Printing Contacts/Address labels

Tap on the 3 lined button in the top left of the screen inside AltaMail to open the side menu. Then tap on 'Contacts' to show the contacts screen.

Contacts can be selected from your contact list using the checkbox on the left of the contact name. Use the ✓ tick button at the top of the screen to select all Contacts. Once you have selected your contacts, tap on the Print button.

You can view contacts in each of your contact groups group with the group button in the top tool bar.

After you tap on the print button, tap on "Printer Options" and then tap on "Contact layout" to choose a different print layout.

You can use the search button to enter some text in the search field to filter the list of contacts you want to see.

See the section about contact access if you do not see your contacts. [View](#)

### ► Choose a notification sound for a contact

You can choose your own notification sound for each contact.

Tap on a contact in an email or in the contacts screen.

In the contact summary screen, tap on 'Notification sound' and then you can choose a sound to play for that contact.

You can also choose to not play a sound by choosing 'None'. Choose 'Default' to go back to using the app default notification sound. [View](#)

## Templates, mail shots and group emails

### ► Create and send a Mail Merge/Mailshot

With AltaMail you can build ([View](#)) mail merge/mailshot templates and then send a multiple personalised emails ([View](#)). You can also send an email template to a contact or reply to an email with a template.

### ► Create and edit email templates

To create an email template:

1. Open the "Templates" screen in the left side panel. You can also use the settings (cog) button to edit templates when choosing the template option from the action menu
2. Tap on the new email button at the top right of the templates screen
3. Add a subject to your email (this subject will be the same for all recipients)
4. Tap on the body of your email (below "Attachments") to add a message.
5. You can add merge fields such as the contact name, address or other details. Tap and hold in the message area and you will see the "More" - "Merge Fields" option. Tap on "Merge Fields" and select the field you wish to add.
6. Type the rest of your email as you wish it to appear

### ► Create and send a Mail Merge/Mailshot

Send a multiple personalised emails with an email template

1. Open the "Contacts" screen and choose a contact group with the group button at the top of the screen. You can also create your own contact group ([View](#)) too.
2. Tap to check one or more contacts. You can use the check all button ✓ to select all contacts
3. Tap on the action button and choose "Email with template"
4. Select the template you wish to use by tapping on it. This will create a new individualised email for every contact and use the contact name and other values if you have included them in the template. Each email will only show the email address of one contact. You can then choose to send the new emails now, or at a later time.

## ▶ Reply with Email Template

With AltaMail you can create a template ([View](#)) with merge fields so you can quickly send a personalised response. This process can also be automated with rules. Tap here ([View](#)) to see how create a rule to auto reply with a template.

Follow the steps below to see how to reply with a template

### Reply with a template

1. Create a new template if required using the steps here ([View](#))
2. Check to select an email, or open it
3. Choose "Reply with template" from the action menu button in the top right of the screen
4. Choose an existing email template or tap on the cog button in the top of the templates list screen to edit your templates
5. Once the template is selected, you can send the new email like a normal email

You can also tap on an email address in an email or on a contact to view the contact summary screen. Then you can tap on "Email with template" to choose and send a template to the chosen contact address.

## Searching

### ▶ Email Search Overview

The search features in AltaMail are easy to use, but also allow a very powerful range of search options if needed.

For a simple search, tap on the magnifying glass button in the top of the Inbox. Type some text in the search field and the text will be matched with all details of an email, eg "From", "Subject" etc.

Your previous searches will be displayed in a list. You can delete previous searches by swiping left over the search text.

For an advanced search, tap on the "More/..." button on the left of the search field to open the advanced search screen. You can also edit advanced searches in the left side panel - Smart Folders - Email Searches, and tap on the cog button.

In the advanced search screen, you can add multiple search fields with the "+" button below the Search section. Choose the search field and then you can enter text for the search, or change the Yes/No value button if that applies.

When adding multiple fields, you can require that all fields match (and) or any fields match (or) by tapping on the and/or button between fields.

Tap on "Search" to start a search in a new screen. If your email account supports it, you can use "Search Server" which will send the search to your email server. This email server search option may take some time and has less field options than an AltaMail search.

The "Global Search" will search all accounts and folders. This may cause a delay as all folders will need to be loaded and will use quite a bit of memory. Also, if you refresh the global search screen you could potentially refresh every folder and email account if you confirm the refresh.

You can save a search for use later using the action menu button in the top right. Using the action menu, you can also choose a saved search or copy the search and paste it into another saved search screen.

You can use Nested Searches ([View](#)) for more complex searches with mixed fields of "and" and "or".

## ► Nested Search Criteria - for more complex searches

You can create more complex search criteria using "Nested Searches". As an example, if you wanted a rule to match when the subject contains "Product" or "Service" and also require that the sender is either "Bill" or "Bob" then you can use nested searches.

eg. (Subject contains "Product" or "Service") and (From contains "Bill" or "Bob")

Tap on the "+" button below the Search section to add a search. Choose "Nested search" from the top of search choice screen. This will open a new screen with the new nested search. In this example, tap on the Search "+" button to add "Subject" - "Contains". In the text field, type Product (no quote " characters)

Repeat the same steps to add another search field for "Service". Check that the comparison is "or" between the fields. Tap on "and" to change to "or".

Go back to the previous screen. Tap on the Search "+" button and choose "Nested Search" again. In the new nested search screen, tap on the Search "+" button and choose "From" - "Contains". In the text field, type Bill (no quote " characters) Repeat the same steps to add another search field for "Bob". Check that the comparison is "or" between the fields.

Go back to the previous screen and you will now see the nested searches in the Search section. Check that the comparison is "and" between the nested search. Tap on "or" to change to "and".

If you want to try this example yourself, copy the text below and then tap on the action menu in the top of a search/rule screen, then choose "Paste filter fields"

```
and (  
  or (  
    Subject Contains Product  
    Subject Contains Service  
  )  
  or (  
    From Contains Bill  
    From Contains Bob  
  )  
)
```

## Notifications

### ► Email Notifications

You can edit your email notification settings in the app settings ([View](#)) - 'Email Management' section - 'Email Notification Settings'.

The edit notification screen has many options described in other sections.

You can choose the 'Notification swipe actions' which will show buttons when you receive a notification when not using AltaMail.

The App badge will display the number of unread emails in the selected email view. By default this is Favorites, but you can choose another panel such as 'Locations'.

To reset the badge counter each time you exit AltaMail, turn on "Clear on exit". This will then show only the new email count since you last viewed the email folder.

If you ever see that the app badge is not correct, make sure you have selected the right email panel view with the badge setting.

You can enable notifications for each account using the slider button beside the account name. Tap on the account name to see the account notification settings, such as sound, filters, schedule etc. You can also enable push notifications in the account notification view for faster notifications.

You can choose what content you want to display inside notifications. Tap on "Notification Content" to choose which email fields you want to display. eg. Subject, from, from address and email message.

### ► Make notifications smarter with clever filters and custom actions - Work-Life Balance #3

Controlling email notifications can often need something more than just a schedule. Some emails are more important than others and some emails are just not worth a notification at all. AltaMail has a smart notification filter that can easily filter out emails that don't really matter and skip the disruption.

You can also create your own notification filters that change the behaviour of notifications and sounds. For example, change the email sound based on who the email is from or a particular subject. Notification filters can also be used to override the "Do Not Disturb" schedule so you will still receive notifications for important people or topics after hours.



You can open the 'Email Notification Settings' screen by tapping on the button with 4 squares in the bottom right of the screen. Then tap on 'Email Notification Settings'

You can also open the app settings and view the 'Email Management' section. Then tap on 'Email Management'. ([Settings](#)) Scroll down and tap on 'Email Notification Settings'

If you want to set a filter for all accounts tap on the "Filters" button in the top section of the screen. Otherwise you can open an email account by tapping on it, and then tap on "Filters" under the account.

The quickest way to filter notifications is to turn on the 'Smart Notification Filter' in the filters screen. This will only show notifications for emails that are not newsletters and other email lists. You can tap on the cog button to edit the smart notification filter for more options.

In the smart notification screen, tap on "Any sender" to choose which email senders will show notifications. You can choose to receive notifications only for contacts. If you choose known senders then you will see notifications for contacts and anyone you have sent an email to before. Otherwise other senders will not show a notification.

You can choose which priority emails get notifications with the 'Any Priority' button. For example, you could disable notifications for low priority emails.

If for some reason, you do want to see notifications for mail lists and bulk/automatic emails, then you can turn those options on too. You can simply turn off the Smart Notification Filter in the previous screen to see notifications for all emails.

You can also create your own notification filters. These filters can either turn off notifications or enable notifications based on which actions you choose.

**Note:** It is important that you choose the correct option for the button at the bottom of the screen. There are two modes for notification filters:

- 1) Notifications are off. Filters can enable notifications. - This option will turn off notifications and you will need to add filters with the 'Notify' action. Otherwise you will receive no notifications at all.
- 2) Notifications are on. Filters can disable notifications. - This option will turn on notifications and you will need to add filters with the 'Disable notifications' action. Filters with the 'Notify' action will have no effect but you can use filters to change sounds.

Tap on the '+' button in the top of the screen create a new filter and type the filter name.

Then add the criteria you wish to use for the filter using the "+" button below the 'Search' section. Notification filters are edited much like searches. ([View](#))

To customise the notifications, tap on the '+' button in the 'Actions' section and choose the action you require. You can add multiple actions by tapping by "+" button again.

You can choose to enable notifications by choosing the 'Notify' action. You can override any 'Do Not Disturb' schedules you may have using the 'Ignore Do Not Disturb' action.

You can use the 'Play sound' and 'Disable sounds' actions to change the notification alert sound.

[All Work-Life Balance Topics](#)

## ▶ Do not disturb. Advanced notification and sound scheduling

Email notifications and sounds can cause constant interruptions. It is difficult to relax when your phone screen pops up some email alert that probably really doesn't matter that much.

You can set a schedule for receiving email notifications and also sounds for all email accounts, or for each account such as business and personal emails. This can avoid interruptions at times when you don't want notifications or sounds. You can override this schedule for important emails using the notification filters options. ([View](#))



1. Open the app settings, then open the "Email Management" section and then tap on "Email Notification Settings". ([Settings](#))
2. If you want to set a schedule for all accounts tap on the "Do not disturb" button in the top section of the screen.
3. Otherwise you can open an email account by tapping on it, and then tap on "Do not disturb" under the account.
4. Tap to toggle "Restrict notifications to schedule" or "Restrict sounds to schedule" on or off
5. You will now be able to set a schedule by for each day for when you wish the notifications/sounds to be on.
6. If you want to change specific days, tap on the "..." button beside the "Monday - Friday" or "Sunday, Saturday" titles. ([Editing schedules](#))

## ▶ Choosing notifications sounds

You can set up different sounds for your general notifications or customize sounds for each email account.

1. Open the app settings ([View](#)) - "Email Management" section and then tap on "Email Notification Settings"
2. Tap on "Email Sounds" in the top of the edit notification screen to set the default email notification sound using the "New email" sound selection.
3. Otherwise you can open an email account by tapping on it, and then tap on "Sound" under the account to choose a sound.
4. Tap on the sounds to hear a sample and also to select the sound

## ▶ Add your own Notification Sounds

You can add your own sounds that can be used for different notifications inside AltaMail.

Open the app settings ([View](#)) - "Email Management" section and then tap on "Email Notification Settings"

Tap on "Email Sounds" in the top of the edit notification screen to view the email sound settings

Tap on "Custom Sounds" in the bottom of the sound screen to add your own sounds.

Use the "+" button to choose sounds files from your local files in AltaMail, cloud servers, your Mac or PC (using [WePrint](#)) or other locations.

Tap on each sound file to create a notification and test that the sound is compatible with notifications. You should then see a notification and hear the sound. Check your iPhone/iPad volume and mute buttons.

Note: Sound files for notifications must meet the Apple format guidelines. Generally, this includes files of type aiff, wav, or caf file using the formats Linear PCM, MA4 (IMA/ADPCM), µLaw or aLaw. Sounds longer than 30 seconds will not play.

You can also use the microphone in the top of the custom sounds screen to record your own sounds.

## ▶ Suspend notifications for a time

If you have a meeting or you would like to suspend the notifications in AltaMail for a period of time, follow the steps below;

1. Open the app settings ([View](#)) - "Email Management" section and then tap on "Email Notification Settings"
2. Tap on the "Suspend notifications" in the top of the screen
3. Choose to disable notifications or just sounds and then choose a time

Note: If you have enabled Synchronize settings ([View](#)) then other devices will also have their notifications suspended, but it may take some time for iCloud to sync the changes.

## ► Read receipt notifications

You can choose to receive notifications when your emails are read by the recipient.

To turn on read receipts for all emails that you send, open the app settings ([View](#)) - Email management, and turn on "Read receipts".

If you want to turn read receipts on or off when sending an email, tap on the action menu (square with arrow button) in the top right of the screen and choose the read receipt menu item. You may need to tap on the "..." button in the top left of the send email screen to enable more advanced button options.

You can check emails in your sent folder, to see when you the reader opened your email. Read receipts are saved in sent emails. Tap on the spectacles icon on a sent email (if showing) to see when the recipients read your email.

You may not always get a read receipt notification when your email is read. If the email reader has turned off 'Load remote images' then you may not get a notification.

You may also see multiple copies of the same email in your sent folder when you send to multiple email addresses. This is normal. Each recipient will only receive one copy of the email you send.

The reason for multiple emails to have a different read receipt id for each recipient.

## ► Fixing notification problems, no notifications or sounds

For faster notifications, make sure you have turned on "Use push notifications (quicker)" inside each email account settings. For Exchange, turn on 'Use Exchange Notifications'. For Gmail, turn on 'Use Gmail Notifications'.

Choose "Quick Notifications" in the selector below the "Use push notifications (quicker)" button. This will reduce notification filters, spam checking and email rules to make notifications almost instant.

"Quick Notifications" does not apply to POP email accounts.

Note: Your email content is only accessed on your own device inside AltaMail. Other email apps will read your emails on their remote servers to create notifications.

If you are not receiving notifications or badges or sounds, check these details.

Check if there is a red alert button beside the "Quick Notifications" setting. Tap on the alert button to show any error message.

Do not force quit AltaMail. This will stop all notifications and will not actually save battery power.

Check that notifications are enabled in the Apple device 'Settings' app. Scroll down to the bottom where the apps are listed and tap on AltaMail.

Tap on 'Notifications' and check that alerts, badges and sounds are enabled.

Open the app settings ([View](#)) - Email management section - Email Notification Settings. Check that there are no warning messages at the top of the notification screen about access.

If you see some status icons in the top right of the notification screen, tap on them to see what the description is. These icons display when sounds or notifications are turned off, and why.

Tap on Email Sounds to make sure you have a default sound selected. If you are using your own sound file, it may not be in the correct format for iOS notifications. [View](#)

Tap on the notification filters button and check if you have created any filters that would disable notifications or sounds.

Check that you notification schedule is correct for what you want. Tap on 'Email notification schedule'. The notification schedule will turn off sounds at night unless you make changes.

Check that your accounts have notifications turned on beside each email account name. Tap on the account name to open the account and also check the schedule, filters and sound for each account.

Once you have checked out those settings, follow these steps below:

- 1) Close AltaMail to the device home screen. Do not force quit.
- 2) Send yourself an email from another app.
- 3) Wait 5 minutes to check if you receive the email notification

If you still have problems then contact our [Contact us](#)



## ► Getting started printing

For a start, you can print the "Quick start" file inside AltaMail.

AltaMail will print directly to most printer models without extra software, but we recommend you install the free WePrint printer sharing software if you have any problems connecting to your printer, or if your printer has a USB connection. Install WePrint on your Mac or PC from here. <http://esz.us/wp>

1. Tap on the 3 lined button at the top left of the screen to open the left side panel and tap on "Files"
2. Tap on the "Quick start" file to view it.
3. Tap on the Print button in the top right of the screen to open the Print window.
4. If you are not taken to the choose "Printers" screen automatically, tap on the "Choose" button
5. Your network will be searched for available printers. Tap to select your printer
6. If you did not select the green WePrint printer, you can use the "Setup" screen to choose the best printer option for your printer. Tap on "Test" beside each option to test it. Tap on "More" to select more options. This option supports most printers. eg. most Epson, Canon, Brother, HP, Lexmark, Dell, Samsung, Kodak etc.  
If your printer prints a lot of blank pages, pull the paper tray out and restart your printer.
7. For some printer models, the setup test may not be compatible. You can still print though. Install WePrint on your Mac or PC from here <http://esz.us/wp>
8. If you have installed WePrint, then AltaMail should find WePrint automatically and display your printers on the choose "Printers" screen. If this is not the case then tap the + in the top right and enter your WePrint server address manually. If it still does not find WePrint then open the connection troubleshooter ([View](#))
9. After selecting your printer, tap on "Print" in the Print screen to print.

You can tap on the "Printer Options" button in the Print screen to change settings such as page size, margins, etc.

If you get a blank page or have any issues tap here ([View](#)) to go to the troubleshooting section.

## ► Printer setup

For a start, you can print the "Quick start" file inside AltaMail.

AltaMail will print directly to most printer models without extra software, but we recommend you install the free WePrint printer sharing software if you have any problems connecting to your printer, or if your printer has a USB connection. Install WePrint on your Mac or PC from here <http://esz.us/wp>

1. After installing [WePrint](#) on your Mac or PC, open the Print window ([View](#)) inside AltaMail.
2. If you are not taken to the choose "Printers" screen automatically, tap on the "Choose" button
3. Your network will be searched to find WePrint on your Mac or PC. Make sure your Mac/PC and your iPhone/iPad are using the same WiFi network. For 3G/4G or a different WiFi, you can use remote printing ([View](#))
4. Tap to select your printer name with the green WePrint icon
5. If you do not see WePrint printers, then tap the + in the top right and enter your WePrint server address manually. If it still does not find WePrint then see our connection troubleshooter ([View](#))
6. After selecting your printer, tap on the "Print" button in the Print screen to print.

You can tap on the "Printer Options" button in the Print screen to change settings such as page size, margins, etc.

If you get a blank page or have any issues, tap here to go to the troubleshooting section ([View](#)).

## ► Choosing a printer driver

For a start, you can print the "Quick start" file inside AltaMail.

AltaMail will print directly to most printer models without extra software, but we recommend you install the free WePrint printer sharing software if you have any problems connecting to your printer, or if your printer has a USB connection. Install WePrint on your Mac or PC from here <http://esz.us/wp>

1. Open the Print window ([View](#)) inside AltaMail.
2. If you are not taken to the choose "Printers" screen automatically, tap on the "Choose" button
3. Your network will be searched for available printers. Tap to select your printer
4. If you did not select the green WePrint printer, you can use the "Setup" screen to choose the best printer option for your printer.
5. Tap on "Test" beside each option to test it. Tap on "More" to select more options eg. Canon, Epson, HP, Brother. If your printer prints a lot of blank pages, pull the paper tray out and restart your printer.
6. For some printer models, the setup test may not be compatible. You can still print though. Install WePrint on your Mac or PC from here <http://esz.us/wp>
7. After selecting your printer, tap on "Print" in the Print screen to print.

If you get a blank page or have any issues please tap here ([View](#)) to go to the troubleshooting section.

## ► How to automatically print emails

You can print new emails automatically using an Email Rule. Perhaps you want to print customer orders for take outs or automatically print emails for people who need assistance.

First you need to set up your printer for printing. ([setup](#))

Then you can create a new Email Rule using this help section. [Email Rules](#)

In the new Email Rule, tap on the '+' button under the actions section.

Choose 'Print' from the actions list. You can also choose 'Print with attachments' to print the whole email with the attached files.

This Email Rule will now print all new emails when they are received. You will need to leave AltaMail open to process the emails. Also make sure you select the correct email accounts in the rule settings screen.

You can also choose to only print some emails by adding filter fields to the 'Search' section of the Email Rule. For example you could only print emails with 'order' in the subject.

## ► Which printers can I print to?

You can print directly to most printer models over WiFi without extra software.

AirPrint is not required to be able to print. You can print from your iPhone/iPad to ALL printers using the free WePrint printer sharing software which is installed on your Mac or PC from here:

<http://esz.us/wp>

If your printer has a USB or other connection type, you can also use WePrint to share the printer with your iPhone/iPad.

## ► Change layout and printer options

In the Print screen ([View](#)), you can tap on "Printer Options" to edit several layout features. You can change the page range, margins, grayscale (black and white), orientation (landscape, portrait, rotate), paper size (A4, A3, US Letter, US Legal, Custom), duplex, paper tray and more. For the largest range of options, install and select a WePrint server printer ([View](#)). If the printed size is wrong, you can change the margins to "0". You can also use a negative number to expand the printed size to print the full page, eg -1.0,-1.0,-1.0,-1.0

You can choose a different paper size. You can also create your own custom paper size for your printer, eg A3, Tabloid, labels, paper roll etc.

## ► Printing remotely using 3G/4G instead of WiFi

If you want to print remotely to your office or home printers, you can use the "Print via Mobile Data" option using WePrint.

#### Quick Start Guide

1. Download and install the free WePrint on your Mac or PC from here: <http://esz.us/wp>
2. **We strongly recommend you set up a new email account in the WePrint settings. WePrint creates printer emails that sit in the inbox. If you use an existing account it may get cluttered with these emails.**  
Create a new email account.
3. Add the new email username and password to the "Print via Mobile Data" tab in the Settings of WePrint. Choose your email account type in the menu.
4. On your iPad/iPhone, tap on the Print button inside AltaMail
5. Tap on "Choose" and then tap on the green "Printing over Mobile Data" button
6. Enter your new email address and password. Choose your email account type in the menu and then tap on "Connect".  
You should now see your list of WePrinters in the choose printer screen.

Generally, when you are in your local WiFi network AltaMail will automatically find your WePrint server in your network and allow you to print straight away. If you are not in the same network as the WePrint server, or you want to print via 3G/4G you can use the "Print via Proxy" option in the WePrint settings.

Do not confuse the "Print via Mobile Data" function with printing from an email account, we are simply using this email account as a transport method. If AltaMail supports email, you can set up your email accounts to print in "Email" section of the app on your iPhone/iPad

#### Full Instructions

1. Download and install the free WePrint on your Mac or PC from here: <http://esz.us/wp>
2. Create a new email account. eg.

Outlook/Hotmail:

New Account - <https://login.live.com>

**Note:** For Mac OS X only

AOL:

New Account - <https://login.aol.com>

**Note:** You must turn on "Allow apps that use less secure sign in" in this settings web page  
<https://login.aol.com/account/security>

Yahoo:

New Account - <https://login.yahoo.com>

**Note:** You must turn on "Allow apps that use less secure sign-in" in this settings web page  
<https://login.yahoo.com/account/security>

Gmail:

New Account - <https://accounts.google.com>

**Note:** You must turn on "Less secure app access" in this settings web page <https://myaccount.google.com/security>

3. Go to WePrint on your computer and click the "Settings" button. Then click on the "Print via Mobile Data" tab
4. Turn on the "Remote Printing via an Email/WebDAV server" option
5. Enter the email address of the new email account and the password. Choose your email account type in the menu.  
Click on the "Test" button"
6. A green check mark should appear after the test
7. Open AltaMail on your iPad/iPhone, go ahead and print something like a web page/calendar
8. When you see the "Print" screen, tap on the "Choose" if the choose printer has not already appeared
9. Tap on the green "Printing over Mobile Data" button
10. Choose your email account type in the menu. Enter your new email address and password and then tap on "Connect".  
You will also need to login to the gmail login web page again.
11. You should now see your list of the green WePrint printers in the choose printer screen.
12. Select a printer and then tap on Print

If you have an office network with a firewall that blocks email server access, you could use iDisk or another WebDAV server. During step 5. select the type drop down in the WePrint settings to select iDisk or WebDAV.

When printing, make sure the "Server" field on the Print screen displays the server name starting with "Proxy:". WePrint doesn't need to be running to print via proxy, and it is generally not restricted by firewalls. WePrint can be started later to collect the printed documents, so is great when traveling.

WePrint does need to be running at some stage to collect the print jobs and print them.

If you have any issues with the set up then please see our Print via Mobile Data troubleshooting section ([View](#))

## ► Problems printing remotely with Print via Mobile Data

Do you have "Proxy:" showing in the server field of the Print screen on the iPhone? If not, use the "Choose" button beside the Printer field to select or add a WePrint server.

1. If you are having problems using "Print via Proxy" the first thing you should do is **create a new email account** purely for "Print via Mobile Data". **New accounts**  
This is to avoid other apps deleting emails from this account. It doesn't mean that you can't print emails from other email accounts.
2. For these account types, check the security settings:  
  
AOL:  
You must turn on "Allow apps that use less secure sign in" in this settings web page <https://login.aol.com/account/security>  
  
Yahoo:  
You must turn on "Allow apps that use less secure sign-in" in this settings web page <https://login.yahoo.com/account/security>  
  
Gmail:  
You must turn on "Less secure app access" in this settings web page <https://myaccount.google.com/security>
3. Quit WePrint. Open your email inbox in a web browser and delete all WePrint subject emails in the email inbox. Start WePrint again.
4. Go to the the "Print via Mobile Data" option in the WePrint settings. Turn on "Remote printing via and Email/WebDAV server". Make sure the email address and password is ok. Choose the email account type. Click the "Test" button and then the "Save" button.
5. Go to your email inbox in a web browser and make sure there is a new WePrint email there. It should contain a single attachment. If not, check your settings in WePrint.
6. Once that is set up go to the iPhone/iPad and when you get the Print screen, press the "Choose" button.
7. Swipe left over any WePrint printers with "Proxy" under the name and delete them".
8. Then tap on the "Printing over Mobile Data" button
9. Enter your new email address and password and then tap on "Connect". Choose your email account type in the menu.
10. You should now see your list of the green WePrint printers in the choose printer screen with "Proxy" under the name.

There will be a slight delay as WePrint waits to check the email account. To print instantly, open the "Print via Mobile Data" tab in WePrint and click the "Check now" button.

Do not set up your Print via Mobile Data email account in the email accounts screen of AltaMail. It is only used for printing and so only needs to be added in the "Print via Mobile Data" screen.

## ▶ Printing using Google Cloud Print

Please note, Google Cloud Print is retired at the end of 2020. The replacement for remote printing is the Print via Mobile data solution. [View](#)

Before you can use Google Cloud Printing (GCP) on your iPad or iPhone, you will need to set up Google Cloud Printing. [Here](#)

If you have any issues installing Google Cloud Printing, please contact Google.

Once you have installed Google Cloud Print and have printed a test page, then you can set it up in AltaMail

1. When you get the the Print screen in AltaMail on the iPad/iPhone, tap on the "Choose" button.
2. Tap on the "Google Cloud Printing" icon in the "Choose Printers" screen.
3. Enter your Google Cloud Printer gmail address and tap on "Connect"
4. You should then see the Google Login web page where you will need to login to enable printing
5. If Google Cloud Printing has been set up correctly and the username is correct, you should be taken back to the Printers screen where you can select your Google Cloud Printing printer and print.

If you use Chrome on your Mac or PC to enable Google Cloud Print then make sure Chrome is running on the computer that is connected to the printer.

If the printer does not print then check your Google Cloud Print print job queue here. Check the status of the print job and see if there are any errors.

<https://www.google.com/cloudprint/#jobs>

Also check out this Google Cloud Print page for help:

<https://support.google.com/cloudprint/answer/2541927?hl=en>

## ▶ Printing from a Mac to an iPhone/iPad

Once you install [WePrint](#) on your Mac, you can print almost any document to send to your iPhone/iPad as a PDF file.

1. After installing and running [WePrint](#) on your Mac, open a document/web page in an application and open the Print window.
2. In the Printer dropdown menu, select "Add Printer..." and then choose the "Send to Device @" printer displayed in the Add printer screen. This is the printer created by WePrint.
3. After selecting the "Send to Device" printer, click on the "Print" button to send the document to WePrint as a PDF.
4. The WePrint window should now appear with the printed document selected in the "Transfer" tab. All you need to do now is selected the iPhone or iPad that is running AltaMail and then click on the "Send selected Clips" button in the WePrint window.

AltaMail will need to be running and open on your iPhone/iPad which will need to be in the same WiFi network as your Mac running WePrint. If your device doesn't appear in the WePrint transfer list then check the AltaMail settings - "Clipboard" section. Make sure "WiFi clipboard transfer is turned on and perhaps close and open AltaMail again.

## ▶ Printing Contacts/Address labels

Tap on the 3 lined button in the top left of the screen inside AltaMail to open the side menu. Then tap on 'Contacts' to show the contacts screen.

Contacts can be selected from your contact list using the checkbox on the left of the contact name. Use the ✓ tick button at the top of the screen to select all Contacts. Once you have selected your contacts, tap on the Print button.

You can view contacts in each of your contact groups group with the group button in the top tool bar.

After you tap on the print button, tap on "Printer Options" and then tap on "Contact layout" to choose a different print layout.

You can use the search button to enter some text in the search field to filter the list of contacts you want to see.

See the section about contact access if you do not see your contacts. [View](#)

## ▶ Printing your Calendar

You can use the calendar screen inside AltaMail to print your existing iPad or iPhone calendars.

View either by List/Day/Week/Month

Tap the Print button

You can choose several layout and date range options by tapping on the "Printer Options" button on the Print screen. eg. Print multiple months at a time, or several days/weeks

You can also choose to print the month screen as a single page, or multiple pages to not truncate event descriptions.

There are several printer options for printing maps when printing a single event, as well as driving directions.

Other printing options include print location, notes, duration, event color, ignore 'all day' events and more.

Use the printing help topic to set up your printer. ([View](#))

## ▶ Printing with a DYMO printer

You can print to your DYMO printer by installing WePrint ([View](#)) on your Mac or PC from here <http://esz.us/wp>  
WePrint is a free printer sharing server. The iPhone/iPad does not provide an option to connect to a printer via USB.  
In the Print screen in AltaMail, select your WePrint DYMO LabelWriter by tapping on the "Choose" ([View](#)) button.  
Make sure you have selected the green WePrint printer icon with your DYMO printer name.

You can print address/shipping labels to your DYMO printer by tapping on "Contacts" in AltaMail, select one or more contacts and tap on the Print button.

When you see the Print screen, tap on "Printer Options" to open the "Paper size". Tap on the "+" button in the top right to add your own custom label size.

You can also select either the work or home address option.

If you have the LabelWriter Twin you can select the right or left roll in the "Paper Tray" in the "Printer Options" screen.

You can also create a text file or note in the "Files" section of AltaMail and type your recipients details, then print it out.

## ▶ Mobile Printing with no network available

You can use your iPhone/iPad to print to a printer when you have no Wifi network available. An example of this would be if you are in a truck or if you are visiting hotel.

Follow the steps below to enable mobile printing.

1. Enable the "Personal Hotspot" in the device Settings app
2. Connect your WiFi printer to the Personal Hotspot via WiFi (consult your printer instructions to see how to do this for your printer model)
3. Open AltaMail, choose something to print and tap on Print in the top right to show the Print screen. Then tap on "Choose" to find your WiFi printer and then tap print.

For Brother mobile printers, tap on Setup in the Print screen to show the setup screen. If the "Brother Mobile" test is not showing, tap on "More" to add it. Tap on "Test" beside "Brother Mobile" to test the connection. Once the connection is confirmed, then the 'Brother Mobile' option should be selected in the bottom of the screen for Documents and Text.

Note: You will need the "Personal Hotspot" function enabled on your iPhone to use this method, your carrier may have restrictions for this so check with them for further details.

## ► Printing to the Brother PJ 673 mobile printer

First you need to connect your device to the PJ-673 WiFi network. This is Brother's documentation about connecting an iPhone/iPad to the 673 via WiFi:

[http://download.brother.com/welcome/docp000760/pj673\\_ukeng\\_usr\\_0.pdf](http://download.brother.com/welcome/docp000760/pj673_ukeng_usr_0.pdf)

Once your iPad is connected to the PJ673, tap on the Print button when viewing a web page (or other document) inside AltaMail.

Tap on Choose and select the PJ673 printer icon in the choose printer screen. If the PJ-673 does not appear, use the "+" button in the top right of the choose screen to add the PJ 673 manually. Enter the address described in the Brother installation document ie. 169.254.100.1

On the Print screen, tap on Setup to show the setup screen. If the "Brother Mobile" test is not showing, tap on "More" to add it. Tap on "Test" beside "Brother Mobile" to test the connection. Once the connection is confirmed, then the 'Brother Mobile' option should be selected in the bottom of the screen for Documents and Text.

Tap on the "Printer Options" button to choose your printer model and other settings like paper size and length.

After setup, you can simply tap on 'Print' with other documents after you have connected to the PJ 673 WiFi network.

## ► Delete WePrint

You can install WePrint on your Mac or PC from here <http://esz.us/wp>. WePrint will allow you share your files, printers and also print remotely using mobile data.

If you are having any problems please [contact us](#) for help.

If your PC un-installer detects additional user files and doesn't complete, you can delete WePrint by exploring C:\ drive and either deleting the "C:\Program Files\WePrint" folder or drag it to the recycle bin. also delete the folder "c:\WePrint" if it exists

To uninstall WePrint on a Mac, quit the WePrint application; then you can delete this file:

Applications/WePrint Server

and this folder:

~/Documents/EuroSmartz Print

If the WePrint icon is not shown on the Apple Finder menu bar or in your Dock, go to the Apple icon on the top left of the screen and force quit the WePrint application.

## File, Photo, Clipboard and Document Transfer

### ► Adding Cloud Servers

You can access a large range of cloud servers types with AltaMail. eg iCloud Drive, Google Drive, OneDrive, DropBox, Box.net, MyDisk, CloudMe, Evernote, FTP, SugarSync

1. Tap on the 3 lined button in the top right of the screen to open the left side panel and tap on "Files"
2. Tap on the "Cloud Servers" icon to open the servers screen.
3. Tap on the "+" button in the top right of the screen.
4. Select the Cloud server type you wish to add
5. Depending on the cloud server type, you will be asked to login or will be taken to the cloud server app to authenticate your account.
6. After the Cloud Server account is added, you tap on the server icon to view the contents of the server.

For WebDAV server enter your user name and password as well as the URL to access the service (the URL will be available for your providers website).

For FTP enter your user name and password, you can change the port or rename FTP by tapping in the "Port" or "Name" field

Here are some sample server settings:

Box.net: URL="http://box.net/dav"

MyDisk.se: URL="https://mydisk.se/username/" Where "username" is your username. NOTE: Make sure the URL ends with "/"

## ► Import/Export files with your Mac or PC

You can follow the steps below to import files from your computer using WePrint

1. Make sure you have WePrint installed on your Mac or PC. Download and install WePrint from here <http://esz.us/wp>
2. Open WePrint on your Mac or PC and click on the "Settings" button and then open the "Sharing" tab
3. Half way down the Sharing tab screen you will see a button with "Choose" on it, click this and then select the folder you wish to use to share your files. This may be your entire Documents or My Documents folder, or you may wish to have a separate folder just for files you want to transfer to the iPad/iPhone
4. Go to your iPad/iPhone and open AltaMail, go to the Files screen in the left side panel. Tap the "+" button and then tap on "Import"
5. In the Places screen, if WePrint is not listed then tap "Add Server". AltaMail should find WePrint automatically, if it doesn't check our troubleshooting section ([View](#))
6. You will now see a list of files and documents that is the contents of the folder you selected
7. Tap to select one or more files and then tap "Import"

Export files to your Mac from your iPhone/iPad with these steps.

1. Follow the instructions above to set up WePrint for file sharing
2. Go to your iPad/iPhone and open AltaMail, go to the Files screen in the left side panel.
3. Use the checkboxes by each file icon to select one or more files and then tap on the action menu button (square with arrow).
4. Then select "Export" from the action menu and select the WePrint folder as the destination

You can also move your Mac files to the "EuroSmartz Apps" folder on "iCloud Drive". Then you can access these files inside AltaMail in the iCloud Server screen. It will take a short while for the files to transfer and appear.

You can also retrieve files from Cloud servers, see the cloud server ([View](#)) section to find out more

## ► Transferring content to another iPhone/iPad

You can transfer files, videos, photos, images, documents, the clipboard and other content to another device

Make sure you enable the "Bluetooth clipboard transfer" and/or the "WiFi clipboard transfer" options in the app settings ([View](#)) - Clipboard section. Check that both devices are either using Bluetooth or the same WiFi network. Make sure that both devices have AltaMail installed and open.

Open the clipboard screen in the left side panel inside AltaMail. You should now see a list of devices in the bottom of the screen.

You can tap on a device to send the clipboard. You can also check one or more files and drag them to each device. Hint: tap and hold for a short time, before dragging.

When viewing files and other content, you can choose "Send to Device" from the action menu to send content to another device.

## ► Transferring content to or from your Mac or PC

You can transfer files, photos, videos, documents, the clipboard and other content from your iPhone/iPad to your Mac or PC. Make sure you have WePrint installed on your Mac or PC. Download and install WePrint from here <http://esz.us/wp>

Open the settings in WePrint on your Mac/PC, tap on the "Sharing" tab and turn on "Allow Sharing". You can also choose which folder to share.

Then when you choose "Export" or "Save" from a file menu, you can select the WePrint server as the destination to send files.

When viewing files and other content, you can choose "Send to Device" from the action menu to send content to your Mac or PC.



## ▶ Transfer files to or from a Cloud Server

With AltaMail you can transfer files, videos, photos and documents between your device and different cloud servers

When viewing a files screen, either local files or cloud server files, tap on the "+" button in the top right and select "Import". This will allow you to choose another location to select files and import them into the current file screen.

You can also select one or more files in a Files screen and then choose "Export" from the action menu button in the top right (square with arrow).

## ▶ Import files from other apps

You can transfer files from other apps to AltaMail.

Method 1 - Multitasking on supported iPads with iOS 11

Open the Files (or Web Browser) screen inside AltaMail

Slide up from the bottom of the iPad screen to show the app bar. Tap and drag on another app (which supports drag eg. Photos, Safari, Files) to the right of the screen to create a split screen.

Tap and hold on document, photo or other content to drag to AltaMail to save or print.

Method 2 - Use "Open in" from your other app and select AltaMail. This option should be available in most apps when selecting files and using an action menu

Method 3 - Use "iCloud Drive" from your other app and tap on "EuroSmartz Apps". This will save the documents from the other app in the iCloud folder inside AltaMail

Method 4 - Use a Cloud Server to share the file with other apps

## ▶ Send files to another app

You can send files and other content to other apps from inside AltaMail.

Tap on the 3 lined button in the top left of the screen to show the left side panel. Then tap on "Files" to show the file screen.

Tap on the checkbox in the file icon to select files and then tap on the action menu button (square with arrow) to show the action menu.

You can choose either the "Open with App" or "Share" actions in the menu to share content with other apps such as Omnifocus, Devonthink, Evernote etc.

## ▶ Mount iPad/iPhone as a Disk on your Mac/PC

You can mount your iPad or iPhone as a disk on your computer and you will then be able to freely move files and folders on and off the disk - for a step by step guide, [tap here for Mac](#) and [tap here for Windows](#)

## ▶ Synchronise files between devices

You can synchronise your files in AltaMail with AltaMail on other devices using iCloud. Open the app settings ([View](#)) and then open the "Files" section. Turn on 'Sync local files between devices via iCloud'. This will automatically share files between your devices that have your iCloud account.

## ▶ Zip and unzip files

You can zip files in the Files screen. Tap to check one or more files with the checkbox. Then use the action menu in the top of the screen (square with an arrow). Select "Zip files" and then name the new zip file.

You can unzip and view zipped files by simply tapping on them. You can copy files out of a zip file by selecting one or more files and using "Export" in the action menu at the top of the screen.

## Photos:Images

### ▶ No access to photos. Photos show a cloud icon

If you do not see any photos in AltaMail or get an access warning message, then you need to enable access to photos. Open the device 'Settings' app and scroll down and tap on the AltaMail icon near the bottom. Tap on 'Photos' and enable access.

If you see a dimmed/faded cloud icon when you tap on a photo then the photo is downloading from iCloud. Some images take some time to download. Check your iCloud settings (at the top) in the Settings app. Tap on "Photos" in the iCloud settings. If you have selected "Optimise iPad/iPhone Storage" then your photos may not stored on your device. They will be downloaded when needed. Turn on the "Download and Keep Originals" if you have space so that the photos are always available.

### ▶ Save, export or upload images to a photo album

You can add images from emails and files to your device photo album.

Select the photo email attachment or image file and choose "Export to photo album" from the action menu.

You can also do a long tap on an image in an email or web page and then choose "Export to photo album" from the popup menu.

### ▶ Resizing images when sending emails

You can choose different image sizes when you send an email. You could choose smaller images to save space or larger images to preserve the image quality.

When you are viewing the send email screen, tap on the "+" button beside the attachment label, or the paper clip button in the top of the screen. This will show the cloud server, file and image chooser. Scroll down and select an image album. When you tap to select images, you will see a size menu button in the bottom of the choose image screen. You can use the size menu to choose the size of the attachment.

You can also choose the format of the attachment eg. png, jpg or original format. Using jpg will usually make the image file smaller.

The order that you select the images will be the order that they are attached to the email.

You can delete and rename images in the attachments list when you are editing the new email. Tap to check images and use the action menu beside the attachment icons.

### ▶ Insert photo images inside an email message

You can insert images inside an email message between sections of text.

Open a new email and start editing, Do a long tap on the email message and and choose "More" from the popup menu. Then you will see the advanced formatting menu. Tap on the insert image button that looks like a mountain photo to choose images to insert into your email message.

You can choose the photo size when you insert the image. ([More details](#))

## Calendar

### ▶ Calendar access

If you are getting a message in AltaMail about calendar access or you can't see any events, then you need to check your device access settings.

If your calendar is not displaying in AltaMail, tap on the app settings cog button inside of AltaMail. Open the Calendar section - Calendars. Make sure your calendars are selected.

Also open the Apple iPad/iPhone "Settings" app > Privacy > Calendars > AltaMail. Check that AltaMail is set to "on".

Also tap into the Settings app > Scroll near the bottom and click on our AltaMail. Turn on "Calendars".

### ► Change day or week

If you are in Day or Week view you can swipe left or right to change to another day or week. You can also tap on the blue date in the top of the screen to open the date chooser and select another date.

### ► Choose which calendars to view/print

You can choose which calendars are visible inside AltaMail. eg. to hide/remove Holidays  
Open the app settings ([View](#)) and open the Calendar section.  
Tap on "Calendars" and tap each calendar to turn it on or off.

You can also choose which calendars to print. In the Print screen, tap on "Printer Options", then tap on "Calendars". Choose the calendars to print. This will not affect the calendars that appear when viewing your calendar on the screen.

### ► Printing a range of days, weeks or months

You can choose a date range to print so you can print multiple days, weeks or months at one time. eg. Print 12 months at a time

When you are printing a calendar view, tap on the "Printer options" button on the Print screen. Then choose "Date range end".

Enter a date and then you can print multiple pages of your calendar.

### ► Emailing a calendar

You can email your calendar as a PDF attachment to someone else.

Open the calendar screen you want to send. Tap on the share (arrow) button in the top right of the screen.

In the "Convert to PDF" screen, you can tap on the "Page Layout" button to change layout options, such as single page, paper size and date range.

Tap on the "Email" to attach the resulting calendar PDF file to an email.

### ► Save a calendar as a PDF file or for backup

You can convert your calendar screens to a PDF file.

Open the calendar screen you want to save. Tap on the share (arrow) button in the top right of the screen.

In the "Convert to PDF" screen, you can tap on the "Page Layout" button to change layout options, such as single page, paper size and date range.

Tap on the "Save" to save the PDF file to a cloud server or local files area or to backup your calendar.

### ► Add a Google or Exchange Calendar

Calendars inside AltaMail are read from your iPhone/iPad calendar accounts.

You can add more calendars in the Settings app - "Accounts & Passwords". Tap on "Add Account" and enter your account details.

You can choose which calendars to display and print inside AltaMail with the choose calendar ([View](#)) screen.

### ► Print the date and timestamp in the page footer

You can choose to print the current date and time in the footer of the printed page output so you can tell when the page was printed.

Tap on "Printer Options" in the print screen.

Then turn on the 'Print timestamp footer' option. The current date and time will then be printed on each page.

## Reminders

### ▶ Reminder list access

If you are getting a message in AltaMail about reminders access or you can't see any reminder lists, then you need to check your device access settings.

Open the Apple iPad/iPhone "Settings" app > Privacy > Reminders > AltaMail. Check that AltaMail is set to "on".

Also open the Settings app -> General -> Restrictions -> Reminders (near bottom). Check that AltaMail is set to "on".

Also tap into the Settings app > Scroll near the bottom and click on our AltaMail. Turn on "Reminders".

### ▶ Choose Reminder Lists

Tap on the Reminders button in the Calendar screen to show Reminders. You can choose which reminder list to show by tapping on the name of the reminders list at the top of the screen.

eg. you can choose a shopping list, to do list, shared family lists or others.

### ▶ Emailing a Reminders list

You can email your reminders as a PDF attachment to someone else.

Open the Reminders screen in the Calendar section. Tap on the share (arrow) button in the top right of the screen.

In the "Convert to PDF" screen, you can tap on the "Page Layout" button to change layout options.

Tap on the "Email" to attach the resulting reminders list PDF file to an email.

### ▶ Save a Reminders list as a PDF file or for backup

You can convert your Reminders to a PDF file.

Open the Reminders screen in the Calendar section. Tap on the share (arrow) button in the top right of the screen.

In the "Convert to PDF" screen, you can tap on the "Page Layout" button to change layout options.

Tap on the "Save" to save the PDF file to a cloud server or local files area as a backup for your reminders.

### ▶ Reminder Filters

You can filter the Reminders lists using the filter button (funnel) in the top right of the Reminders screen.

Tap on the Filters button to choose Scheduled, Not scheduled, completed or not completed. This will show the reminders matching the filter in the currently selected reminders list.

## Web pages

### ▶ Import Web Bookmarks

You can import bookmarks into AltaMail from most browsers on your Mac or PC. Check your browser help file to see how to save your bookmarks. Save your bookmarks as an HTML file inside your WePrint shared files directory.

The location of this directory is in the WePrint settings - "Sharing" tab.

To import the bookmarks into AltaMail, open the Web Page screen, then tap on the "Bookmarks" button to view and edit your bookmarks.

Select the bookmarks file you just exported and press the "Import" button to complete the import.

### ► Choose your web browser search engine

You can choose which search engine to use when you do web searches in AltaMail.

Open the app settings ([View](#)) and open the 'Web Browser' section. Tap on the 'Default web search' and choose from the list. eg. Google, Bing, Yahoo, Ask, Wikipedia, DuckDuckGo.

Feel free to contact us to suggest others. [Contact us](#)

### ► Choose an external web browser app

You can choose a web browser app to open your email web links.

Open the app settings ([View](#)) and open the 'Web Browser' section. Tap on the 'Open email links with' and choose from the list. eg. Chrome, Firefox, Opera, Safari, iCab. The 'Internal Browser' will open links inside AltaMail.

Feel free to contact us to suggest others. [Contact us](#)

### ► Print the web address and timestamp in the page footer

You can choose to print the current date, time and web address (URL) in the footer of the printed page output so you can see when the page was printed and from where.

Tap on "Printer Options" in the print screen.

Then turn on the 'Print timestamp footer' option. The extra details will then be printed on the bottom of each page.

## PDF Conversion

### ► Use "Convert to PDF" to convert images and files to PDF format

- Open AltaMail and either tap on a file or other item to view it, or check the file/files you wish to convert
- Tap the Print button in the top right corner
- In the Print screen, tap "Choose" and select the "Convert to PDF" option
- Tap "Save" and choose the location you wish to save the PDF. eg. local files, cloud server or send as an email attachment

### ► Convert a file into a PDF from another app

There are several ways to transfer files from another app so you can convert them into a PDF.

#### **Use "Open in" from your other app and select AltaMail**

AltaMail should open and display the print screen.

Tap "Choose" in the Print screen and then select the "Convert to PDF" option and Tap Save.

If you have Save2PDF then you can just tap on the Save button.

#### **Share via iDisk/Dropbox/Box.net**

If the other app supports Cloud Servers you can also use that to transfer files

In the other app save your file to your preferred cloud server

Open AltaMail and go to the Cloud Server screen from the Files screen

Select your Cloud storage service or tap the + to set it up

Select the files and tap the PDF button

Select the files and tap the Print button. Then tap "Choose" in the Print screen and then select the "Convert to PDF" option and tap Save.

## Troubleshooting

### ► My printer is not found or does not print correctly

Try rebooting your WiFi router to see if that fixes any connection issue.

To run a quick diagnostic test for your printer for this type of printing, go ahead and install the WePrint printer sharing software on your Mac or PC.

You can download WePrint [here http://esz.us/wp](http://esz.us/wp).

Make sure you have WePrint: showing in the Server field on the Print screen for this test, or tap on the Choose button to select it. WePrint will also allow you to print over 3G/4G.

### ► My device says "Error connecting to the server". It can't find the WePrint server.

If you have problems connecting to your printer or the print out is blurry or too light, here are some options try.  
Try rebooting your network router.

Open AltaMail, tap on the print button and then tap on "Choose" in the print screen. Tap on "AirPrint" in the choose printer screen to see if your printer is found that way.

Otherwise, our free WePrint for Mac/PC can help track down any print quality and network connection problems. WePrint is installed on your Mac or PC and shares your Printers so you can print from your iPad/iPhone. Install WePrint on your Mac or PC from here: <http://esz.us/wp>

Make sure WePrint on your Mac/PC and also the iPhone/iPad are in the same network

Do you have 'WePrint' displayed in the 'Server' field in the 'Print' screen in AltaMail?  
Tap 'Choose' in the 'Print' screen > 'Choose Printers' screen > tap to select the green 'WePrint' icon with your printer name and 'Available' underneath.

On rare occasions connection problems occur and are usually caused by your Firewall. Check the [Windows](#) help page to make sure your firewall isn't blocking connections. Try turning off your firewall temporarily to test it.

In the app print screen, tap on the "Choose" button. In the next screen tap "+" and if it doesn't find it automatically, enter the WePrint server details.

Try also changing the WePrint port number in the WePrint Settings - Advanced tab. Set the custom port number to 8081 or 8082 etc. Make sure you change the port on your device too if you do this.

Check that your device is connected to your Wi-Fi router with a password if it needs one. Some routers allow guest access with no password, but that blocks access between devices in the same network.

If your router has password access, enter it in your iPhone/iPad settings.

Some routers have a feature in the router Admin screens called "AP Isolation". This will block access between devices. Check that "AP Isolation"/"Wireless Client Isolation" is off.

If find after trying all of these steps you are simply blocked for no reason, or you want to print via 3G/4G you can use the Print via Mobile Data ([View](#)) option.

### ► My print job appears in WePrint but goes no further, or there is a printer error on my Mac/PC

Perhaps your printer doesn't support the standard background printing without a print dialog. Go to WePrint Settings -> Advanced tab and try turning on "Compatibility Printing mode"