



## Frequently Asked Questions

Whoosh is a mobile email client that has been designed to be functionally similar to your desktop email program with; multiple pop3 and IMAP accounts/ inboxes, outbox, sent items, address book, view/open attachments + photo and voice capture for sending multi-media messages.

To save on your data usage, Whoosh will only download the headers for your emails, meaning that you only need to download full messages/attachments if you want to read/view them. This will save you time checking your email and money on your data transfer charges.

Whoosh will attempt to detect which features your phone supports and enable/disable them to match your phone – for example, to use the photo email capabilities or view Word or PDF attachments, your phone must support these advanced features. You can configure Whoosh directly on your phone or online at [www.whooshmobile.com](http://www.whooshmobile.com)

If this FAQ does not answer your questions, please contact [support@whooshmobile.co.uk](mailto:support@whooshmobile.co.uk) for free support.

## Technical

- **Where does Whoosh get installed on my phone?**  
Whoosh usually gets installed under "Games and Applications", but this varies depending on your mobile phone.
- **How do I find out my email server details?**  
Look at how you have set-up your desktop email client or contact your ISP,
- **Why do I need to enter my email address as well as display name?**  
The display name field is the name you want to appear as "From" when someone read an email that you have sent. For example, your email address might be james100@yahoo.com, but you want your name to appear as "James Smith" - You can change you display name and edit your email account details later by logging into the Whoosh website, with you email address and PIN.
- **I have configured my email, but what is the PIN number I now need to activate Whoosh?**  
When you configure your first email account Whoosh will send you your Personal Identification Number (PIN) to that email address – this is to validate that you have correctly configured Whoosh.
- **I have not received my PIN – what do I do?**  
Please contact [support@whooshmobile.co.uk](mailto:support@whooshmobile.co.uk)
- **Can I access the email addresses already stored on my phone?**  
Yes, if your phone supports this feature.
- **Can I access my Yahoo! account with Whoosh?**  
Yes, if you have a Yahoo! Mail Plus account or equivalent that has POP3 enabled. Use [pop.mail.yahoo.com](http://pop.mail.yahoo.com) or your country equivalent, e.g [pop.mail.yahoo.co.uk](http://pop.mail.yahoo.co.uk)
- **Can I access my GMail account with Whoosh?**  
Yes, See <http://mail.google.com/support/bin/answer.py?answer=14323> and use your GMail email address, password and [pop.gmail.com](http://pop.gmail.com) to configure Whoosh.
- **Can I access my AOL account with Whoosh?**  
Yes, on the Email settings screen enter your email address and password and select **IMAP** then enter [imap.aol.com](http://imap.aol.com) as the server or the name of the server in the country you live in.
- **Why does Whoosh ask me if I want to connect to the Internet?**  
It is your phone that is asking you if you want to connect to the Internet. This is because some mobile operators will charge you for the amount of data transferred via the Internet.
- **When I try to connect I get "Service unavailable"**  
The most likely cause of this error is that your phone can't connect to the Internet. This may be due to being in an area with a weak signal or that you do not have Internet access enabled on your phone.

- **Does Whoosh work on all phones with Java™?**  
Whoosh should work on all Java MIDP-2.0 enabled phones with Internet access, however, not all Java enabled phones support photo capture. Whoosh may also work on some older MIDP 1.0 phones, but with limited functionality.
- **If I read an email with Whoosh is it deleted from my mail server?**  
No.
- **Why is it that when I receive emails I only get a maximum of 5 downloaded**  
This is the default setting used by Whoosh. You can change this value and the maximum size of each message body by using the "Settings" menu option.
- **Can I have different Inboxes for my email accounts?**  
Yes, you can configure this via the "Settings" menu option
- **I have set-up multiple email accounts, so why is there an "Other" mailbox?**  
The "Other" mailbox contains messages that cannot be assigned to your other mailboxes.
- **Which email address does Whoosh use when I reply? (I have multiple email accounts)**  
Whoosh will attempt to reply from the account that received the email.
- **My phone has a camera, so why is Photo message option not available**  
Not all Java enabled phones with cameras support the photo capture mode,
- **When I try to download a photo attachment it says "not enough space"**  
Some phones only have a small amount of storage space made available to Java applications
- **How much data does Whoosh transfer when checking my emails?**  
To check your emails after being authenticated, Whoosh only transfers around 0.04 Kb of data. The login/authentication process transfers around 0.19 Kb, so if your phone can run applications in the background it is best to leave Whoosh running, to reduce the total amount of data transferred.
- **Are my email account details encrypted when Whoosh sends them over the Internet?**  
Yes, all data transferred via Whoosh is encrypted, this includes your login details and the content of emails you send and receive.
- **When I deleted an email I lost a photo attachment I wanted to keep.**  
This is the default mode used by Whoosh to conserve space on your phone. You can use the "Settings" menu to change this to "Keep".
- **How can I remove one of my email accounts?**  
To remove an email account from Whoosh, you first need to enable "Multiple inboxes" via the "Settings" menu. Next open the "Inbox" from the main menu, select the account you want to remove and then select "Delete" from the options menu.
- **What's the difference between using an HTTP or Sockets connection?**  
If your phone supports socket connections, then you should try selecting the "Sockets" option for Whoosh, because Whoosh will run faster and transfer less data over the Internet.
- **I have downloaded an update, so why am I being asked to login again?**  
The most likely cause of this problem is that your phone deleted the data stored by the previous version of Whoosh – select the "Login" option and use your primary email address (this is the email address of the first account you configured) and your PIN to activate Whoosh.
- **Can I use Whoosh on more than one of my cell phones?**  
Yes, download Whoosh and then select the "Login" option and enter your primary email address (this is the email address of the first email account you configured) and your PIN.
- **How can I change my display name?**  
Login to the Whoosh Mobile website with your email address and PIN and then click the Edit link next to your current display name.
- **I've lost my PIN; can I get a new one?**  
If you have lost or forgotten your PIN then please contact [support@whooshmobile.co.uk](mailto:support@whooshmobile.co.uk) from your primary email address.
- **What is my primary email address?**  
Your primary email address is the email address that your PIN was sent to.
- **Some of my emails have [truncated] at the bottom – why?**  
The default settings for Whoosh truncate emails larger than 1000 bytes; you can increase this value by using in the "Settings" menu option. Please note: that if you set this value too high for your phone, you might encounter network errors, if this occurs then try reducing the value again.
- **How can I configure which IMAP folders Whoosh checks?**  
Login on the Whoosh Mobile website and select the IMAP email account you want to configure.
- **The trial period has expired, how do I subscribe to Whoosh?**  
Visit <http://www.whooshmobile.com> and login using your primary email address and PIN. You will then be able to pay your Whoosh subscription.
- **How much does Whoosh cost?**  
Please visit the Whoosh Mobile website to find the latest prices.

## Privacy

### **Does Whoosh have spy ware or contain adverts?**

No - we don't keep any information about your communications using Whoosh. The only permanent information in your email is stored on your phone, which you can manage.

### **Does Whoosh store my credit card details or personal details?**

No we use a credit-clearing site that is separate from Whoosh, and they confirm to us that you have paid via a 'hashing' system, which does not personally identify you.

### **What personal information does Whoosh store about me?**

We do not store any personal information about you or your identity other than your email details that are used to connect to your email system or systems. This is stored in an encrypted form in our database covered by the UK Data Protection Act 1998 - - UK Data Protection Certificate #Z9487476

*Please see the Whoosh Terms and Conditions for further Personal data information.*

Whoosh Mobile™ is a product and service supplied by Net Caboodle Limited (UK).



Net Caboodle Limited (UK)  
59-60 Thames Street  
Windsor  
SL4 1TX  
United Kingdom

Tel: +44 (0) 1753 272 312  
Fax: +44 (0) 1753 272 313

### Copyright notice

The information within this document remains the sole property of Net Caboodle Limited. No part of this document may be copied or reproduced in any form or by any means, and the information contained within it is not to be communicated to a third party, without the prior written consent of Net Caboodle Limited. All trademarks remain the property of their respective owners