

User's Guide

Microsoft MAIL

*Electronic Mail for AppleTalk® and Compatible Networks
Macintosh Version ■ Version 3.1*

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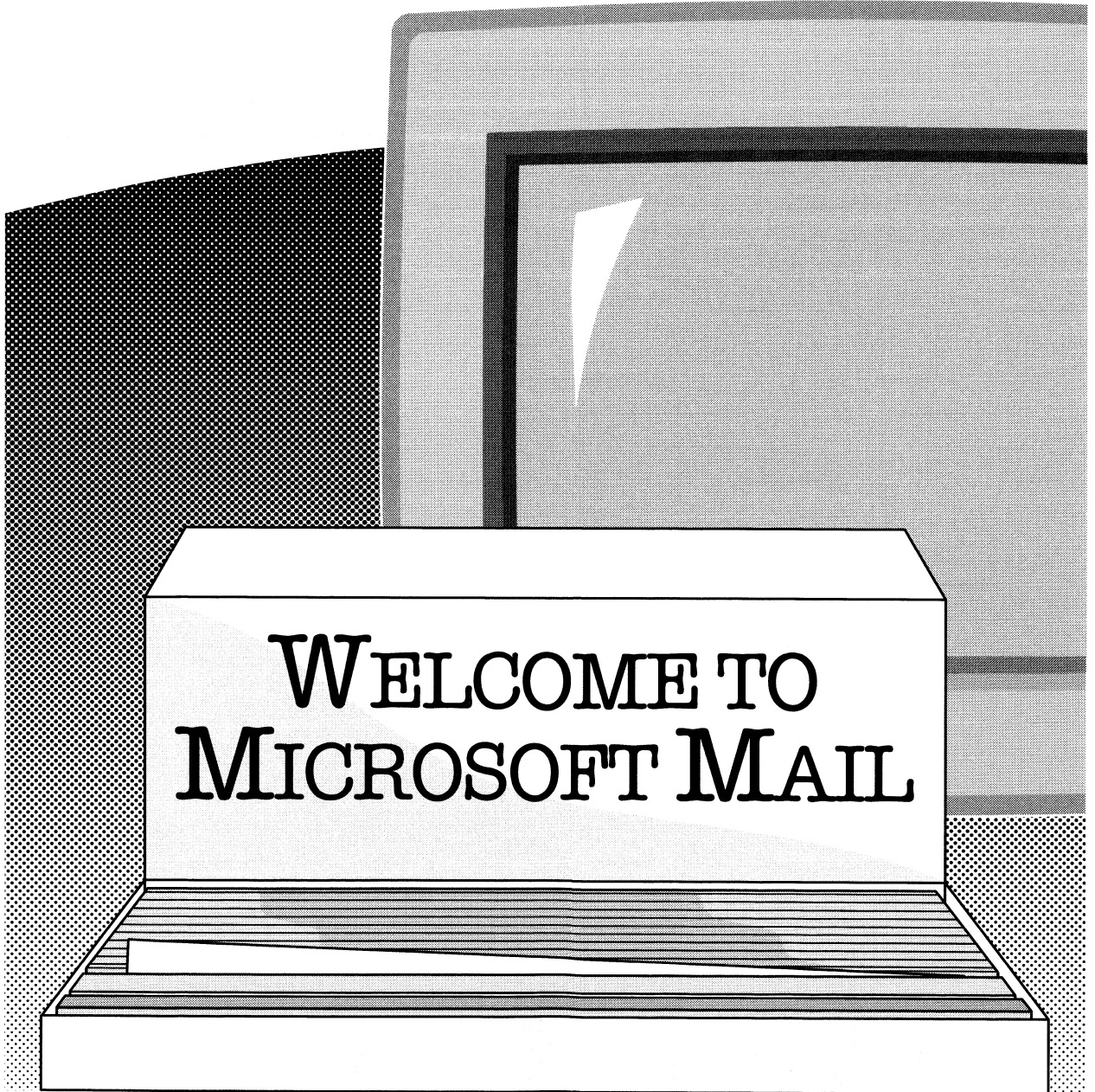
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Welcome to Microsoft Mail

Communication is the key to success in any business. In business, individuals contribute specialized skills to complete shared projects. How efficiently individual group members communicate with one another is probably the most important factor in completing a project smoothly and on time.

Microsoft® Mail electronic mail program for AppleTalk and compatible networks helps you communicate electronically and efficiently with colleagues who are connected to the AppleTalk network. With Microsoft Mail you can:

- Send and receive electronic messages, including sound messages, standardized telephone forms and messages containing graphics.
- Include with your messages files created by other applications.
- Forward messages and files.
- Save messages as text files with which you can work in other programs.
- Print messages directly from Microsoft Mail.
- Read, print, save, or delete multiple messages in one step.

Because Microsoft Mail incorporates a sophisticated “store and forward” feature, your workgroup is not limited to colleagues on your local AppleTalk network. Your workgroup can include people in other departments—even if they are on different floors or in different buildings—as long as they are connected to AppleTalk networks that are “bridged” to yours. Your network of colleagues can even expand beyond your company to include users of commercial mail systems such as MCI MAIL. Your link to these off-site mail systems is *gateway* software.

Microsoft Mail provides many communications features, yet it takes very little space in your Macintosh’s working memory. Mail is installed as a desk accessory, letting you send and receive messages and files without quitting the application you’re working in.

The remainder of this introduction explains how Microsoft Mail works with local area networks, and how local area networks can be connected with bridges and gateways. However, Mail is easy enough to use effectively without this information. If you’re in a hurry to start using Mail, skip directly to Chapter 1, “Installing Your Microsoft Mail Workstation.”

Understanding Local Area Networks

A network is a combination of software and hardware that allows communication among computers. A network may be large enough to include computers across the country or around the world, or it may be small and include only the computers in your office building. When a network is small, it is called a local area network (LAN).

There are two types of computers connected through a LAN—workstations and servers. A workstation computer is the Macintosh or personal computer (PC) on your desk. You use this computer to do your work and to send and receive information over the network.

A server computer can be a Macintosh or PC, but in Microsoft Mail the server is always a Macintosh connected to the AppleTalk network. The server usually is located at some distance from your office, and is used to store and transfer information from one computer to another. The server may be a *file server*, which transfers files and application programs between workstations, or it may be a *mail server*, which transfers mail messages.

In addition to a server and workstations, a LAN has three components:

- Physical wiring
- Network protocols
- Server software

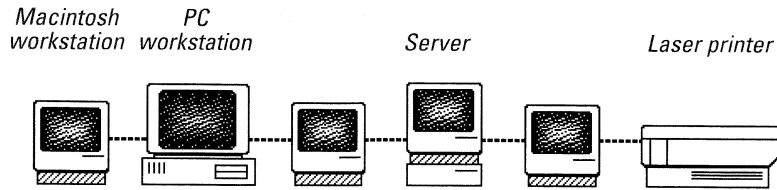
At the most basic level, a LAN is simply a number of workstation computers wired to each other, to a server, and to other peripheral hardware. A common peripheral to which computers are wired is a laser printer. Obviously, it's less expensive to have multiple computers connected to the LAN and printing on a single printer than to have a printer connected to every computer.

The second component of a LAN is the network protocols—hardware or software that controls the data traffic over the connecting wires. For example, the protocols control printing order when several users send documents to a printer at once. If you're using a Macintosh, the AppleTalk network protocols are built into your Macintosh. If you're using a PC, the protocols are built into an AppleTalk card you install in your computer.

The third component of a LAN is the software on the server that enables workstations to share information. The software on a file server's disk can store a file and transfer it to your workstation. You can open the file, work with it, and save it on your workstation and on the server's disk. Once the file is stored on the server, your colleagues can copy it to their workstations, open the file on their workstation computers, and work with it themselves.

The software on a mail server lets you send and receive messages between workstations. You can read a message, reply to it, forward it to someone else, save it in a file, print it, or delete it.

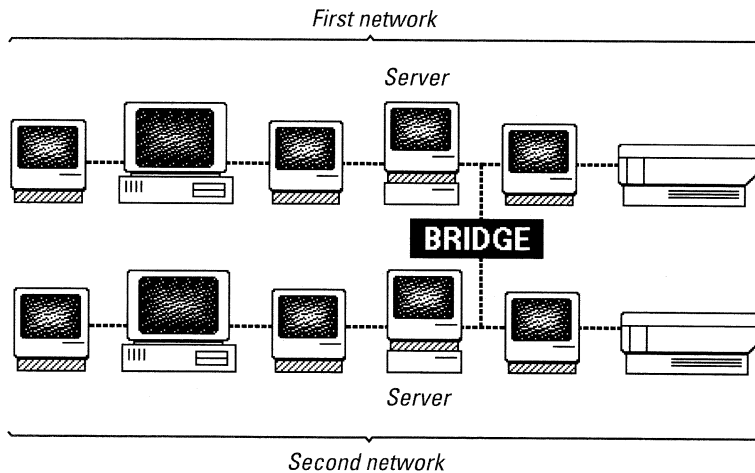
The following illustration shows the configuration of a single LAN with a mail server.



Connecting Similar LANs

There is a limit to the number of workstations and peripherals that can be connected on a LAN. However, multiple LANs of the same type can be wired together by *hardware bridges*. When LANs are bridged, you can communicate with workstations on networks other than your own.

The following illustration shows how bridged LANs are configured.



Bridging several local area networks can result in one large network with several servers. The LANs that make up the large network may be grouped into *zones*. A zone is simply a means of organizing a number of networks that share the same bridge. Because the number of network connections is limited, this organization expands network capability by sharing one bridge connection among several servers.

Zones can be organized by location (building, floor, room number) or by functional group (Domestic Sales, for example). A zone can contain one server, or it may contain several servers. Zones are selected in the Chooser dialog box to locate servers and printers on a bridged network.

Gateways: Connecting LANs of Different Types

Ordinarily, LANs of different types can't exchange data. However, a business may have groups and departments on different LANs that need to share company information. Or a business might have both an internal LAN-based electronic mail system and an outside electronic mail account on a commercial vendor's LAN. In both cases what is needed is a way to translate or convert the data in one LAN system into a form understandable in the other. In the case of different LAN systems, the translator is a *software gateway*.

While a bridge simply takes the data from one LAN and transfers it over wires to another LAN of the same type, a gateway stands between different LANs and uses software to manipulate the data. A gateway takes the data from the first LAN, filters out the information only it understands, attaches information the second LAN needs to understand the data, and sends the data on its way.

Microsoft Mail and LANs

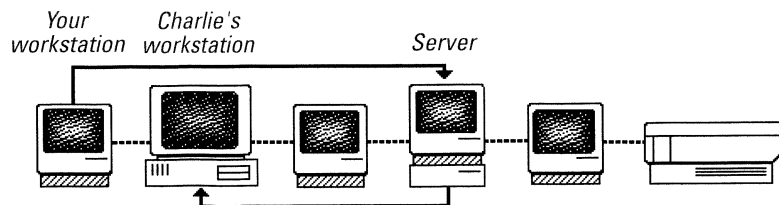
Two hardware components are required to use Microsoft Mail on an AppleTalk network: a mail server computer and workstation computers.

The mail server can be any Macintosh on the local area network and, if enough memory is available, the server can also be used as a workstation. If it is part of a gateway, the server can also be used to run the gateway software.

The Microsoft Mail software on the server maintains a Data file, which stores the mail system's messages on its disk. Each registered Microsoft Mail user on the network has a private mailbox within this Data file. Each mailbox and the messages in it are protected by a password only the user knows.

You open your mailbox from your workstation computer that is connected to the server. Opening the mailbox displays the Summary window, from which you send and read messages.

For example, suppose your colleague, Charlie, has a workstation computer in the office next to yours. A message you send to Charlie isn't sent directly to his workstation. Instead, it's stored in Charlie's mailbox on the server. When he opens his mailbox and reads your message, the server displays the message on his workstation. The following illustration maps the journey:



After Charlie reads your message, he can process it by using any of Microsoft Mail's various options, including saving it as a text file on his workstation's disk.

If the LAN you're connected to is bridged to other LANs running Microsoft Mail, or is connected to external mail systems via gateways, you can send messages and files to colleagues on those networks as well.

A network manager is assigned for the Microsoft Mail system. The network manager sets up the Microsoft Mail software on the server, establishes and maintains the Mail system's list of registered users, creates group names for the Mail system, backs up the server's Data file, and does other routine Microsoft Mail system maintenance.

Start Communicating!

Now that you have an overview of Microsoft Mail and how it works with your local area network, you're ready to put it to work for you.

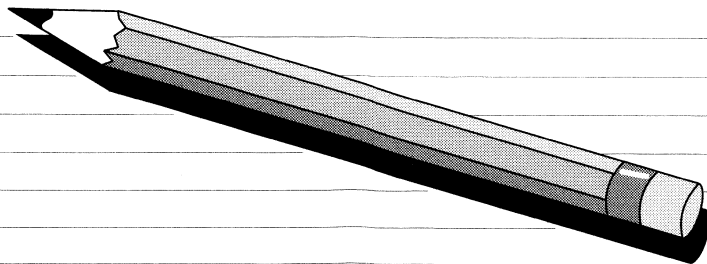
The rest of this user's guide contains information about getting Microsoft Mail up and running on your workstation and procedures for using Microsoft Mail's features to communicate with your colleagues.

About the Read Me File

Microsoft is constantly improving and updating its products. Consequently, some of the most recent information may not appear in the manuals you receive. If there is a Read Me file on your Microsoft Mail Server disk, it contains important information you should read before installing Microsoft Mail on your workstation.

P A R T T W O

GETTING STARTED



Installing Your Microsoft Mail Workstation

Before you can install your Microsoft Mail workstation, your network manager must create a user account and provide a user name and password for you on the server.

Because Microsoft Mail is a desk accessory, you must install the Microsoft Mail workstation software on any disk that you intend to use to start up your Macintosh and sign in to the Mail system. A startup disk can be a hard disk or any floppy disk containing a Macintosh System Folder.

Your Microsoft Mail workstation disk contains an Installer program that automatically installs the Mail software for you; all you need to do is tell it which disk you want to run your Microsoft Mail software from when you start up and sign in to Mail.

After you start up your Macintosh with a disk that Microsoft Mail has been installed on, you use the Microsoft Mail desk accessory under the Apple menu to open your mailbox and read your messages and files.

Note Before you can use Microsoft Mail, you need to know Macintosh basics, such as managing files and folders, choosing commands, and selecting and editing text. If you're not familiar with these actions, see your Macintosh user's guide.

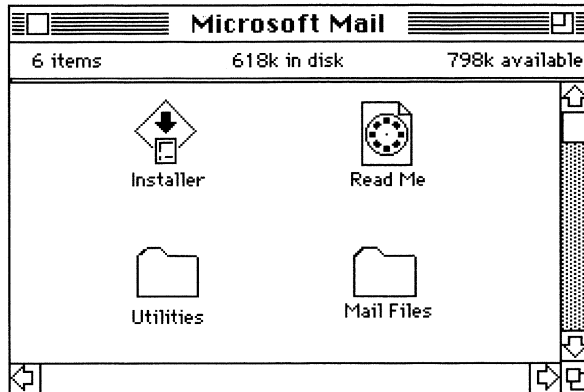
Backing Up Your Mail Disk

The Microsoft Mail disk is not copy protected, so the first thing you should do is make a backup copy of the disk. Store your original disk in a safe place, and work with the backup copy. If your backup disk becomes unusable, you can make another working copy of the original disk. (If you don't know how to make a backup copy, see your Macintosh user's guide.)

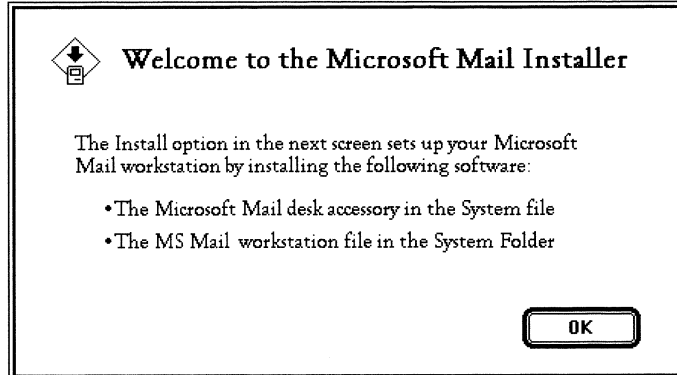
Installing Microsoft Mail

To install Microsoft Mail

- 1 Insert the Microsoft Mail workstation disk in your disk drive.
- 2 Double-click the Installer icon.

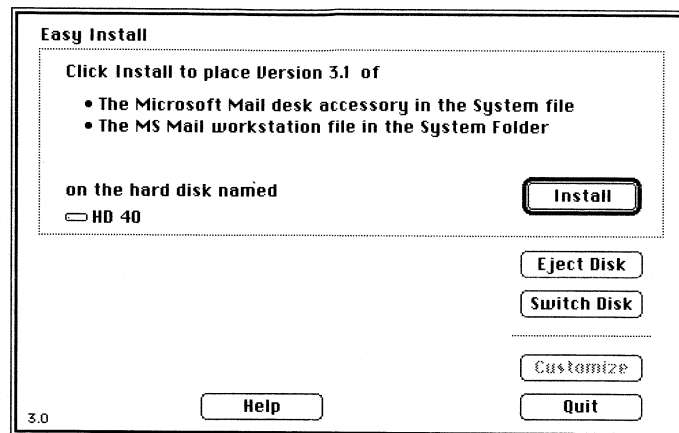


This window appears:



- 3 Click the OK button.

This window appears:



- 4 Click the Switch Disk button for the name of the disk you're installing Mail on.
- 5 Click the Install button. A message at the bottom of the dialog box will tell you when installation is complete.
- 6 Click the Quit button to return to the desktop.
- 7 Restart your Macintosh.



The MS Mail file is installed in the Macintosh's System Folder.

Now you're ready to connect your workstation to a Microsoft Mail server and sign in to the Mail system.

Note The Apple installer requires approximately 500K of free memory to run. If you receive an out-of-memory message when you try to install Mail on a Macintosh with 1 megabyte of memory, you can install Mail manually. Use Apple's Font/DA Mover to install the Mail desk accessory in the System file, and then copy the MS Mail file into the System Folder. If your Macintosh is running System 7, open the Mail Files folder, and then copy the MS Mail folder to the System Folder. Then open the System 7 DA folder, and copy the Mail desk accessory to the System Folder.

Signing In and Signing Out of Microsoft Mail

To access your Microsoft Mail messages stored on the server Macintosh, you must:

- Sign in your workstation computer to the Microsoft Mail system by providing your registered user name and password.
- Open your mailbox on your workstation. The server will show messages so you can read and process them.

As long as you are signed in to the Mail system, you can close your mailbox and open it again without providing your name and password.

Microsoft Mail can automatically carry out some or all of the sign-in procedures whenever you start your Macintosh.

If you are going to be away from your desk, you can ensure the privacy and security of your mailbox by signing out of the Mail system.

Connecting to a Server and Selecting Sign-in Preferences

The first time you install the workstation software, you must use the Chooser desk accessory to connect to the Mail server containing your mailbox. Once you're connected, you won't have to choose a server again to reconnect unless the network manager changes the server name, moves the server to a different AppleTalk zone, or you get an account on another server.

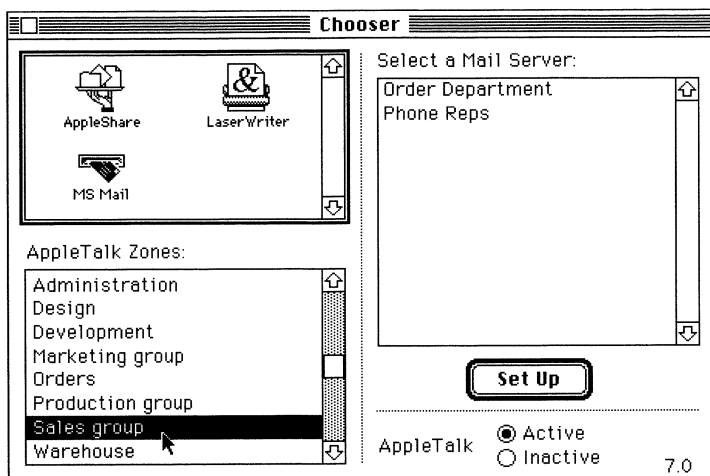
Note Before you connect to a server for the first time you must set a user name for your Macintosh. See the Apple system documentation for details on how to set a user name.

To connect to a server, you need the following information from the network manager:

- The name of the AppleTalk zone your mailbox server is connected to, if your network contains more than one zone
- The name of the Mail server containing your mailbox
- Your registered user name
- Your initial password

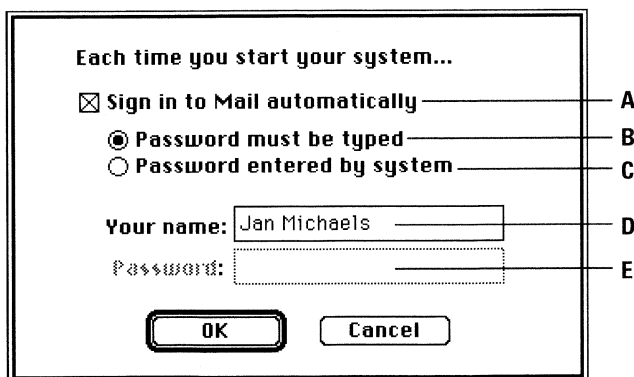
To sign in to a Mail server and select Mail sign-in preferences

- 1 From the Apple menu, choose Chooser.
- 2 Click the MS Mail icon in the upper-left box.
If the icon doesn't appear, you may need to scroll through the icon box.
- 3 If an AppleTalk Zones box appears, scroll to the zone containing your server and select the zone's name; otherwise, go to step 4.



- 4 In the Select A Mail Server list box, select the name of the Mail server containing your mailbox.
- 5 Press RETURN or click the Set Up button.

Mail displays the Mail Sign-In Preferences dialog box:



Choose one of the following options to select it or to cancel the selection:

- A** *Sign In To Mail Automatically* Automatically enters your name and, optionally, your password into the Mail system whenever you restart your Macintosh.
- B** *Password Must Be Typed* Displays a sign-in dialog box with your name entered whenever you restart your Macintosh. The sign-in dialog box displays your name and asks you to type the password assigned to you by the network manager, or your new password if you've changed it.
- C** *Password Entered By System* Bypasses the sign-in dialog box and automatically signs your workstation in to the Mail system whenever you start your Macintosh. If you select this option, type your password in the Password box.

If you select the Password Entered By System option, anyone can read and send mail under your name by turning on your Macintosh or by starting your Macintosh with your Mail disk (if you start your Macintosh from an external disk drive).

- D** *Your Name* Type your name as it's registered in the Microsoft Mail server.
- E** *Password* If you select the Password Entered By System option, type your password here exactly as it's stored in the Microsoft Mail server. Passwords are case-sensitive, so be sure you type uppercase and lowercase letters to match your stored password. Initially, type the password assigned to you by the network manager. Later, after you sign in to Mail, you can choose your own password. For procedures on changing your password, see Chapter 7, "Setting Your Mailbox Preferences."

6 Press RETURN or click the OK button.

7 Click the Chooser's close box.

From now on, Microsoft Mail will assume that you want the server you just selected whenever you sign in to the Mail system. To sign in to a different server, your network manager must provide you with an account on that server; repeat the preceding steps, selecting the AppleTalk zone and mail server that you want.

Signing In to Microsoft Mail

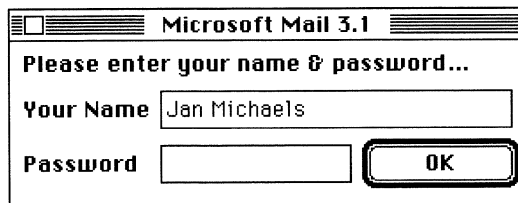
After you connect to a server, there are two times when you need to sign in to Mail: when you restart your Macintosh workstation, or when you choose the Microsoft Mail desk accessory from the Apple menu after signing out of Mail. To sign in to Mail when you are unable to connect to your Mail server, see Chapter 6, “Working Without a Mail Server.”

Entering Your Name and Password

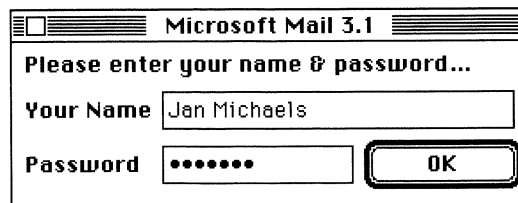
The Mail system will sign you in automatically when you restart your Macintosh if you selected the Sign In To Mail Automatically option in the Mail Sign-In Preferences dialog box discussed in the previous section, and you chose to have the Mail system enter your password. Otherwise, a dialog box appears asking for your name and/or password. This dialog box also appears when you choose the Microsoft Mail 3.1 desk accessory after signing out of Mail.

To enter your name and password

- 1 From the Apple menu, choose Microsoft Mail.
- 2 In the sign-in dialog box that appears, type your name exactly as it's registered in the Mail server.



- 3 Type your password exactly as it's stored in the Mail server.
(Passwords are case-sensitive, so type uppercase and lowercase characters to match your stored password.) For security, Mail shows dots for the characters you type:



- 4 Press RETURN or click the OK button.

When you click the OK button, Mail displays the Summary window; you read and process your messages from this window. Procedures for working in the Summary window are discussed in Chapter 5, “Sending Messages and Files,” and Chapter 7, “Setting Your Mailbox Preferences.”

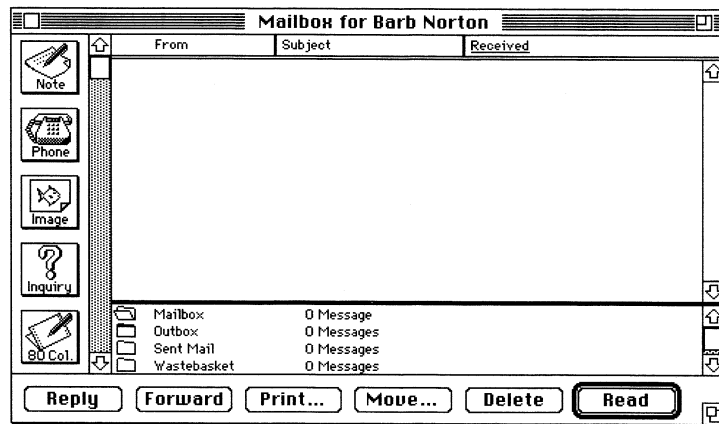
Sending and Receiving a Message: A Quick Tutorial

Microsoft Mail is designed to make sending and reading messages easy. The following section shows you the basic steps for working with Mail by sending a message to yourself. The rest of this manual contains detailed information about Mail’s many features and options.

To send and read Mail

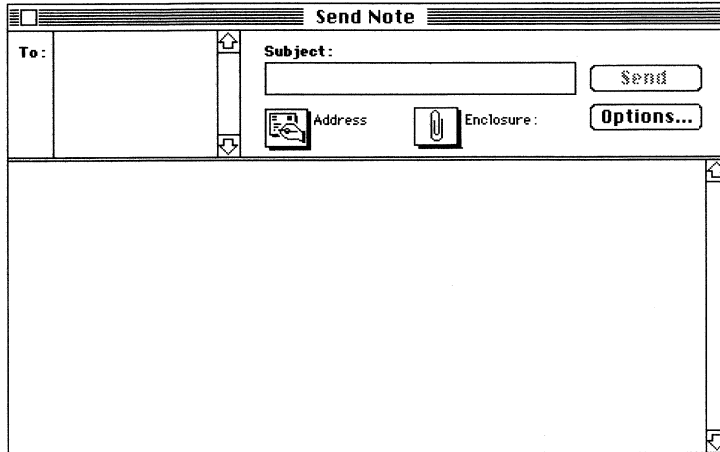
- 1 Sign in to Mail as described earlier in this chapter.
- 2 From the Apple menu, choose Microsoft Mail.

The Summary window appears:



The network manager, or other users of the Mail system, may already have sent you messages. If so, the titles appear in the upper half of the window. To read a message, click its title to select it and then click the Read button.

- 3 To send a message, click the Note icon in the upper-left corner of the screen to display the standard Send Note window:

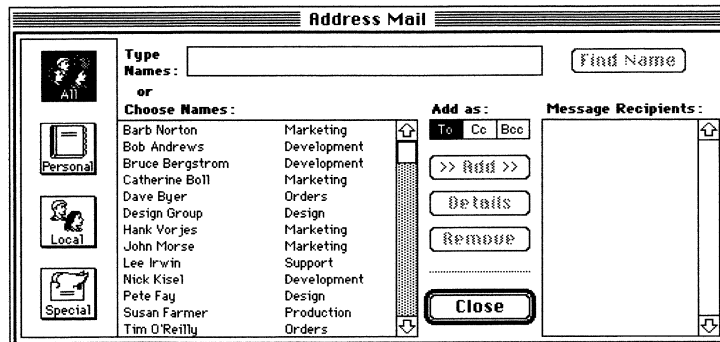


Depending on how the network manager has set up your Mail server, the Send window will display one of the following:

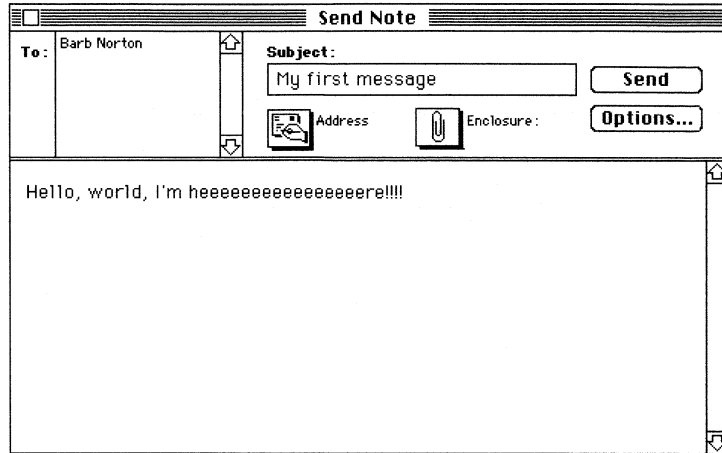
- A scrollable list of the users in your server in the To list
- The Address icon as shown here

Also, the network manager may have set Mail to display the Address window automatically when a user chooses a message form. If an Address window appears, go to step 5.

- 4 To select your name, do one of the following:
- If the user list is available in the To box, scroll until you see your name and click it. A check mark appears next to your name. Go to step 7 to send the message.
 - If the Address icon is displayed, click it to display the Address window:

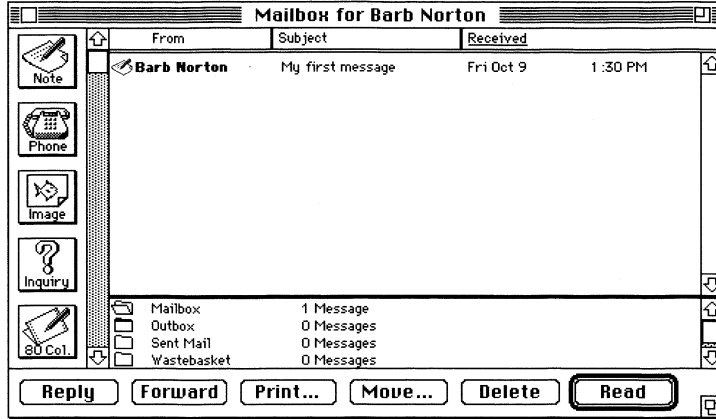


- 5 Type your Mail user name in the Type Names box and click the Add button.
Your name appears in the Message Recipients list. (We'll use "Barb Norton" as the example user name in this tutorial.)
- 6 Click the Close button to return to the Send window.
- 7 Click in the Subject box and type **My first message**
- 8 Click in the message area and compose a message to yourself:

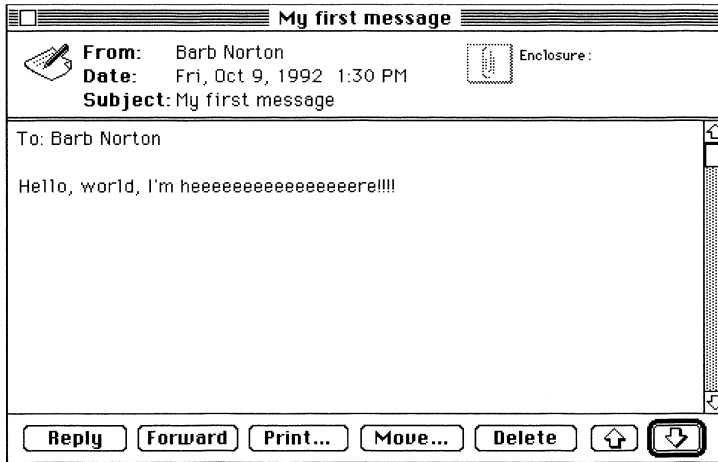


- 9 Click the Send button.
The message is transmitted to the server and placed in your mailbox.
- 10 Mail has several ways to notify users when they receive new mail: by sounding a chime, by flashing the Apple on the Apple menu, and by displaying a small notifier window. You may receive some or all of these notifications, depending on how the network manager has configured the server.

The message information appears in your mailbox list:



- 11 To read the message, click the message title and then click the Read button. The Read window is displayed:



- 12 To close the Read window and return to the Summary window, click the close box.

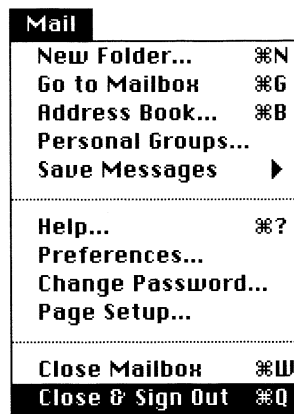
Signing Out of Microsoft Mail

When you sign out, all Microsoft Mail windows are closed and your workstation is disconnected from the Mail system. If you'll be away from your desk, disconnecting from Mail ensures the privacy and security of your mailbox.

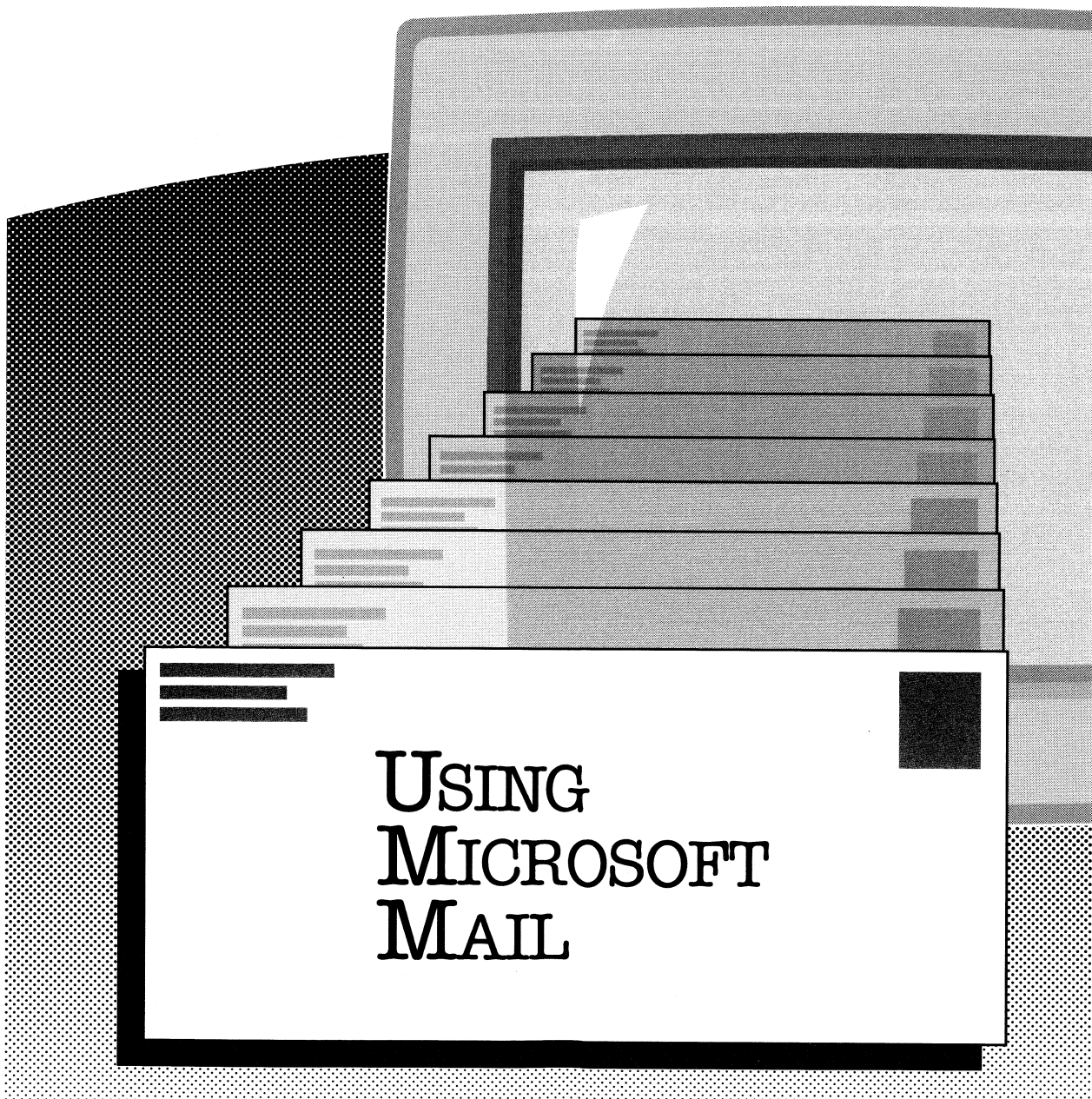
Messages sent to you while your workstation is signed out of Microsoft Mail are stored in your mailbox on the server Macintosh and will be available to you when you sign in again.

To sign out of Mail

- From the Mail menu, choose Close & Sign Out.



P A R T T H R E E



Opening and Closing Your Mailbox

When you sign in to Microsoft Mail, your mailbox opens, ready for you to read and process your messages.

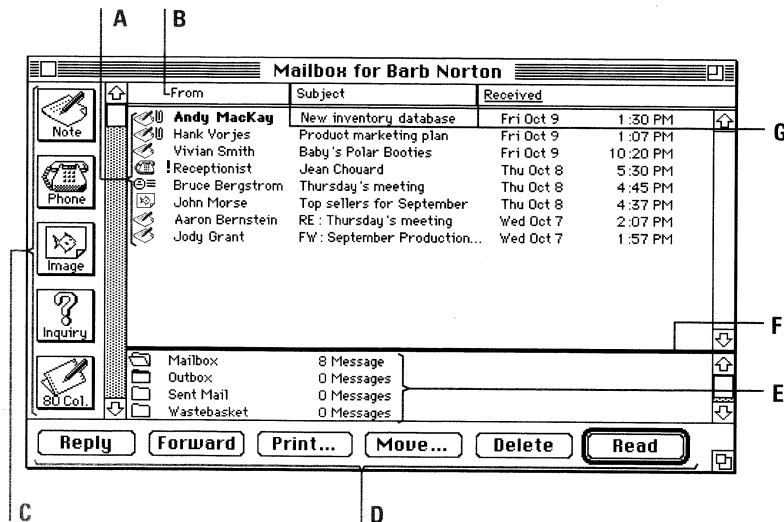
You can close your mailbox when you finish using Mail and want to return to the application you were working with. You don't have to sign in again to open your mailbox because your workstation stays connected to the Mail system until you sign out of Mail.

Opening Your Mailbox

To open your mailbox

- From the Apple menu, choose Microsoft Mail.

Microsoft Mail displays the Summary window. Use this window to access all of Microsoft Mail's features.



- A** *Message list* Displays summary information for each message in the folder that's displayed. The small icons indicate the type of message. The Enclosure icon (a paper clip) indicates that a file is enclosed with the message. An exclamation mark indicates an urgent message. Messages you have not read display the sender's name in bold letters. If the folder contains more messages than can be displayed in the window, use the scroll bar (on the right side of the Summary window) to view them.

- B Sort categories** Sorts the message list into one of three categories when you click the From, Subject, or Received column. For example, click the From heading to group all messages from the same sender. The current category is underscored. To sort the category in reverse order, press the **OPTION** key and click the appropriate heading.
- C Message icons** Click the icon for the type of message you want to send. For information about how to send a message, see Chapter 5, “Sending Messages and Files.”
- D Command buttons** Act on the selected message or messages. The actions that the commands carry out are described in Chapter 4, “Reading and Working with Messages and Files.”
- E Folder list** Lists the message folders in your mailbox on the Microsoft Mail server, or the local folders on your hard disk. You can store your messages on the Mail server, or on your local hard disk by moving or copying them from the Message list into a folder. Creating folders and moving messages into and out of folders is described in Chapter 4, “Reading and Working With Messages and Files.” You may see all or some of the following folders:
- The Mailbox folder, which holds your newly received messages and messages you have not yet stored
 - The Sent Mail folder, which contains copies of messages you’ve sent, if you’ve chosen this option in your Preferences window
 - The Wastebasket folder, which temporarily stores the messages you delete, until you select the Wastebasket folder and click the Delete button, or sign out of Mail
 - The Outbox folder, which stores the messages you send while working offline, until you connect to a Mail server and send the messages to the recipients.
- F Split bar** Divides the Message and Folder lists. When you put the mouse pointer on the split bar, the pointer changes its shape. You can then click and drag the pointer to the location where you want to split the window and show either more messages or folders.
- G Column width bar** Changes the size of the From, Subject or Received columns. When you put the mouse pointer on the column width bar, the pointer changes its shape. You can then click and drag the pointer to change the width of the column.

Types of Messages

This section describes the message types included in Microsoft Mail. It shows the icon for each message type and a sample message, if appropriate.

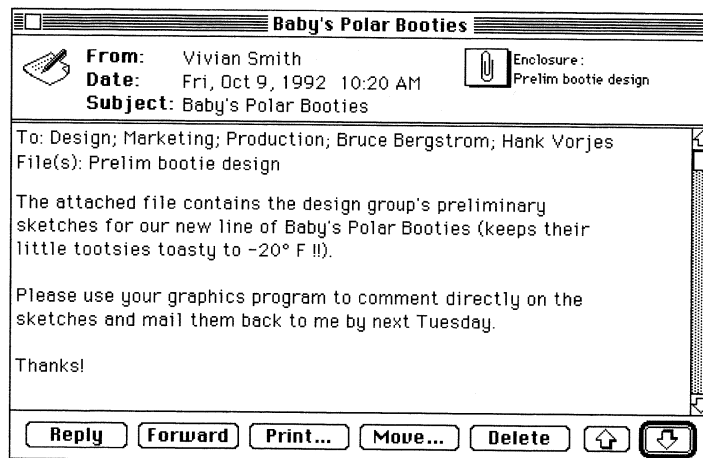
Note The network manager can add customized message forms to the Microsoft Mail system. If a customized form is added to the Mail system, a corresponding icon is also added for that form.



Note Message

A Note message can contain up to 32K of text (about 6000 words or 500 lines). Note messages can also contain enclosed files. If a file is enclosed, the Enclosure icon (a paper clip) appears next to the Note message icon.

A Note message looks like this:



Some applications, such as Microsoft® Word word processing program and Microsoft® Excel spreadsheet with business graphics and database, include commands to send their documents directly from within the application. In the Microsoft Mail Summary window, these messages are indicated with the Note message icon and Enclosure icon. If you open the message in Microsoft Mail, you see a Note message with the document enclosed. You can either save the document on disk or open the document directly in the application. For more information, see Appendix B, “Using Mail with Integrated Applications.”



Phone Message

A Phone message contains standard information about a phone call and can contain additional message text.

The screenshot shows a window titled "Jean Chouard" with a phone icon. The header section contains the following information:

- From:** Receptionist
- Date:** Thu, Oct 8, 1992 5:30 PM
- Name:** Jean Chouard
- Company:** Climbing Systems, Inc.
- Phone:** 834-2480

To the right of this information is an "Enclosure:" icon. Below the header is a section with six checkboxes:

- ☒ Telephoned
- ☒ Please call
- ☐ Wants to see you
- ☐ Returned your call
- ☐ Will call again
- ☐ Left package

The main body of the message contains the following text:

To: Barb Norton

Has the wholesale prices for the new line of climbing crampons.

At the bottom of the window are buttons for "Reply", "Forward", "Print...", "Move...", "Delete", and icons for "Up" and "Down".



Image Message

An Image message contains a graphic from the Clipboard. If the graphic is bigger than the window, double-click in the image area to resize the graphic to fit.

The screenshot shows a window titled "Top Sellers for September" with an image icon. The header section contains the following information:

- From:** John Morse
- Date:** Thu, Oct 8, 1992 4:37 PM
- Subject:** Top Sellers for September

To the right of this information is an "Enclosure:" icon. The main body of the message contains a bar chart titled "Top Sellers for September".

| Product | Sales (Approximate) |
|------------------------|---------------------|
| Nepal Parka | 85 |
| Nepal Trekkers | 100 |
| PolarPaws Mittens | 105 |
| CozeToze Thermal Socks | 120 |

At the bottom of the window are buttons for "Reply", "Forward", "Print...", "Move...", "Delete", and icons for "Up" and "Down".



80-Column Message

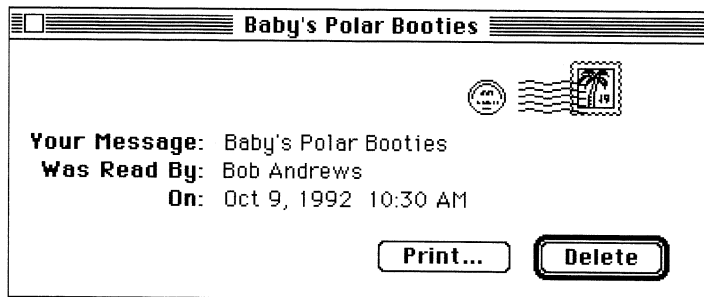
Your Microsoft Mail system may be connected to an external mail system, such as AppleLink or MCI MAIL. However, many external mail systems have message forms that use fixed-pitch, 80-character columns that are longer than the standard Mail Note message. If a recipient in the external mail system displays a message from Microsoft Mail that was sent with the standard Note form, the lines won't be broken where they were in the Mail message.

If you want to format a message the same way it will be received by the external mail recipients, use the 80-Column message form. The 80-Column message form is identical to the standard Note form, except that the font used in the message body is Monaco 9-point in 80 columns instead of Geneva 12-point used in variable column widths.



Return Receipt

A Return Receipt message lets you know that your message has been read. If you have the Return Receipt check box turned on when you send, reply to, or forward a message, you'll get the Return Receipt message and see the Return Receipt icon next to the Return Receipt message in your Summary window for each recipient when the recipient reads it. A Return Receipt message looks like this:



Urgent

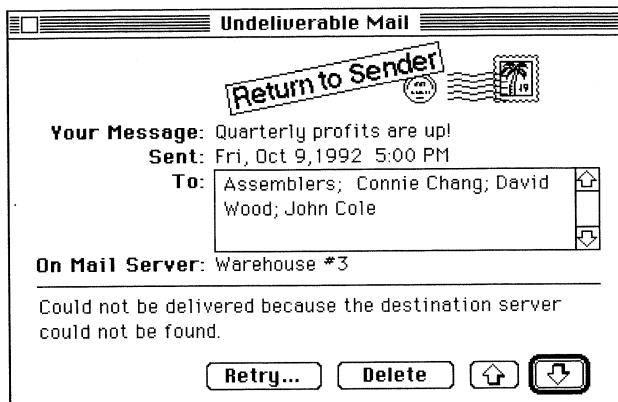
If the sender turned on the Urgent check box before sending, replying to, or forwarding a message, you'll see an exclamation mark next to the message icon in your Summary window.

If you have the Display Urgent Messages Immediately check box turned on in the Notifier dialog box of your Preferences window, the sender's message will automatically be displayed on your desktop as soon as it arrives.



Returned Mail

The network manager specifies the length of time that a server will try to deliver a message. If a mail recipient's server is unreachable longer than the specified time, your mail can't be delivered. For more information, see "Handling Returned Mail" in Chapter 5, "Sending Messages and Files." You'll see the Returned Mail icon in your Summary window. The message looks like this:



Inquiry Message

An Inquiry is a special message form that is automatically sent to the network manager. This form makes it easy for you to alert the network manager about problems you're having with the network, or request help on a particular application, or on problems you're having with your system.



Sound Message

With the sound message form and a sound input device and sound driver file, you can include sound or your voice in a message. You can record, listen to what you recorded, play back a sound, and erase the recording and start over. Sound messages can be replayed as often as you like. You can forward a Sound message with your own voice added to the original message. For more information about Sound messages, see Chapter 4, “Reading and Working with Messages and Files,” and Chapter 5, “Sending Messages and Files.”

The screenshot shows the 'Record Sound Message' dialog box. It has a title bar with a close button and the text 'Record Sound Message'. Inside, there are fields for 'To:' (containing 'team') and 'Subject:' (containing 'Polar Booties Ideas'). Below these are fields for 'Address' and 'Enclosure:'. To the right of the 'Subject' field is a 'Send' button, and below it is an 'Options...' button. Below the 'To' and 'Subject' fields is a section for 'Input Quality:' with three radio buttons: 'Good' (selected), 'Better', and 'Best'. To the right of these are three buttons: 'Talk', 'Clear', and 'Listen'. Further right, it shows 'Size: OK' and 'Length: 0.0s'. At the bottom is a large empty rectangular area for the recording, with a small scroll bar on the right side.

Closing Your Mailbox

As explained in Chapter 2, “Signing In and Signing Out of Microsoft Mail,” your workstation computer is disconnected from the Mail system when you sign out of Microsoft Mail. You’re not notified of new messages, and the Microsoft Mail server holds your mail until you sign in again.

In contrast, your workstation remains connected to the Mail system when you close your mailbox and return to the application you were working with. You will be notified when your mailbox receives a new message, according to the settings you have chosen in the Preferences window. (These settings are explained in Chapter 7, “Setting Your Mailbox Preferences.”) As long as you’re signed in to Mail, you can send and receive mail without giving your user name or password.

To close your mailbox

► Use one of the following procedures:

- Press the command key (⌘) + w.
If more than one window is open, press ⌘+w to close the active window.
Press ⌘+w until all open windows are closed.
- Click the Summary window's close box.
- From the Mail menu, choose Close Mailbox.
- From the File menu, choose Close.

Getting Help

Help provides information on using Microsoft Mail and lists keyboard shortcuts for common actions and commands.

To get Help

► Use one of the following procedures:

- Press ⌘+?
- While in the Summary window, choose Help from the Mail menu.
- Press the help key on an Apple extended keyboard.

Mail displays the Help window. To use Help, choose the first topic in the list—Using Help—and follow the instructions on the screen.

Reading and Working with Messages and Files

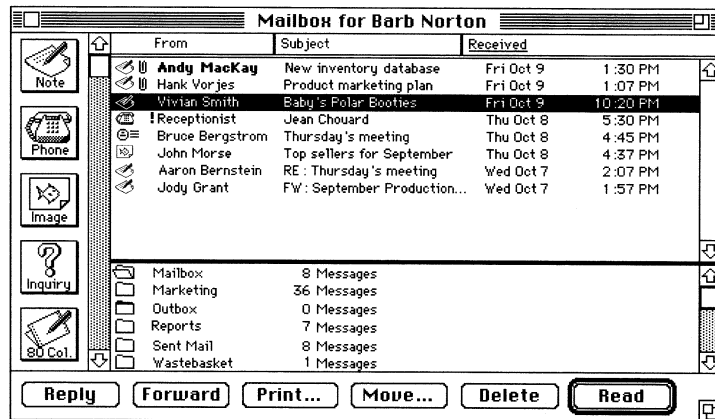
Opening and Reading Messages

You can open a message for reading and processing from the Summary window or the Notifier window.

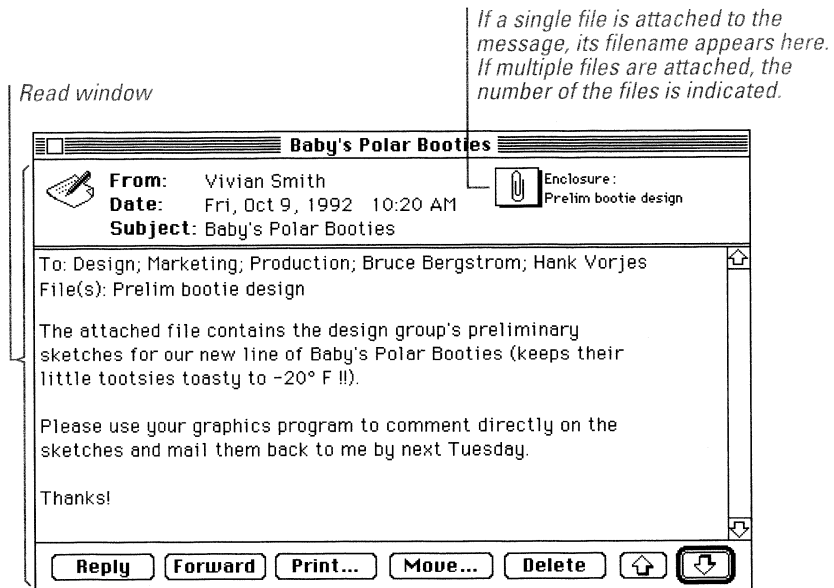
Reading Messages from the Summary Window

To read a message

- 1 To display the message's Read window, double-click the message title in the Summary window, or use the arrow keys to select the message title and then press RETURN or click the Read button.



The Read window appears:



- 2 To read the next message in your mailbox, press RETURN or click the Down-Arrow button; to read the previous message, press ⌘+< or click the Up-Arrow button.

To read multiple messages

You can open and read more than one message at a time.

- 1 In the Summary window, select the multiple messages that you want to read:
 - Drag in the From or Subject area to select a range of messages.
 - Hold down SHIFT and click in the From or Subject area to select or cancel the selection of additional messages.
- 2 Click the Read button to display all the selected messages.
- 3 Once Mail finishes displaying the messages, either you can read the stacked messages one at a time by clicking the close box for each message's Read window as you finish the message, or you can arrange multiple messages' Read windows on the screen by dragging their title bars.

Opening Messages From the Notifier Window

If you are signed in to Mail and a new message arrives when the Display Notifier Window check box is turned on in your Preferences Notifier dialog box, the Notifier window is displayed:



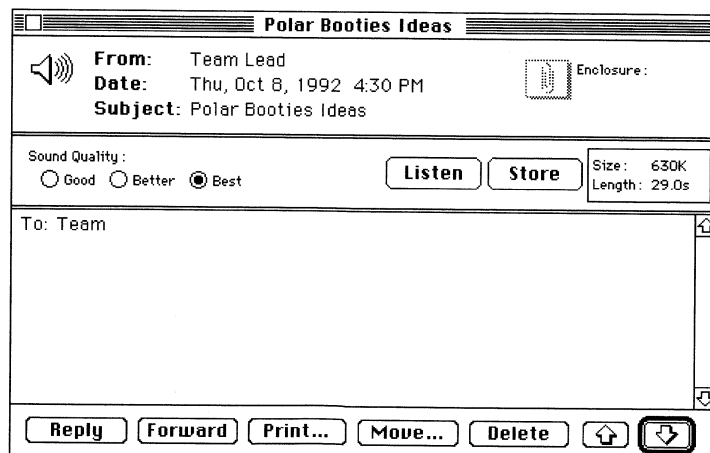
(For information about turning on the Display Notifier Window check box, see Chapter 7, "Setting Your Mailbox Preferences.") Press RETURN or click the Read Now button to open the message in the Read window. If you click the Read Later button or press ⌘+L, the message is saved in your mailbox and you can open it from the Summary window later. You can delete the message by clicking the Delete button.

Playing Sound Messages

To play sound messages, your Macintosh workstation must be running Apple System version 6.07 or later.

To play a sound message

- 1 From the Summary window, double-click the message title, and then press RETURN or click the Read button. From the Notifier window, click the Read Now button. The Sound Message form appears:



- 2 In the Sound Message form, click the Listen button.

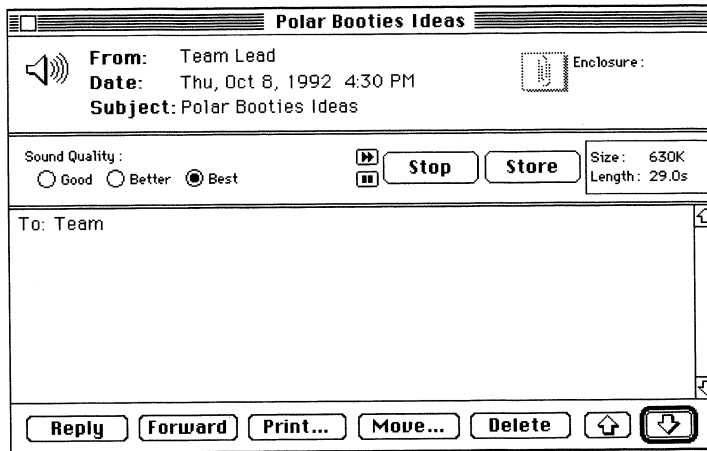
When a sound message is playing, the Listen button changes to a Stop button.

- 3 To stop a sound message, click the Stop button.

To fast-forward or pause during a sound message

When a sound message is playing, the Listen button changes to a Stop button. Two smaller buttons, the Fast Forward button and the Pause button, appear to the left of the Stop button.

- To fast-forward through a message, click the Fast Forward (>>) button. You can also pause during a message by clicking the Pause (||) button.



Closing Read Windows

When you close a Read window, the message is stored in your mailbox, or in the folder the message was opened from. If there is more than one message open, the next message in the stack is displayed. When all Read windows are closed, Mail returns you to the Summary window, or to the folder where you first opened the messages.

To close a Read window

- To close a Read window, use one of the following procedures:
 - Press ESC.
 - Press $\text{⌘} + \text{W}$
 - Click the Read window's close box.
 - From the File menu, choose Close.

Processing Messages and Files

You can take the following actions on messages:

- Reply only to the message's originator
- Reply to the originator and all the recipients of the message
- Forward the message to others
- Print the message
- Move or copy messages into and out of your Microsoft Mail folders
- Save the message as a text or sound file on disk
- Save enclosed files
- Delete the message

You can process a message from either the Summary window or the Read window. In the Summary window, an action affects the selected message (or, optionally, an action affects multiple selected messages for Print, Move, Delete, and Read). In the Read window, an action affects only the active message.

If a file is enclosed with the message displayed in the Read window, you must save it separately as a file and load it into the appropriate application to read it. However, some applications such as Microsoft Word have the built-in ability to send and receive files as Mail messages. If you receive a message file from one of these applications, you can switch to the application and open the message directly into the application without first saving it as a file on your Macintosh. For examples, see Appendix B, "Using Mail with Integrated Applications."

Note To work with a graphic image displayed in the Read window, you must copy it to the Clipboard and paste it into an appropriate application.

Responding to Messages

Replying to Messages

You can reply to the message's originator or to all recipients of the message.

To reply to a message

- To reply to the message's originator, press ⌘+R or click the Reply button.

A Reply window appears, addressed to the message's originator. The title of the original message is entered in the Subject box, preceded by the prefix RE: (for Reply).

- To reply to the message's originator and all its recipients, press **OPTION+⌘+R**. You can also press **OPTION** and, when the Reply button changes to Reply All, click the Reply All button.

If the Append Original Message Text To Reply check box is turned on in the Preferences Other dialog box, the body of the original message is included with your reply. (For more information, see Chapter 7, "Setting Your Mailbox Preferences.")

Note If the Address Reply To All Original Recipients check box is turned on in the Preferences Other dialog box, the Reply button changes to Reply All in all of your Read windows. Clicking Reply All sends your reply to the sender as well as to all message recipients. To send your reply only to the sender, press **OPTION+⌘+R**.

Forwarding Messages

To forward a message

- 1 Press **⌘+F** or click the Forward button.
- 2 Specify the names of people you want to receive the message, using the procedures described in Chapter 5, "Sending Messages and Files."
When you finish addressing the message, Mail returns you to the Send window. The original message is included; you also have the option to add more text in the message area.
- 3 Press **⌘+S** or click the Send button to send the message.

The title of a message that's been forwarded is preceded in the recipient's Message list by **FW:** (for Forwarded).

Printing Messages

To print a message

- 1 Display the message in the Read window, or select the message in the Summary window.
The Messages are printed on the printer that you have selected in the Chooser desk accessory on the Apple menu. Press **⌘+PERIOD** to cancel printing.
- 2 Press **⌘+P** or click the Print button.

If the Eject Page Between Messages check box is turned on in the Preferences Other dialog box, each message will print on a new page. If the box is not turned on, messages will print continuously, with header information inserted between each message.

Using Mail Folders

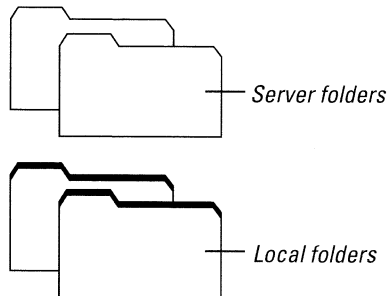
Messages and their enclosures can be stored in mail folders on the Mail server, or on local mail folders on your hard disk. Local mail folders can be used when Microsoft Mail is not connected to a Mail server. See Chapter 6, “Working Without a Mail Server,” for more information about working independently of a Mail server.

To create a new mail folder

- 1 From the Mail menu, choose New Folder.
- 2 In the New Folder dialog box, enter a name for the new folder.
- 3 From the Store This Folder options, select the option to store the folder on the mail server, or on your local computer.

The new folder is added in alphabetical order to the folder list in the Summary window.

Server folders offer an advantage over local folders in that they can be backed up on a regular basis by the network administrator. Folders stored on the Mail server have different icons than those stored on your local computer, as in the following example:



Note Depending on how your network has been set up, not all folder options may be available. Contact your network administrator for details.

Moving Messages Between Mail Folders

Moving messages removes them from the source folder; copying messages leaves a copy in the source folder. You can move or copy messages into one or multiple folders.

Note To change the number of folders displayed in the Summary window, drag the split bar. Or resize the Summary window with the size box.

To move or copy messages to mail folders by dragging

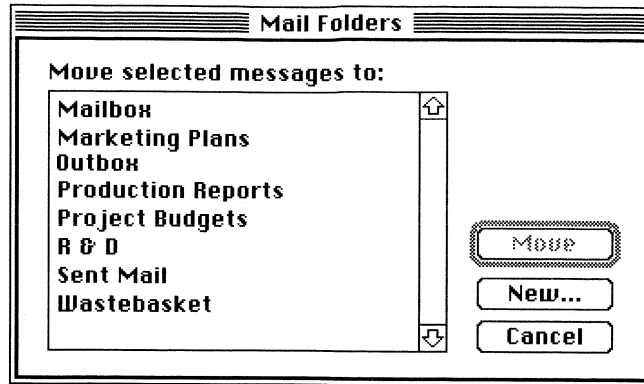
- 1 Select the messages that you want to move by doing one of the following:
 - From the Message list, drag in the From or Subject area to select one message or a range of messages.
 - Hold down SHIFT and click in the From or Subject area to select or cancel the selection of additional messages.
- 2 Drag one of the selected messages' icons from the Message list to the folder you want the messages stored in.

To move or copy messages to mail folders with the Move button

- 1 Select the messages that you want to move or copy into a folder by doing one of the following:
 - From the Message list, drag in the From or Subject area to select a range of messages.
 - Hold down SHIFT and click in the From or Subject area to select or cancel the selection of additional messages.
- 2 Move or copy the message into a folder:
 - To move the message from the Message list, press $\mathbb{M}+M$ or click the Move button.
 - To leave a copy of the message in the Message list, press $OPTION+\mathbb{M}+M$, or press $OPTION$ and click the Copy button.

Note The Move button toggles to Copy when you press the $OPTION$ key.

The following dialog box appears, listing your mail folders:



Note If you choose to copy the messages, the Move button shown here will be a Copy button.

- 3 Select the folders you want the messages stored in; hold down SHIFT and click to select multiple folders.

If you want to create a new folder, click the New button to display a dialog box that enables you to create and name a new folder.

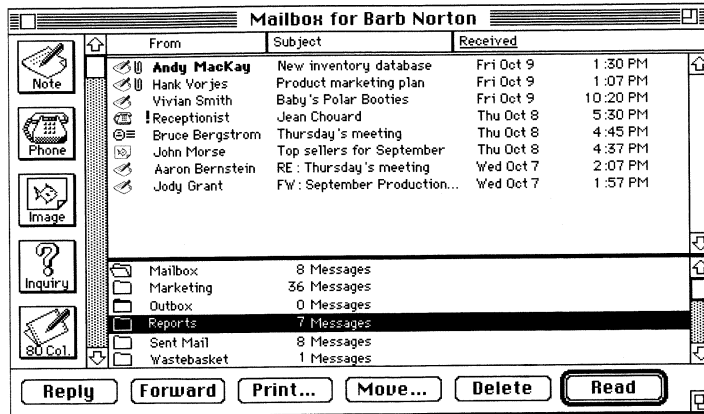
- 4 Click the Move (or Copy) button, or double-click one of the selected folders.

The messages are moved or copied into the selected folders.

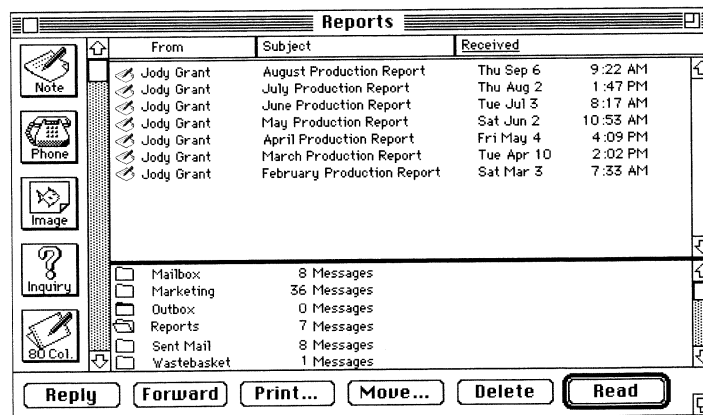
To open and close a mail folder

Once messages are in a mail folder, you can open the folder and list the messages; open them for reading; and move, copy, or delete them.

- 1 In the Summary window, open the folder by selecting and clicking the Read button. Or, double-click the folder name.



The title bar changes to the folder name, and Mail displays the folder's Message list:



You can read and process the messages in the mail folder list just like the messages in your mailbox.

- 2 To close a folder and reopen the mailbox, double-click the Mailbox folder. Or, from the Mail menu, choose Go To Mailbox or press ⌘+G.

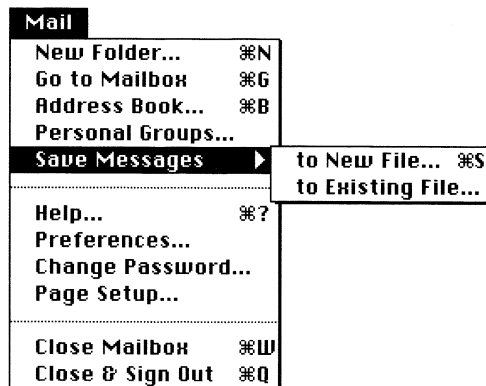
Saving Messages

Saving Messages as Files

You can save messages on your Macintosh as text files or as sound files. You can open text files in word-processing applications such as Microsoft Word.

To save a message as a text file from the Summary window

- 1 From the Summary window, select the message(s) you want to save by doing one of the following:
 - Drag in the From or Subject area to select a range of messages.
 - Hold down SHIFT and click in the Name or Subject area to select or cancel the selection of additional messages.
- 2 From the Mail menu, choose Save Messages:



To New File

Displays a standard Macintosh Save As dialog box with the name of the message in the selection proposed as the filename. If you want, choose a different drive and folder, or type a new name. When you click the Save button, *all* of the messages selected in the Summary window are saved in the file. To help you distinguish between the messages in the file, Mail includes a line of “====” characters to separate them.

To Existing File

Displays a standard Macintosh Open dialog box listing only the text files in the current drive or directory. Locate and select the file you want the message(s) appended to and click the Open button. Mail inserts the message at the end of the file. To help you distinguish between the messages in the file, Mail includes a line of “====” characters to separate them.

To save a message as a text file from the Read window

- 1 Hold down the OPTION key.
The Print button changes to the Save As button.
- 2 Click the Save As button.
The Save As dialog box appears.
- 3 Choose the file folder to save the message in.
- 4 Click the Save button.

To save a sound message as a sound file

Sound files can be saved to disk like any other file.

- From the Read window, click the Store button.

The File Save As dialog box appears.

Sound files are saved in SND resource format. You can open and manipulate sound files if you have software that recognizes SND files.

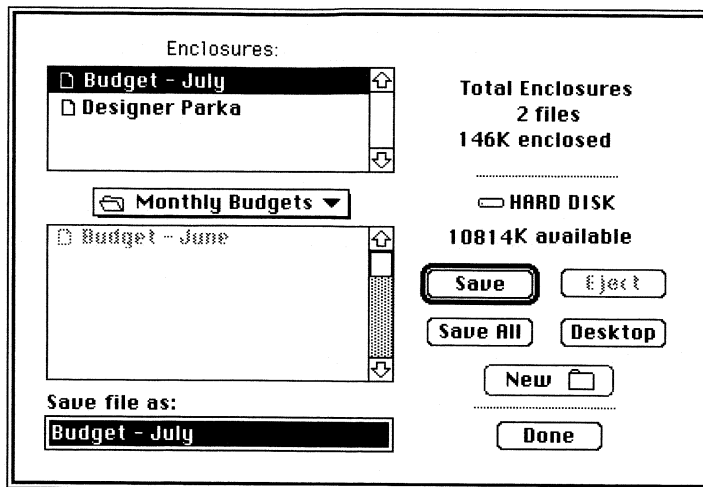
Saving Enclosed Files

When you open a message with an enclosed file, the Enclosure icon appears in the Read window. If a single file is enclosed, its name will appear. If multiple files are enclosed, the number of enclosed files will appear. (An example is included in “Reading Messages from the Summary Window,” earlier in this chapter.)

Choosing Save Messages from the Mail menu saves only the message, not the enclosed file. To save the enclosed file, you must click the Enclosure icon in the Read window.

To save an enclosed file

- 1 From the Read window, press **⌘+E** or click the Enclosure icon to display the Enclosures dialog box:

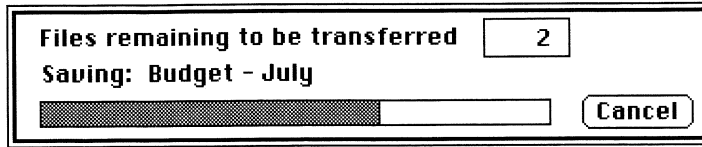


The Enclosures list shows the titles of the files enclosed with the message. A file's name appears in bold letters until it's saved.

The second box lists the files on the current disk or in the current folder, where the enclosures will be saved.

- 2 Save the files you want by doing one of the following:
 - To save a single file in the current drive or folder, select its name in the Enclosures list: the file's name is proposed in the Save File As box. Press RETURN or click the Save button to save the file under that name. To save the file under a different name, type the new name in the Save File As box.
 - To save multiple files in the current drive or folder, drag to select a range of names, or hold down SHIFT and click to select multiple discontinuous names. Press RETURN or click the Save button. Multiple files can be saved only under their original names.
 - To save all files, press **⌘+A** or click the Save All button. All of the files will be saved in the current drive or folder under their original names. If multiple enclosures have the same name, a distinguishing number will be appended to each name. For example, if two enclosures are named "Project Schedule," the first enclosure will be saved with that name and the second as "Project Schedule#2."

This status bar is displayed while the files are being saved:



If one of the files being saved has the same name as one already in the current drive or folder, Mail notifies you with a standard dialog box that gives you the option to overwrite the existing file or cancel the save process for all of the files.

- 3 To interrupt the saving process with the current file, click the Cancel button to return to the Send window.
- 4 When you have saved the files you want, click the Done button.

Saving Graphic Images

To save a graphic image

- 1 From the Read window, select the image area and then copy the image to the Clipboard by choosing Cut or Copy from the Edit menu.
- 2 Open a drawing application, the Scrapbook, or a word-processing application that accepts images.
- 3 From the Edit menu, choose Paste.

If you're pasting into a word-processing or drawing application, you can save the file containing the image.

Note When the pointer is over the image area, it becomes a magnifying glass. Double-click to enlarge or reduce the image. Double-click again to return the image to its original size.

Deleting Messages and Mail Folders

You can delete the message that's displayed in a Read window, or you can delete one or more messages in the Summary window. You can delete folders and their contents in the Summary window.

When you delete messages, they are temporarily moved to the Wastebasket folder. You can retrieve deleted messages from the Wastebasket folder until you quit Mail, which deletes them permanently.

To delete the message in the Read window

- 1 In the Summary window, double-click the title of the message you want to delete to display its Read window.
- 2 Press $\text{⌘}+\text{D}$ or click the Delete button.
Or, press the DELETE key.

To delete multiple messages from the Message list

- 1 In the Summary window, select the multiple messages that you want to delete by doing one of the following:
 - Drag in the From or Subject area to select a range of messages.
 - Hold down SHIFT and click in the From or Subject area to select or cancel the selection of additional messages.
- 2 Press $\text{⌘}+\text{D}$ or click the Delete button.
Or, press the DELETE key.

The messages are moved to the Wastebasket folder until you quit Mail, when they are deleted permanently.

To delete a mail folder and its contents

- 1 In the Summary window, select the folder that you want to delete.
- 2 Press $\text{⌘}+\text{D}$ or click the Delete button.
Or, press the DELETE key.

The folder is deleted from the list and the messages in it are put in the Wastebasket folder.

Note The Mailbox folder and Wastebasket folder can't be deleted. If you delete the Sent mail or Outbox folders, they will be automatically recreated when they are needed.

Sending Messages and Files

You can send the following types of standard messages with Microsoft Mail:



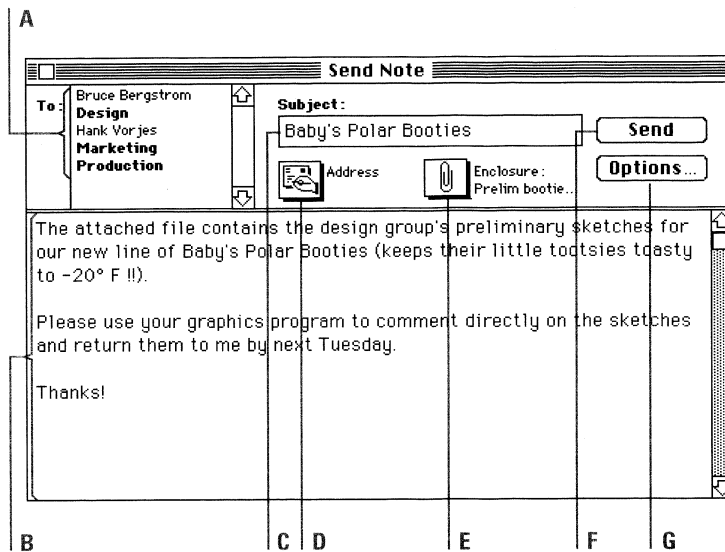
For examples of these message types, see “Types of Messages” in Chapter 3, “Opening and Closing Your Mailbox.”

The network manager may install custom message forms in your Mail system. Each form will have a corresponding icon in the Summary window’s message icon list. Scroll through the icon list to display the icon for the customized form you want.

In the Summary window you click the icon that corresponds to the type of message you want to send. Mail then displays a Send window in which you type a subject and message text and specify other options. Each type of message has its own Send window. For simplification, they are all referred to as Send windows in the rest of this chapter. In addition to using the standard message types, users of some applications, such as Microsoft Word for the Macintosh version 4.0 and later, can compose and send documents directly from within Word. Users of Microsoft Excel for the Macintosh version 2.2 and later can send worksheets, charts, and macros directly from within Microsoft Excel. Procedures are explained in Appendix B, “Using Mail with Integrated Applications.”

Standard Send Window Items

The following items appear in most Send windows:



- A To list** Lists the names of the Mail system users you have specified to receive the message. (Procedures for specifying message recipients are explained in “Addressing Messages,” later in this chapter.)
- B Message area** Type your message text here. Message text wraps automatically at line endings, so you need to press RETURN only when you want to begin a new paragraph. If your message is too long to fit in the message area, the scroll bar (on the right side of the window) becomes active so you can move around.

Mail lets you insert and delete text while typing, select text, and use the editing commands (and ⌘+key shortcuts) from the Edit menu. For example, you can cut and paste text between Send windows, or copy text from a word-processing document and paste it into a Send window.

Note that you can type any characters in your message. However, if you're sending your message to PC users, avoid using Macintosh-specific characters.
- C Subject box** Type a description or title for your message in this box. The subject you type here appears in the message list in the recipient's Summary window.
- D Address icon** Click the Address icon to display the Address window, which you use to specify recipients for your message. (Procedures for specifying message recipients are explained in “Addressing Messages,” later in this chapter.) Send windows contain an Address icon only if the Address Window option is selected in your Preferences Send dialog box.

- E** *Enclosure icon* On the Send Note form, click the Enclosure icon to enclose a file with your message. Mail displays a document selection dialog box in which you select the file(s) that you want to accompany the message. (Procedures are discussed under “Enclosing Files with Messages,” later in this chapter.)
- F** *Send button* Click to send the message to the users named in the To list. You can also press ⌘+S to send the message.
- G** *Options button* Click the Options button to display the Send Mail Options dialog box, which you can use to specify the options applied to the message:



Urgent

Turn on the Urgent check box to have the message pop up immediately on the recipient's desktop. The Display Urgent Messages Immediately check box must be turned on in the recipient's Preferences Notifier dialog box for the message to pop up immediately.

Return Receipt

Turn on the Return Receipt check box to receive a Return Receipt message when a recipient reads your message. If the Display Notifier Window check box is turned on in your Preferences Notifier dialog box, the Return Receipt window appears on your desktop as soon as the recipient reads the message.

Retain A Copy In Sent Mail Folder

Turn on this option to put a copy of the message in your Sent Mail folder.

Add Recipients To Address Book

If the message's address list includes recipients who are not in your Personal Address Book, this option will add them to it.

Sending Messages

You can send text or, with the required software and hardware, you can include sound, such as your voice, in a message.

Sending Text Messages

To send a text message

- 1 In the Summary window, click the icon for the message type you want to send, or hold down the ⌘ key and press the number key corresponding to the position of the icon from the top of the list. For example, pressing ⌘+3 displays the Send window for the third icon in the list.
- 2 Address the message. (See the next section, “Addressing Messages.”)
- 3 Click to select or cancel the selection of the options you want, and type your message. (For information on the options, see “Standard Send Window Items,” earlier in this chapter.)
- 4 Press ⌘+S or click the Send button.

If you begin a message and decide not to send it, click the close box in the Send window’s upper-left corner to cancel it.

Sending Sound Messages

To send a sound message, you need:

- Apple System 6.0.7 or later.
- A sound-input device such as the built-in microphone with some Macintosh models, or a MacRecorder.
- A sound driver file that's compatible with System 6.0.7 or later if you are using a sound-input device other than a built-in Macintosh microphone.

To send a sound message

- 1 From the Summary window, choose the Sound icon.

The screenshot shows a Macintosh-style dialog box titled "Record Sound Message". It has a standard Mac OS window frame with a title bar and a menu icon. The dialog is divided into several sections. At the top, there's a "To:" field with the text "team" and a small icon to its right. Below this is a "Subject:" field with the text "Polar Booties Ideas" and a "Send" button to its right. To the left of the "Subject:" field is an "Address" field with a small icon, and to the right is an "Enclosure:" field with a small icon and an "Options..." button. Below these fields is a section for "Input Quality" with three radio buttons: "Good" (which is selected), "Better", and "Best". To the right of the radio buttons are three buttons: "Talk", "Clear", and "Listen". To the right of the "Listen" button, the text "Size: OK" and "Length: 0.0s" is displayed. At the bottom of the dialog is a large empty rectangular area, likely for a waveform or additional notes, with a small icon in the top right corner of this area.

- 2 In the Subject box, enter a subject title for your message.
- 3 Choose an Input Quality.

The quality you choose affects the size and speed of the file. Choosing the Best Quality option creates a larger file that takes longer to send and open. Choosing the Good Quality option creates a smaller file with a lower sound quality. The size and length of the sound message is displayed to the right of the Listen button.

- 4 Click the Talk button and record your message.

The Talk button changes to the Stop button during recording.

- 5 To stop recording, click the Stop button.

If you want to start the message over, click the Clear button and repeat steps 4 and 5.

- 6 When your message is ready to send, click the Send button.

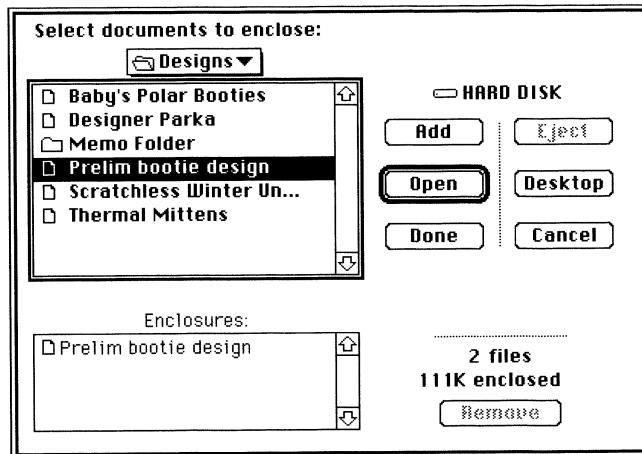
Enclosing Files with Messages

Microsoft Mail makes it easy for you to send one or more files with your message. Files can be in any format created by a Macintosh application. On receiving the message, the recipient can save the enclosed files, and then load them into the appropriate applications to work with them. (For more information, see Chapter 4, “Reading and Working with Messages and Files.”)

To enclose files with a message

- 1 From the Send window, click the Enclosure icon or press **⌘+E** to display Mail’s document selection dialog box.
- 2 To enclose files with a message, do one or more of the following:
 - To enclose a single file, locate the file and double-click the filename. Or, select the filename, and then press **RETURN** or click the Add button.

The filename appears in the the Enclosures list:



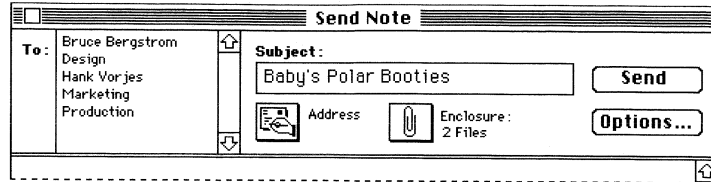
- To enclose all of the files in a folder, select the folder’s name, and then click the Add button.

The individual files in the folder (and any subfolders) are added to the Enclosures list.
 - To preview the files in a folder, double-click the folder name, or select the folder name and press **RETURN** or click the Open button.

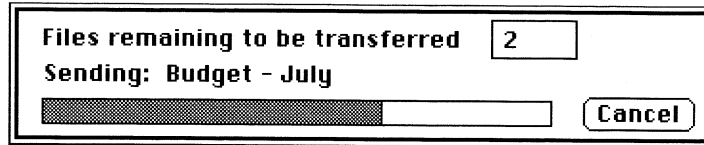
The filenames appear in the top list box, and you can select filenames in the list and add them to the Enclosures box.
- 3 To remove a file from the Enclosures list, double-click the name, or select the name and then click the Remove button.

- 4 When you have added the files you want enclosed, click the Done button.

The Send window reappears: If a single file is enclosed, its name is displayed beside the Enclosure icon; if there are multiple enclosures, the number of enclosures is specified.



- 5 To remove an enclosed file, click the Enclosure icon in the Send window and follow step 3.
- 6 Send the message. The following status bar appears:



Clicking Cancel stops the send process and returns you to the Send window.

Addressing Messages

If your Mail system is large and includes connections to other servers and networks, the list of people you can send messages to can be quite long. To make it easy for you to specify message recipients, Microsoft Mail offers you options for specifying recipients. You can display:

- A directory of all Microsoft Mail users in your Send windows, and then scroll through and click the names of recipients you want.
- A separate Address window, which allows you to type the names of recipients or display shorter lists of names to choose from. This window also allows you to send carbon copies and blind carbon copies to other users.

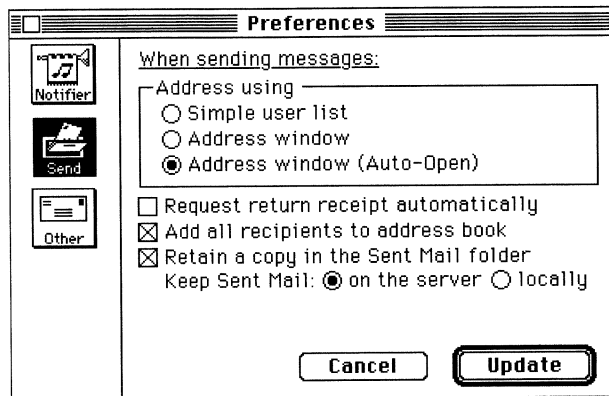
If your Microsoft Mail system is connected to external mail systems via gateways, you can specify recipients on those systems as well. For more information about gateways, see the “Welcome to Microsoft Mail” section, earlier in this book.

Mail you send is transmitted to your Microsoft Mail server and then delivered to the specified recipients. If the recipients are signed in to the Mail system, they are notified that mail has arrived. If they are not signed in, the server holds the message in their mailboxes and notifies them when they do sign in. (If recipients have changed their preferences in the Preferences Notifier dialog box, they may not be notified immediately, but the server will still save their messages in their mailbox.)

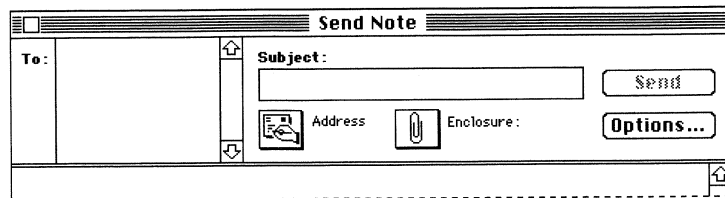
If you send mail to recipients connected to a different Microsoft Mail server, the mail will be automatically forwarded to their server. If their server temporarily cannot be reached (for example, because it's turned off or there's a problem with the network), your server will keep trying to reach it. After a number of hours specified by your network manager, your server will give up and send you a message that it couldn't deliver the mail. For more information on returned mail, see "Handling Returned Mail," later in this chapter.

Setting Addressing Preferences

Addressing preferences determine the way you select message recipients. When you choose the Preferences command on the Mail menu and then click the Send icon, you're given a dialog box to specify the addressing scheme you'll use when you send a message:

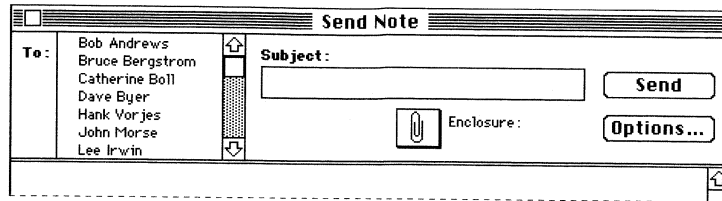


If you select the Address Window option in the Preferences Send dialog box, the To list in your Send window is blank:



Click the Address icon, and then create your own To list, using the Address window. If you select the Address Window (Auto-Open) option in the Preferences Send dialog box, the Address window appears automatically. (For more information, see "To Use the Address Window," later in this chapter.)

If you select the Simple User List option in the Preferences Send dialog box, the To list in your Send window displays a scrollable list of all Microsoft Mail users:



Note You cannot send carbon copies or blind carbon copies with the Simple User List option.

For more information on setting addressing preferences, see Chapter 7, “Setting Your Mailbox Preferences.”

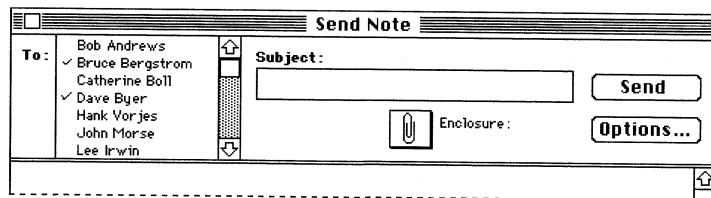
Selecting Message Recipients

You select your message recipients from either the Simple User list or the Address window.

To use the Simple User List

- Click the user name or names you want to receive the message. A check mark is placed next to each name.

To remove a check mark, click the name again.

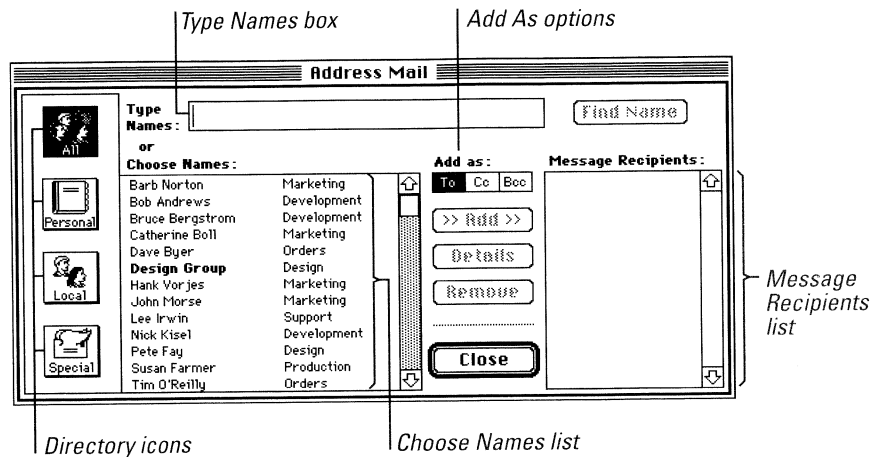


To use the Address window

The Address window displays icons that represent user lists (directories). The Choose Names list in the Address window shows the users that are in the selected directory.

- 1 In the Summary window, select the message type you want to send. If the Address Window (Auto-Open) option is not selected in the Preferences Send dialog box, click the Address icon in the Send window to display the Address window.

The Address window is displayed.



In the Choose Names list, special type styles represent the following:

- Bold type represents a group name. When you select a group name, the individual members of the group each receive a copy of the message. This makes it easy to send a message to multiple recipients without having to choose each of their names. You can also create personal groups of those Mail users you frequently send messages to. (See “Creating Personal User Groups,” later in this chapter.)
- Italic type represents a user whose server has been unavailable to the Mail system for a certain period of time. This warns you that the message may not be delivered to that recipient unless the server is restored.

- 2 Click an icon for the directory in which the recipient’s mailbox resides:

All

Displays in the Choose Names list all users on all Microsoft Mail servers on your network. The directory also lists individual gateway users who are registered in the Mail system.





Personal

Displays the user and group names you've added to your Personal Address Book.



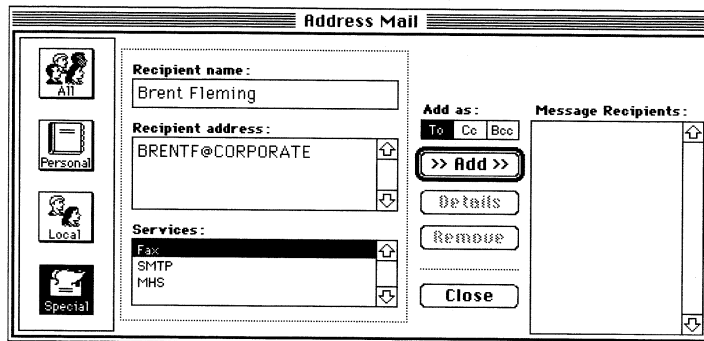
Local

Displays in the Choose Names list only those users on your Microsoft Mail server. Users currently signed in to the Mail system are indicated by the word "connected" after their names.



Special (optional)

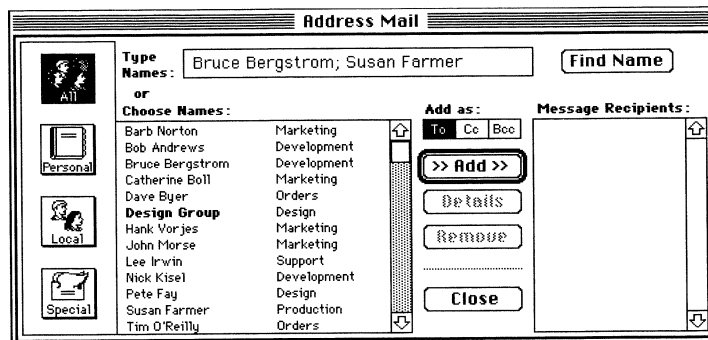
If your Microsoft Mail system is connected to external mail systems via gateways, and you want to send a message to a gateway recipient who is not listed in any directory, click the gateway icon in the icon list. Mail displays the gateway's dialog box for specifying recipients:



To address a message to a gateway recipient, type the gateway recipient's mail name in the Recipient Name box, type the recipient's mailbox location in the Recipient Address box, and then select the name of the mail system in the Services box. Click the Add button to add the gateway recipient to the Message Recipients list.

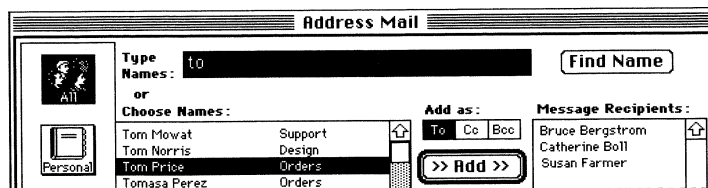
The number of icons and their appearances in the icon list will vary, depending on the gateways installed on your network. If several gateways are installed, some of the address icons may not be visible. In that case, the icon list contains a scroll bar you can use to see more icons. Also, some gateways may not use the dialog box shown above to specify gateway recipients. If a different dialog box appears when you select a gateway icon, see your network manager for procedures to fill in the dialog box.

- 3 From the Choose Names list, add names to the Message Recipients list using one or more of the following methods:
- Select a recipient name in the Choose Names list, using the scroll bar or the arrow keys to scroll through the list. Then press RETURN, or click the Add button.
 - Double-click a name to add it directly to the Message Recipients list.
 - To select multiple names, hold down SHIFT and click the names. Then press RETURN, or click the Add button. You can also select a range of names by dragging.
 - To add an entire group to the Message Recipients list, select the group name and click the Add button.
 - Type a recipient name in the Type Names box. If you are sending the message to more than one recipient, separate the user names with semicolons. Then press RETURN or click the Add button.

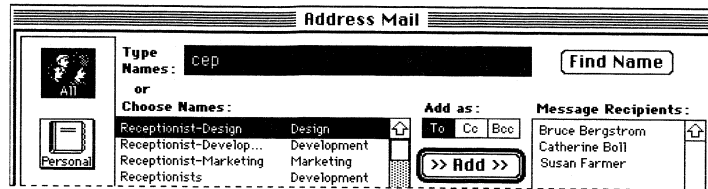


- If you don't know the exact name of a recipient, you can find it in several ways:

First, in the Type Names box, type the first few characters of the name, and then click the Add button. The users whose names begin with these characters are displayed in the Choose Names list. If only one name matches the characters, it is automatically added to the Message Recipients list. If there is more than one match, select the name or names you want to add to the Message Recipients list, and then click the Add button.



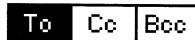
Second, search for a string of characters in a recipient's name. Type the string of characters in the Type Names box, and then press $\mathbb{M}+F$ or click the Find Name button. All names that contain the string of characters are displayed in the Choose Names list.



You can also specify the server on which you want to search for users. Type an @ symbol between the user's name and the server name. For example, if you type Jane@Marketing and click the Add button, Mail finds all the names that begin with "Jane" on servers whose names begin with "Marketing."

You can search for a group by typing an @ symbol between the group name and the identifier word "group." For example, to specify a group named "managers," the correct address would be **managers@group**.

- 4 If you want to send a carbon copy (Cc) or blind carbon copy (Bcc), select the appropriate button under the Add As option.

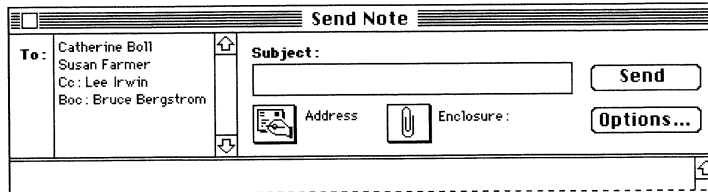


The Add As options specify the type of recipient: a primary recipient (To), a carbon-copy recipient (Cc), or a blind-carbon-copy recipient (Bcc). The name of a primary or carbon-copy recipient is listed at the top of the message area in the recipient's Read window. The name of a blind-carbon-copy recipient does not appear in other recipients' Read windows. To select an Add As option, do the following:

- To choose a type of recipient, select the recipient name in the Choose Names list and click the appropriate Add As option before clicking the Add button. Or, hold down the **OPTION** and \mathbb{M} keys and press the first letter of the Add As option you want before clicking the Add button. A recipient type stays in effect until you change it.
- To change the recipient type, select the recipient name in the Message Recipients list, and then hold down the **OPTION** key and click the appropriate Add As option. Or, hold down the **OPTION** and \mathbb{M} keys and press the first letter of the Add As option you want.

- 5 Press RETURN or click the Close button to accept the Message Recipients list and return to the Send window.

The names you added to the Message Recipients list in the Address window appear in the To list in the Send window.



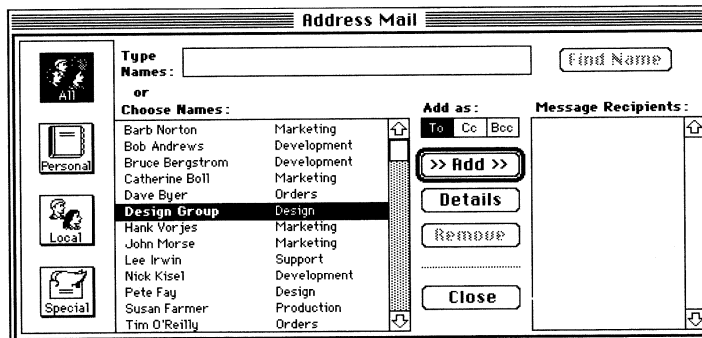
To remove a recipient name

- Display the Address window, select the name in the Message Recipients list, and then press ⌘+R or click the Remove button.

To view or address the members of a group

The group names created by network managers, and the personal group names you create are shown in bold letters in the addressing lists. When sending a message, you may want to list the members of the group to verify that the group includes everyone who needs to receive the message.

- 1 In the Choose Names list, select the name of the group you want to view. The Details button becomes active.



- 2 To display the members of the group in a window, click the Details button. To add the members to the Message Recipients list, click the Add button.

Maintaining Your Personal Address Book

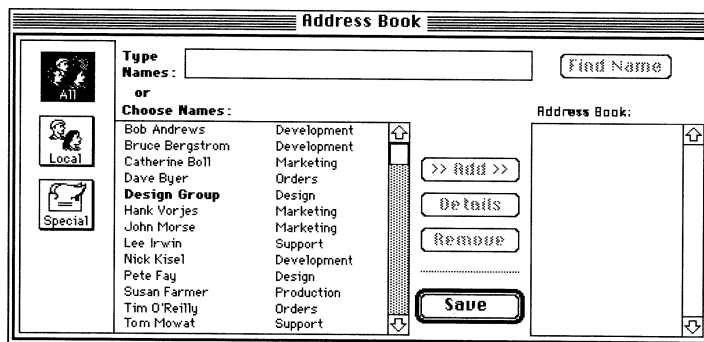
You can store the list of Mail recipients you frequently send messages to in your Personal Address Book. Your Personal Address Book offers several advantages over the All or Local user directories for addressing messages. The list is shorter; finding and selecting names is faster. Another advantage is that the list has fewer names, so you type fewer characters to add a name to a recipient list.

Creating and Modifying Your Personal Address Book

Your Personal Address Book can contain any name in the Microsoft Mail system, including gateway recipient and group names. When you address a message, you can have Mail automatically add to your Personal Address Book any recipient name that is not already in the address book.

To create a Personal Address Book

- 1 With the Summary window displayed, choose Address Book from the Mail menu to display the Address Book window.



The Address Book window is similar to the Address window you use to address messages.

- 2 Click an icon for the directory containing the user name you want to add to the address book.
- 3 Copy names from the Choose Names list to the Address Book list using the methods described in "To Use the Address Window," earlier in this chapter.
- 4 Press RETURN or click the Save button to accept the Address Book list and return to the Summary window.

Note If you add a gateway recipient's name to your Personal Address Book, you can modify it by selecting the name and clicking the Details button. Mail displays the gateway's addressing screen with that user's information, which you can change.

Removing Users from Your Personal Address Book

If you include a user in your Personal Address Book and the network manager later removes that user from the Microsoft Mail system, the user's name is automatically removed from your Personal Address Book. If a network manager renames a user, that change is also reflected in your Personal Address Book.

If you have a Mail user in your Personal Address Book whose server is unavailable for a certain period of time, that user's name changes to italic letters in the Address Book list. This alerts you that the user is currently unavailable to receive messages. (If the user is reinstalled or the server reappears, then the italic name returns to roman font.) Eventually, the user's name is removed from the Mail network directories and all Personal Address Books if the user is not reinstalled in the Mail system, or the user's server remains unavailable for a period of time specified by the network manager.

To remove a user from your Personal Address Book

- 1 With the Summary window displayed, choose Address Book from the Mail menu to display the Address Book window.
- 2 In the Address Book list, select the name of the user you want to remove.
- 3 Click the Remove button.

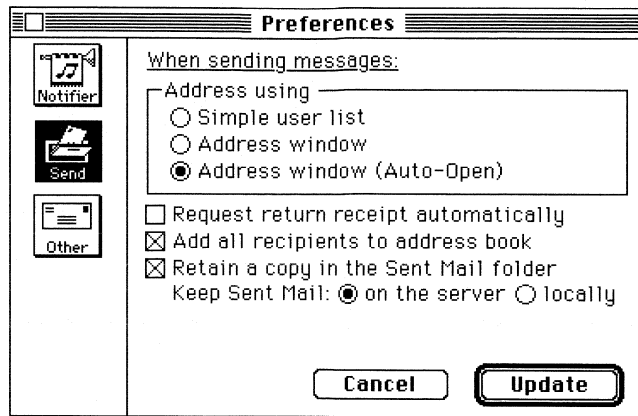
Automatically Updating Your Personal Address Book

You can have Mail automatically add to your Personal Address Book any recipient name that is not already in the address book.

To automatically update your Personal Address Book

- 1 With the Summary window displayed, choose Preferences from the Mail menu to display the Preferences window.
- 2 Choose the Send icon.

- 3 Turn on the Add All Recipients To Address Book check box.



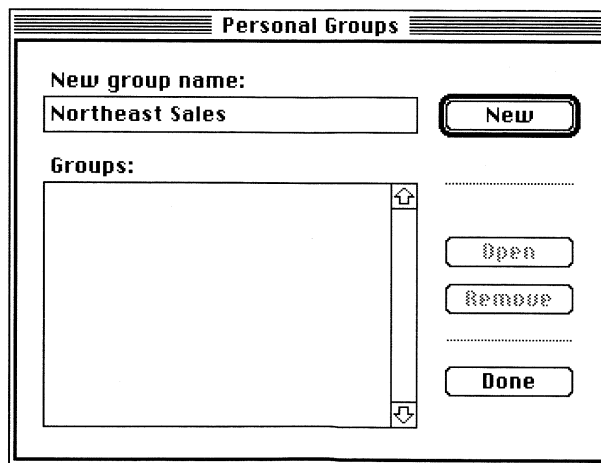
- 4 Click the Update button.

Creating and Changing Personal Groups

You can create personal user groups, in which you collect multiple Mail users under a single name. When you add a personal group name to the recipient list for a message, all of the individual recipients (or other groups) you've included in the group receive the message.

To create a personal user group

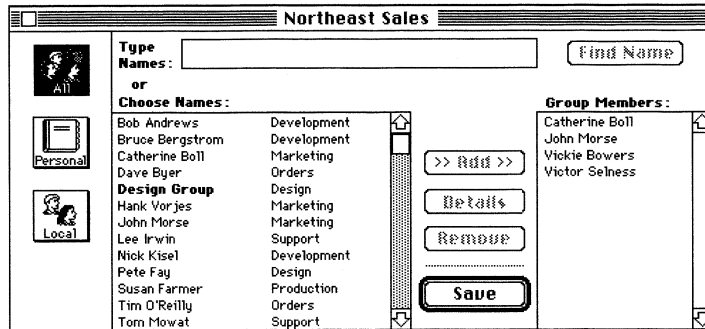
- 1 From the Mail menu, choose Personal Groups to display the Personal Groups window:



- 2 In the New Group Name box, type the name of the group you're creating and click the New button.

An Address window is displayed.

- 3 Copy names from the Choose Names list to the Group Members list using the methods described in "To Use the Address Window," earlier in this chapter.



- 4 Click the Save button.

To remove or modify a personal group

- From the Mail menu, choose Personal Groups, and do one of the following:
 - To remove a group, select its name and click the Remove button.
 - To modify a group, display its group window by double-clicking the name, or select the name and click Open. To display multiple group windows, press SHIFT and click the group names you want, then click Open.

Add or remove names from the Group Members list using the methods described in "To Use the Address Window," earlier in this chapter.

Handling Returned Mail

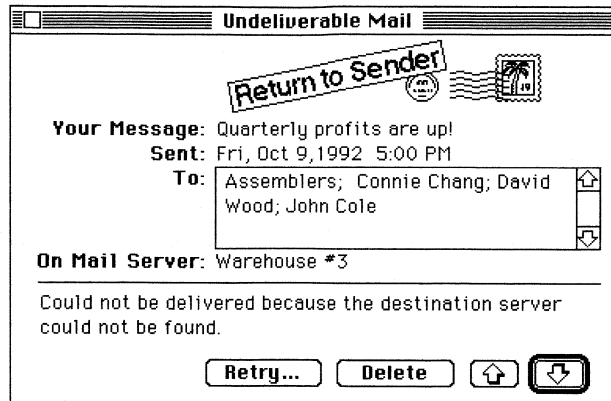
Your mail may be returned undelivered if:

- The recipient's server cannot be reached for a period of time set by the network manager. Typically, a server cannot be reached because it's turned off or there's a problem with the network.
- The recipient's name has disappeared from the user list because the network manager has removed the recipient's name.
- Mail is incorrectly addressed to a gateway user.
- You sent mail to a gateway on which you don't have an account.

If your mail is returned, you'll see the Returned Mail icon in your Summary window's Message list.

To try sending the mail again

- 1 Select the message in the Message list and then click the Read button to display the Status Message window:



- 2 Click the Retry button.
A Send window containing the original message is displayed.
- 3 Address the message either to the original recipient or to a different recipient. (To address the message, see "Addressing Messages," earlier in this chapter.)
- 4 Press ⌘+S or click the Send button.

Working Without a Mail Server

You can use Microsoft Mail offline; that is, without being connected to a Mail server. If you're going to be away from your Mail network, such as traveling or working at home, or if your Mail server is taken off the network for maintenance, you can continue to use Microsoft Mail offline.

When you work independently of a network Mail server, the messages you send, read, and process are stored in local folders on your offline Macintosh. Later, when you connect your offline Macintosh to the Mail system, either by connecting to your Mail server on the AppleTalk network, or over a phone line, you can update your mailbox on the server with the messages you processed offline.

Note If your network has many addresses, you may not have enough disk space or memory to load the All user list from the Mail server for offline operation. If the message "There is not enough memory to use the All list" frequently appears, you may want to clear the Download "All" List checkbox in the Preferences Other dialog box. See Chapter 7, "Setting Your Mailbox Preferences," for more information.

What You Need To Work Offline

To use MS Mail without a network Mail server, you need:

- The Microsoft Mail desk accessory and Microsoft Mail Workstation file.
- The MS Mail Cache file in your System Folder.
- An MS Mail Local Mail file (with your user name), which is contained in the folder called MS Mail Local Folders in your System Folder.

The MS Mail Cache file is created automatically for you the first time you sign in to the Mail server. It contains the message forms and address lists you need to read and compose messages while working offline.

An MS Mail Local Mail File is also created automatically for you the first time you sign in to the Mail server. It contains specific information that is needed to work offline and store messages on your local Macintosh. The Local Mail file contains:

- Your user name and password, so that only you can read and work with the messages in your Local Mail file.
- The Local folders you create, and the messages stored in them.
- The Outbox folder (which holds the messages you send when working offline).

If more than one person uses Microsoft Mail on your Macintosh, then there is a Local Mail file in the user's name for each account.

If You Don't Plan to Work Offline

If you don't want to work independently of a server, you can remove the MS Mail Cache file and the MS Mail Local Folders files from your hard disk, to save disk space on your Macintosh. Before you remove these files, copy local messages you want to keep from your local folders to folders on the Mail server, or save them as text files using the Save Messages command on the Mail menu.

To remove the MS Mail Cache and MS Mail Local Folders files

- 1 From the Mail menu, choose Preferences.
- 2 Click the icon labeled Other.
- 3 Clear the Enable Offline Operation check box.
- 4 Restart Microsoft Mail.

Note After removing the MS Mail Cache file and the MS Mail Local Folders files, you will need to reconnect to the Mail server to establish new sign-in preferences. See “Connecting to a Server and Specifying Sign-in Preferences” in Chapter 2.

Setting Up to Work Offline

Setting Up a Macintosh to Work Offline

If the Macintosh you use for an offline computer has already been used as a Mail workstation connected to the Mail server, there's nothing special you need to do: The Microsoft Mail Cache file and your MS Mail Local Mail File are already in the System folder.

To set up a Macintosh to work offline

- 1 From the Mail menu, choose Preferences.
- 2 Click the icon labeled Other.
- 3 Choose the Enable Offline Operation check box.
- 4 Click the Update button.

Before you disconnect from the Mail server, you will need to copy the messages you want to work with from the Mail server folders to your local folders. (See “Creating Local Folders,” later in this chapter.)

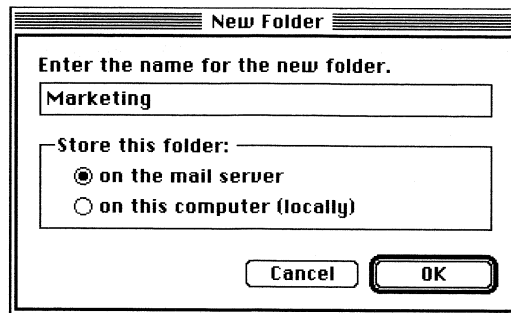
Creating Local Folders

When your computer is not connected to the Mail server, you have access only to the messages that are stored in local folders on your Macintosh's hard disk.

If you are disconnecting from the Mail server to work offline, first copy any messages you want to read or work with into the local folders on your Macintosh.

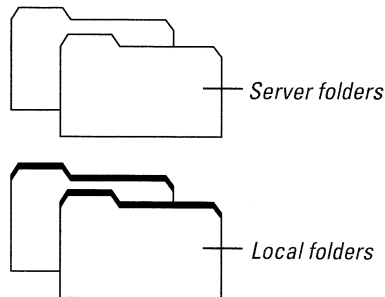
To create a local folder

- 1 From the Mail menu, choose New Folder.



- 2 Enter a folder name.
- 3 Choose the Store This Folder On This Computer option.

Local folders are displayed in the folder area of the Summary window. Compared with server folders, they look like this:



For more information about folders see, “Using Mail Folders,” in Chapter 4, “Reading and Working With Messages and Files.”

Using Mail Offline

Note The Macintosh you're using as an offline computer must have the MS Mail Cache file and your Local Mail File in its System Folder.

Starting Mail Offline

You can use MS Mail offline either while disconnected from a network, or while connected to a network. Working offline when you are connected to the network can be useful if the Mail server goes off the network for maintenance and you still want to work with Mail.

To start Mail offline while disconnected from the network

- 1 From the Apple menu, choose Microsoft Mail.
Mail displays the standard sign-in dialog box.
- 2 Enter your Microsoft Mail user name and password.
If the Mail user name and password you enter match those stored in your Local Mail file, the Mail summary screen appears with your local folders listed.

To start Mail offline while connected to the network

- 1 Hold down the SHIFT key, and from the Apple menu, choose Microsoft Mail.
Mail displays the standard sign-in dialog box.
- 2 Enter your Microsoft Mail user name and password.

Note If the password in your Local Mail file is different than the password from your network server account, you will be asked to enter the password you use with your Local Mail file.

To continue using Mail if the server goes offline

If your Mail server unexpectedly goes offline while you are connected to the network, you will receive a warning message that the server connection is broken.

- 1 In the warning message, choose the Give Up option.
- 2 Restart Microsoft Mail.

When Mail restarts, you will have access only to the local folders stored on your computer.

When the Mail server comes back online, you will be notified with a dialog box. To switch to online operation, close and restart Mail. This will reconnect you with the Mail server.

Addressing Messages

Your MS Mail Cache file contains a copy of your Personal Address Book, your Local Address list, and, optionally, the All user list from your Mail server. When you display a new Send form, or reply to or forward a message, you can choose names from these lists in the same way you would if you were connected to a server.

If you want to send a message to someone who is not in your Personal Address Book, or to someone who is not in the All list from your server, you need to use the Special addressing window, if it is available. See Chapter 5, “Sending Messages and Files,” for more information about using address lists.

The address lists on your offline computer will be updated at the intervals you set in the Update All List preference. See Chapter 7, “Setting Your Mailbox Preferences,” for more information.

Connecting to Your Mail Server After Working Offline

Messages that you send, forward, or reply to while working offline are stored in your Outbox. Messages that you save are stored in your local folders. To send the messages in the Outbox, you must connect your remote Macintosh to the Mail server. You can do this by connecting it to the AppleTalk network containing your Mail server, or by connecting to the server over a phone line.

To connect to your Mail server over a phone line, you need a modem and software that makes your Macintosh a terminal or a node on the AppleTalk network. See the documentation that came with your remote AppleTalk software for information about connecting to your AppleTalk network from a remote computer.

Note The Mail Dial-in Utility cannot be used to transfer or update offline messages to the Mail network server.

If you're calling in to your AppleTalk network over a phone line, and the computer you're calling is in the same AppleTalk zone as your Mail server, you're connected to your mail server automatically if it is available. If the computer you're calling is in a different zone, you need to connect to it using your Macintosh's Chooser.

When you start Mail after working offline, and there are messages in the Outbox, this dialog box appears:



If you choose Send, the messages are sent; if you choose Cancel, the messages remain in the Outbox folder. If you choose Cancel, you will need to sign out and restart Mail to send the messages.

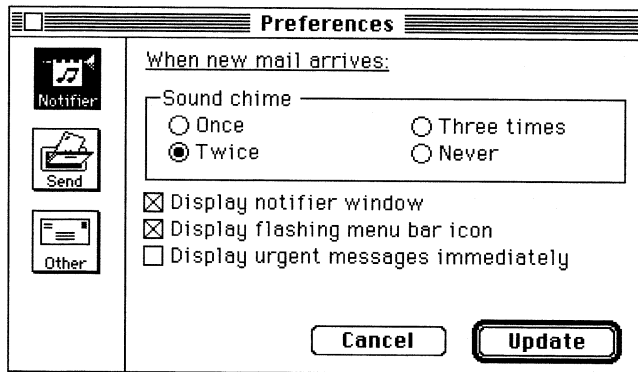
Setting Your Mailbox Preferences

Microsoft Mail's Preferences window lets you specify how you want Mail to present the messages you send, receive, and print. It also lets you make choices about working offline.

Displaying the Preferences Window

To display the Preferences window

- 1 In the Summary window, choose Preferences from the Mail menu.
- 2 Click an icon to display its dialog box in the Preferences window:

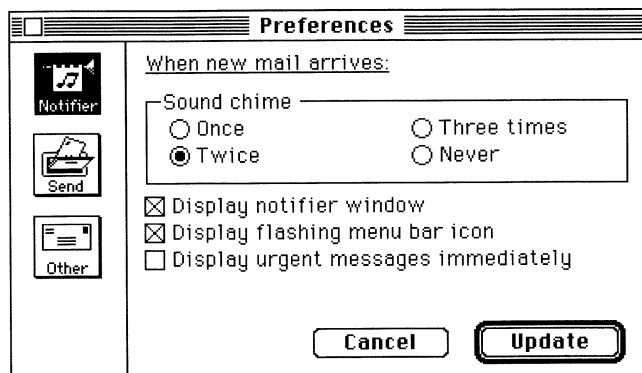


- 3 Select the options you want (explained in the following sections).
- 4 Click the Update button.



Notifier Options

Use the Notifier dialog box to choose how you want Mail to alert you when you receive new mail.



Sound Chime

Sounds a chime when mail arrives and you are signed in to Mail. Select one, two, or three chimes. If you don't want the chime to sound, select Never.

Display Notifier Window

Displays the Notifier window when you receive a message and are signed in to Mail. The Notifier window looks like this:



Display Flashing Menu Bar Icon

Flashes an icon in place of the Apple icon at the right end of your menu bar when you receive a message. The icon indicates the type of message.

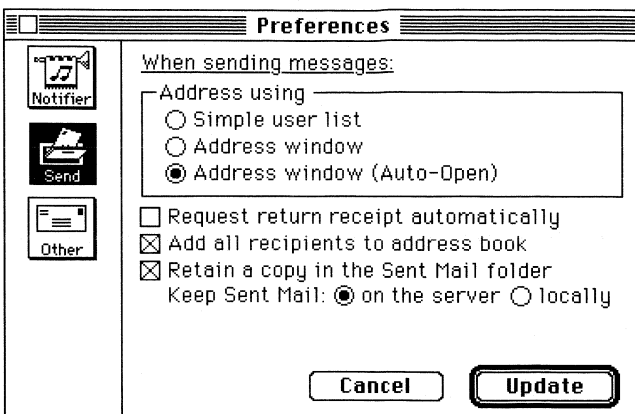
Display Urgent Messages Immediately

Displays messages marked "Urgent" directly on your screen as soon as they arrive. (You must be signed in to Mail to have Urgent messages displayed.)



Send Options

The options in the Send dialog box affect the messages you send and the messages you reply to.



Simple User List

A list of all Mail users appears in the To list in your Send windows. Select recipients for the message by clicking their names, scrolling through the list if necessary. The Simple User List option doesn't allow you to send carbon copies (Cc) or blind carbon copies (Bcc) to other users, search for user names, or send mail to external mail users not in the Mail directory. For more information on working with the Simple User List, see Chapter 5, "Sending Messages and Files."

Address Window

Includes the Address icon in your Send windows. Click the Address icon to display the Address window and specify message recipients. With the Address window, you can send carbon copies (Cc) and blind carbon copies (Bcc), search for user names, and address external mail users not in the Mail directory.

Address Window (Auto-Open)

Causes the Address window to appear automatically when you click a message icon in the Summary window; you don't need to click the Address icon in the Send window. For more information, see Chapter 5, "Sending Messages and Files."

Request Return Receipt Automatically

Displays Send windows with the Return Receipt check box turned on in the Send Mail Options dialog box. (You can still turn off the option in individual Send windows.)

Add All Recipients To Address Book

Displays Send windows with the Add Recipients To Address Book check box turned on in the Send Mail Options dialog box. If you select recipients for the message who are not in your Personal Address Book, Mail automatically adds them for you. (You can still choose to turn off the option in individual Send windows.) The address book feature is discussed in Chapter 5, “Sending Messages and Files.”

Retain A Copy In The Sent Mail Folder

Displays Send windows with the Retain A Copy In Sent Mail Folder check box turned on in the Send Mail Options dialog box. This check box saves a copy of each outgoing message in the Sent Mail folder. (You can still choose to turn off the check box in individual Send windows.) Mail’s folder system is discussed in Chapter 5, “Sending Messages and Files.”

Keep Sent Mail

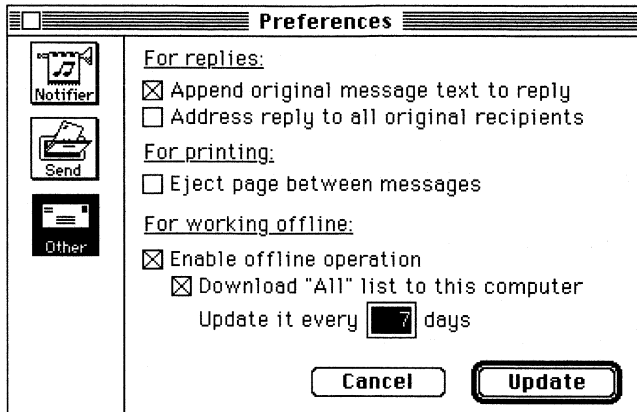
Automatically copies messages you send to the Sent Mail folder. Select an option to keep sent mail on the Mail server, or locally (on your local Macintosh.) One of the choices may be greyed out by your Network Manager. Keeping sent mail on a server can be more secure, while keeping sent mail on your local computer allows you access while working offline.

If the network manager sets the preference to keep sent mail on the server, and you later change this preference to Keep Sent Mail Locally, you will have two Sent Mail folders, one on the server and one on your local Macintosh. To avoid confusion, you should copy the messages from the Sent Mail folder on the server to the Sent Mail folder on your Macintosh and delete the Sent Mail folder on the server.



Options for Replies, Printing and Working Offline

By selecting options in the Other dialog box, you can have Mail automatically choose reply options for you. You can also specify how you want Mail to print your messages, whether you want local files on your machine for working offline, and how often to update your local All list.



Append Original Message Text To Reply

Automatically appends the text of the original message to your replies.

Address Reply To All Original Recipients

Displays Reply windows with all the original recipient names already entered in the To list. If you turn on this check box, the Reply button in the Summary window and Read windows changes to Reply All.

Eject Pages Between Messages

When checked, each message prints on a new page. If you leave the box unchecked, messages will print continuously, with header information inserted between each message.

Enable Offline Operation

When checked, your mail forms and address lists are copied from the Mail server to your Macintosh to enable your Macintosh to work independently of the Mail server.

Note If you don't want to work independently of the server, you can remove the MS Mail Cache file and MS Mail Local Folders files to save disk space on your Macintosh. To remove these files from your hard disk, clear the Enable Offline Operation checkbox.

Download "All" List To This Computer And Update It Every ## Days

When checked, the All user list from the server is downloaded onto your hard disk. If most people you send mail to are already in your Personal Address list, then you may not need the All address list. You can set the number of days you want to elapse before the local All address list on your computer is updated from the Mail server.

Changing Your Password

When you first start using Microsoft Mail, you will have a password assigned to you by the network manager. You should change your password so that only you know it and only you can open your mailbox.

Note Although you can use any symbols in your password, avoid using Macintosh-specific symbols if you are likely to sign in to Mail from a PC workstation. You can't sign in to Mail from a PC workstation if you use these symbols.

To change your password

- 1 In the Summary window, choose Change Password from the Mail menu.
- 2 Enter your current password and click OK.

Mail initially represents your password with dots in the Password box.

- 3 Type your new password.
Mail enters as many dots as there are characters in your password.
- 4 Retype your new password.



- 5 Press RETURN or click the OK button to set your new password.

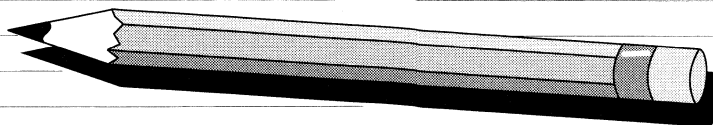
Once you change your password, you also must update it in the Mail Sign-In Preferences dialog box if you've chosen to have Mail automatically sign in and type your password for you. If you don't update your password after changing it, you can't sign in with your new password. For more information, see "Connecting to a Server and Selecting Sign-In Preferences" in Chapter 2, "Signing In and Signing Out of Microsoft Mail."

APPENDIX A: Keyboard Shortcuts

APPENDIX B: Using Mail
with Integrated Applications

APPENDIX C: Sending
and Receiving Files with Mail

APPENDIX D: Dialing
In from a Remote Computer



Keyboard Shortcuts

You can choose commands and options in Mail by clicking with the mouse; some actions can also be carried out with the keyboard. To choose most commands and options from the keyboard, hold down the **COMMAND** key (⌘) and press the letter, number, or symbol corresponding to the command you want. Some commands require that you hold down both the **OPTION** and ⌘ keys while pressing the letter, number, or symbol corresponding to the command.

Note In all windows, to carry out the command for the default button (the button with the bold border), press **RETURN** or **ENTER**.

Summary Window

| To | Press |
|------------------------------------|------------|
| Close and sign out of Mail | ⌘+Q |
| Close but remain signed in to Mail | ⌘+W |
| Copy message into a Mail folder | OPTION+⌘+M |
| Create new folder | ⌘+N |
| Delete message | ⌘+D |
| Forward message | ⌘+F |
| Get Help | ⌘+? |
| Go to Mailbox folder | ⌘+G |
| Move message into a Mail folder | ⌘+M |
| Open Personal Address Book | ⌘+B |
| Print message | ⌘+P |
| Reply to all | OPTION+⌘+R |
| Reply to message ¹ | ⌘+R |
| Save a message as a file | ⌘+S |
| Send Nth message type ² | ⌘+N |

¹ If you turned on the Address Reply To All Original Recipients check box in the Preferences Other dialog box, the Reply button changes to Reply All. In this case, ⌘+R replies to all recipients, and OPTION+⌘+R replies only to the sender.

² N is any number from 1 through 9. For example, ⌘+4 opens the Send window for the fourth standard message type (Inquiry). The key combinations ⌘+6 through ⌘+9 apply only if your network manager creates additional message types.

Read Windows

| To | Press |
|---------------------------------|------------|
| Close window | ⌘+W |
| Copy selected text or image | ⌘+C |
| Delete message | ⌘+D |
| Forward message | ⌘+F |
| Get Help | ⌘+? |
| Move message into a Mail folder | ⌘+M |
| Print message | ⌘+P |
| Read previous message | ⌘+< |
| Reply to all ¹ | OPTION+⌘+R |
| Reply to message ¹ | ⌘+R |
| Save enclosed file | ⌘+E |

¹ If you turned on the Address Reply To All Original Recipients check box in the Preferences Other dialog box, the Reply button changes to Reply All. In this case, ⌘+R replies to all recipients, and OPTION+⌘+R replies only to the sender.

Send windows

| To | Press |
|---------------------------------|----------|
| Add recipients to Address Book | ⌘+O, ⌘+A |
| Address mail | ⌘+A |
| Close window | ⌘+W |
| Copy selected text or image | ⌘+C |
| Cut selected text or image | ⌘+X |
| Enclose file | ⌘+E |
| Get Help | ⌘+? |
| Options | ⌘+O |
| Paste text or image | ⌘+V |
| Retain copy in Sent Mail folder | ⌘+O, ⌘+S |
| Return Receipt | ⌘+O, ⌘+R |
| Send message | ⌘+S |
| Urgent | ⌘+O, ⌘+U |

Address window

| To | Press |
|--|------------|
| Blind carbon copy | OPTION+⌘+B |
| Carbon copy | OPTION+⌘+C |
| Find name(s) | ⌘+F |
| Get Help | ⌘+? |
| Remove recipient name | ⌘+R |
| Select Nth directory icon ¹ | ⌘+N |
| Details | ⌘+D |
| To | OPTION+⌘+T |

¹ N is any number from 1 through 9.

Notifier window

| To | Press |
|--------------|-------|
| Close window | ⌘+W |
| Get Help | ⌘+? |
| Read later | ⌘+L |
| Delete | ⌘+D |

Notifier Preferences Window

| To | Press |
|-------------------------------------|-------|
| Sound Chime Never | ⌘+N |
| Sound Chime Once | ⌘+O |
| Sound Chime Twice | ⌘+T |
| Sound Chime Three Times | ⌘+H |
| Display Notifier Window | ⌘+D |
| Display Flashing Menu Bar Icon | ⌘+I |
| Display Urgent Messages Immediately | ⌘+U |

Send Preferences Window

| To | Press |
|---------------------------------------|--------------|
| Address Using Simple User List | ⌘+S |
| Address Using Address Window | ⌘+A |
| Address Window (Auto-Open) | ⌘+O |
| Request Return Receipt Automatically | ⌘+R |
| Add All Recipients to Address Book | ⌘+B |
| Retain A Copy In The Sent Mail Folder | ⌘+M |
| Keep Sent Mail On The Server | ⌘+E |
| Keep Sent Mail Locally | ⌘+I |

Other Preferences Window

| To | Press |
|--|--------------|
| Append Original Message Text To Reply | ⌘+A |
| Address Reply To All Original Recipients | ⌘+O |
| Eject Pages Between Messages | ⌘+E |
| Enable Offline Operation | ⌘+L |

Using Mail with Integrated Applications

The power and utility of Microsoft Mail is enhanced when it's integrated into an application. In an integrated application, Mail functions as a convenient "delivery system" for transferring documents among colleagues who need to work with them. You can bypass your mailbox and address and send the document from within the application itself. And when you receive a document that's been sent from within an application, you can open it directly into your copy of the application without first having to save it to a disk.

The list of applications that include Microsoft Mail as an integrated feature is constantly growing. In this appendix, Microsoft® Word Apple Macintosh Series version 5.0 and Microsoft® Excel Apple Macintosh Series version 4.0 are used to show the principles of working with an integrated application.

Sending and Receiving Documents from Within Microsoft Word and Microsoft Excel

If you have Microsoft Word for the Macintosh version 4.0 or later, you can send and receive Word documents directly from Word. Any of Word's styles and formatting that you include in the document are sent along with it. The recipient will receive the document exactly as you sent it.

If you have Microsoft Excel for the Macintosh version 2.2 or later, you can send and receive Microsoft Excel worksheets, charts, and macro sheets as Mail messages directly from Microsoft Excel. You create and format your worksheet, chart, or macro sheet as you normally would within Microsoft Excel, and then send it to other users via Microsoft Mail. All the settings and formats of each Microsoft Excel document are sent along with the document.

You can also use the Microsoft Excel macro language to automate the process you use to create, send, and receive Mail messages. For information on using the macro language, see the *Microsoft Excel Functions Reference* manual.

Microsoft Excel for Macintosh versions 4.0 and higher also provide a custom tool to easily access Microsoft Mail. Consult the Excel user's guide for instructions on how to install the Microsoft Mail tool in Excel's toolbar.

Displaying Microsoft Word and Microsoft Excel Documents

Procedures to send and receive Mail are the same in both Microsoft Word and Microsoft Excel. In both applications, use the Open Mail and Send Mail commands on the File menu.

To use these commands:

- You must choose Full Menus in the Edit menu.
- Your Macintosh must be connected to a Microsoft Mail server, and you must be signed in to Mail.

To display Microsoft Word or Microsoft Excel documents

- 1 From the File menu, choose Open Mail.

A window listing messages in your mailbox that contain Microsoft Word and Excel files appears.

Each message includes a separate Comments window. To view this window without viewing the file, select the message in the Mail Documents window and click the Comments button.

- 2 Select the document you want to display and click the Open button.
- 3 To close each document window, click its close box. Before closing each document, the application asks if you want to save it. Comments are not saved.

Sending Documents from Within Microsoft Word or Microsoft Excel

To send a document from within Microsoft Word or Microsoft Excel

- 1 Compose your document in Microsoft Word or Microsoft Excel.
- 2 From the File menu, choose Send Mail. The application displays the Send window with the document's filename in the Subject box.
- 3 Accept the document's title in the Subject box, or type a different title. This title will appear in the recipient's Summary window.
- 4 Address the message using the procedures in "Addressing Messages" in Chapter 5, "Sending Messages and Files."
- 5 If you want Send options applied to the message, click the Options button.
- 6 If you want to include comments with the file, type them in the message area. Your comments will be displayed in the recipient's Comments window.
- 7 Click the Send button.

Deleting Mail Documents from Within Microsoft Word or Microsoft Excel

From within Microsoft Word and Microsoft Excel, you can delete both the Mail message and the Word or Excel document.

To delete a document from within Microsoft Word or Microsoft Excel

- 1** In the Mail Documents window, select the file(s) you want to delete.
- 2** Click the Delete button.

Sending and Receiving Files with Mail

With Microsoft Mail you can transfer files directly from your computer to another Mail workstation. When you attach a file to a message, Mail copies it from your disk and sends it on with the message. However, the recipient must have an application program that can read the file to actually work with it. To make the best use of Microsoft Mail's file transfer ability, it's helpful to understand how programs create and read files.

Each application creates its files with a particular file format. Some applications create files that can be read only by that application; other applications allow you to specify the format to be applied to the file when you save it. For example, some worksheet programs allow you to save files in formats that can be read by other worksheet programs.

The file format that an application applies to its files usually is unique to the type of computer the program is running on, as well as unique to the program itself. However, most applications give you the option to save files in a format that's readable by other versions of the same program. For example, Microsoft Word for the Macintosh normally saves its files in a format readable only by the Macintosh version of Word. But in addition to the default format, Microsoft Word for the Macintosh also lets you specify that a file be saved in a format readable by Microsoft Word for the PC.

If you are using Microsoft Mail to transfer files from one Macintosh workstation to another, don't worry about file formats. Save the file in the application's default file format, and the recipient can load the file directly into the corresponding Macintosh application.

If you use Microsoft Mail to transfer files from one PC workstation to another, remember the following when sending files:

- The file format you use to save the file in its application
- The file type you specify in the Enclose Files dialog box when you attach the file to the message
- The file format the recipient must use to read the file with an application program

The file format you use when saving the file in its application should be appropriate to the application the file will be opened in. For example, if you're saving a file in Microsoft Word for the PC to be opened on another PC in Microsoft Word, you'll usually save the file with a .DOC extension; however, if the file is to be opened in another (non-MS-DOS) word-processing application, you'll save the file in a form that can be read by almost all word processors—as unformatted text with a .TXT extension.

If you're sending a file from a PC workstation, Mail attempts to identify the file type based on the file extension you specify in the Enclose Files dialog box. If Mail doesn't recognize the file's extension, it assumes that the file is a binary file. (A binary file contains special formatting codes or characters that are not displayed. Any file that is not entirely plain text [ASCII] is a binary file.) You must save a text file or nonbinary file with the correct file extension or, before sending the file, select the appropriate file type in the File Types list box.

If you're saving a file on a PC workstation, Mail identifies the file's type and determines whether or not to perform text conversion on the file. Text conversion inserts characters to identify line endings and translates extended characters so that the PC can read them. Mail selects the Perform Text Conversion option based on the file's extension. If the original file was saved with the wrong extension, Mail may select (or cancel the selection of) the Perform Text Conversion option inappropriately for the file's contents. If you save and then open a file that has too many line breaks, or whose characters extend beyond the screen's margins, save the file again in Mail. When saving again, reverse the Perform Text Conversion option in the Save Enclosure dialog box.

The tables in the following sections specify how to transfer several types of application files from PC workstations to Macintosh workstations, and vice versa. If you are using a different application from those listed in these tables, check its documentation for file format information.

Transferring Files from a PC to a Macintosh

In the following table, the "Save format" column shows the file format to select when saving the file in the PC application; the "Transfer format" column shows the file type to choose in the Enclose Files dialog box; the "To read on Macintosh" column shows how to open the file on the Macintosh to read it in the appropriate application.

| PC file type | Save format | Transfer format | To read on Macintosh |
|---|-------------|--|--|
| Text file | Text only | Text file | Open as text file. |
| Microsoft Excel worksheets and macros ¹ | SYLK | SYLK worksheet | Double-click file icon on Macintosh desktop to open in Microsoft Excel. |
| Microsoft Excel worksheets, charts, and macro sheets ² | Normal | Microsoft Excel worksheet, chart, or macro sheet | Double-click file icon on Macintosh desktop to open in Microsoft Excel. |
| Microsoft Word document ³ | Normal | MS Word binary | Double-click file icon on Macintosh desktop to open in Microsoft Word. |
| Microsoft Word style sheet | Normal | MS Word style sheet | Microsoft Word asks you to open this when you open the corresponding document. |
| Microsoft® Multiplan® worksheet | Symbolic | SYLK worksheet | Double-click file icon on Macintosh desktop to open in Microsoft Excel, or open from within Microsoft Multiplan® for the Macintosh. |
| Microsoft® Works worksheet | Normal | PC worksheet | Double-click file icon on Macintosh desktop to open in Microsoft Excel and resave in SYLK format. Then open in Microsoft Works for the Macintosh. |
| Microsoft Works word-processing document ⁴ | Text | Text file | Double-click file icon on Macintosh desktop to open as a text document in Microsoft Word, or to open to read as a text document in another word processor. |
| Lotus worksheet | Normal | PC worksheet | Double-click file icon on Macintosh desktop to open in Microsoft Excel. |

¹ Microsoft Excel versions prior to version 2.2. You cannot transfer Microsoft Excel charts between a PC and a Macintosh prior to version 2.2.

² Microsoft Excel versions 2.2 and later.

³ Some formatting applied in Microsoft Word for the PC will not be converted correctly when the file is opened in Word for the Macintosh.

⁴ Works' word-processing documents lose significant formatting when transferred from the PC to the Macintosh.

Transferring Files from a Macintosh to a PC

In the following table, the “Save format” column shows the file format to select when saving the file in the Macintosh application; the “Extension” column shows the extension to use when saving the file from Mail on the PC; the “To read on PC” column shows the application to use to open the file on the PC.

| Macintosh file type | Save format | Extension | To read on PC |
|---|-------------------------|---------------------------|--|
| Text file | Text only | .TXT | Open as text ¹ |
| Microsoft Excel worksheets and macros ² | SYLK | .SLK | Open in Microsoft® Excel for Windows™ or in Multiplan |
| WKS (worksheets only) | | .WKS | Open in Microsoft Works or Lotus 1-2-3 |
| WR1 (worksheets only) | | .WR1 | Open in Lotus Symphony |
| Microsoft Excel worksheets, charts, and macro sheets ³ | Normal | .XLS, .XLC, .XLM, or .XLW | Open in Microsoft Excel for Windows |
| Word document | Microsoft Word (MS-DOS) | .DOC | Open in Microsoft Word |
| Multiplan worksheet | Symbolic | .SLK | Open in Multiplan or Microsoft Excel® for MS-DOS |
| Works worksheet | Normal | .SLK | Open in Microsoft Works, Microsoft Excel, or Multiplan |
| Works word-processing document ⁴ | Export File (check box) | .TXT | May open in Microsoft Works or Microsoft Word |
| Works database document | Export File (check box) | .TXT | May open in Microsoft Works |

¹ To make an enclosed Macintosh text file readable on a PC, the Mail recipient must use the .TXT extension when saving the file in Mail.

² Microsoft Excel for the Macintosh versions prior to version 2.2. You cannot transfer Microsoft Excel charts between a Macintosh and a PC prior to version 2.2.

³ Microsoft Excel for the Macintosh versions 2.2 and later.

⁴ Works' word-processing documents lose significant formatting when transferred from a Macintosh to a PC.

Dialing In From a Remote Computer

With the Microsoft Mail Dial-in Utility installed on the Mail network containing your mailbox, you can use a modem to connect to your Mail account from home or while you are traveling. With the Dial-in utility, you can perform nearly all the functions available with the Microsoft Mail workstation you use in your office.

If you are using Apple System version 7 or later, you may prefer to use the more powerful AppleTalk Remote Access to connect your Macintosh remotely to a server. The Appletalk Remote Access provides the Macintosh interface for working remotely. Consult your network administrator for more information.

Setting Up the Remote Computer

The software for the Dial-in Utility is installed on the Microsoft Mail system (version 3.0 or later) containing your Mail account. To call in to your account, you need the following:

- Your Microsoft Mail user name and password
- A Microsoft Mail Dial-in Mail account and password (provided by the dial-in manager).
- Any computer or terminal running VT100 communications software.
- A modem with a baud rate of 1200-19,200 accessible to the computer or terminal.
- The phone number for the dial-in host Macintosh containing your Dial-in account.

You don't need any special, Mail-specific software on the computer or terminal you call from.

As a security measure, the dial-in manager who configures the Dial-in accounts may specify that the Microsoft Mail system must call you back for the connection to be made. When setting up your Dial-in account, the dial-in manager should ask you for the phone number for the terminal you will be calling from.

Dialing In to Microsoft Mail

This section describes the procedures for signing in to your Microsoft Mail account and using the special features of the Dial-in Utility.

Note Many of the instructions in this manual tell you to press specific keys (such as CTRL+T to move around a window), or to type specific text (such as **get** to enter a command). Because the Dial-in Utility is not case sensitive, you can press or type either uppercase or lowercase letters.

Signing In to Microsoft Mail

To sign in from a remote computer

- 1 Start your computer and VT100 communications software.
- 2 Call the dial-in host Macintosh containing your Dial-in account.

A message similar to the following appears:

```
Welcome to the Microsoft Mail Dial-in System at Northwind Traders,
Inc.!
Please enter your Microsoft Mail user name:
>
```

- 3 Type your Microsoft Mail user name, and then press RETURN or ENTER.

If other users on the Mail network have the same name as yours, specify your Mail server in this format:

Your name@server name

The following message appears:

```
Please Enter Your Dial-in access password:
>
```

- 4 Type your Microsoft Mail Dial-in access password, and then press RETURN or ENTER.

If the callback feature for your account is active, a message appears telling you that Microsoft Mail is hanging up and will call you back. Your modem must be set to answer automatically for callback to succeed.

When the Microsoft Mail Dial-in system calls you back, or if the callback feature is not active and you have entered the correct Microsoft Mail user name and Dial-in access password, a message similar to the following appears:

```
Connected to the Microsoft Mail Dial-In System at
Northwind Traders, Inc.
Type C to connect to "Sales Group" server, in AppleTalk zone
"Sales Group."
Type M to modify server or zone setting.
```

- 5 The Microsoft Mail server and AppleTalk zone that are listed should be those containing your Microsoft Mail mailbox. If they are correct, type **c** to connect to the server.

If the server or zone is not correct, type **m** and then enter the correct server or zone name at the prompts.

- 6 When you connect to your server, you are prompted for your Microsoft Mail password. When you provide it, your Microsoft Mail Summary window appears.

Note To review the list of commands available with the Dial-in Utility, type **Help** (or **h**), then press ENTER or RETURN.

Changing Your Dial-in Password

After you sign in to Microsoft Mail via your Dial-in account, you can change your Dial-in password.

To change your Dial-in password

- 1 Type **password** (or **p**), and then press RETURN or ENTER.
- 2 Mail prompts you to enter your new password.
- 3 Press RETURN or ENTER.

Selecting and Reading Messages

Working with the Dial-in Summary Window

The Summary window for your Dial-in Microsoft Mail mailbox looks like this:

Mail for Barb Norton Mailbox

| | | | | | | |
|---|-----|-----------------|---------------------------------|------|-------|----------|
| U | N # | Andy MacKay | New inventory database | Fri | Jun 5 | 1:30 PM |
| U | N # | Hank Vorjes | Product marketing plan | Fri | Jun 5 | 1:07 PM |
| U | N | Vivian Smith | Baby's Polar Booties | Fri | Jun 5 | 10:20 AM |
| P | I | Receptionist | Jean Chouard | Thur | Jun 4 | 5:30 PM |
| R | | Bruce Bergstrom | Thursday's meeting | Thur | Jun 4 | 4:45 PM |
| I | | John Morse | Top sellers for September | Thur | Jun 4 | 4:37 PM |
| N | | Aaron Bernstein | RE: Thursday's meeting | Wed | Jun 3 | 2:07 PM |
| N | # | Jody Grant | FW: September Production Report | Wed | Jun 3 | 1:57 PM |

Message list

Commands

> Connected to Microsoft Mail server, "Sales Group"

> You have 3 unread messages

>

Commands area

Moving Around in the Summary Window

The following table describes how to move the selection highlight and scroll through the Message list in the Summary window.

| To move | Press |
|----------------|----------------------|
| Up one line | UP ARROW or CTRL+I |
| Down one line | DOWN ARROW or CTRL+K |
| Top of list | CTRL+T |
| Bottom of list | CTRL+B |

The Message List

The following table describes the symbols and text in the Message list.

| Column | Symbol | Description |
|--------|--------|---|
| 1 | U | Unread message |
| 2 | N | Note message |
| | P | Phone message |
| | I | Image message (unreadable from the Dial-in Utility) |
| | C | Custom message |
| | R | Return Receipt |
| | X | Status message |
| 3 | ! | Urgent message |
| | # | Enclosed files (unreadable from the Dial-in Utility) |
| 4 | | Sender's name. If the name is too long to fit in the column, it will be shortened with a "+" character appended. |
| 5 | | Message title. If the title is too long to fit in the column, it will be shortened with a "+" character appended. |
| 6 | | Date the message was received |
| 7 | | Time the message was received |

Note Image messages and enclosed files are unreadable from the Dial-in Utility. The selection highlight skips over these messages.

Updating Your Message List

While you are connected to the Dial-in system, the Summary window is not automatically updated for new messages received in your Microsoft Mail mailbox. You can type a command to update the Message list.

To update the Message list

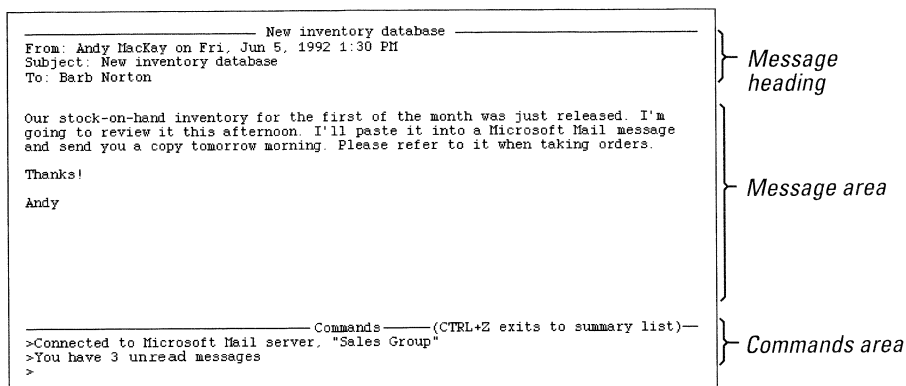
- In the commands area, type **new** (or **n**).

Reading Messages

To read a message

- 1 Move the selection highlight to the message you want to read.
- 2 Press RETURN or ENTER.

A Read window opens.



Note If line noise or other problems cause your terminal output to become cluttered, press CTRL+R to redraw the screen.

Moving Around in the Read Window

You use the same keys to move the cursor in a Read window as you do in the Summary window. For the specific keys, see the table in the section “Moving Around in the Summary Window.”

In addition to moving around in the Read window, you can take the following actions.

| To | Press |
|--------------------------------------|-----------------|
| Return to the Summary window | CTRL+Z |
| Display the next message in the list | RETURN or ENTER |

Using Mail Folders

Displaying Mail Folders

The messages you first see in the Summary window are in your Mailbox folder. You can also display messages in any of your other Microsoft Mail folders. When you switch to a mail folder, its name appears in the header line of the Summary window.

To display the messages in a mail folder

- ▶ In the Commands area, type **get** (or **g**) followed by the name of the folder you want.

The list of messages in the folder is displayed in the Message list.

If you don't know the name of the folder, do the following:

- 1 In the Commands area, type **get** to display a list of all mail folders.
- 2 To display a folder's message list, move the selection highlight to the folder name, and then press RETURN or ENTER.
- 3 To return to the Summary window, type **get mailbox** in the Commands area.

Moving Messages into Mail Folders

To move a message into a mail folder

- 1 Specify the message for moving by doing one of the following:
 - Display the Read window for the message.
 - Select the message's title in the Summary window.
- 2 Type **move** (or **m**) and the name of the mail folder.

Sending Messages

You use the Send Note window to send messages:

Send Note

To: Bruce Bergstrom; Hank Vorjes
 Cc:
 Bcc:
 Return receipt(y/n): N
 Retain a copy(y/n): Y
 Subject: GREAT item for next year's catalog
 <End of Header>

I talked to Marguerite Crandall at the trade show this afternoon. She showed me some design sketches for a line of "boat tote" bags that would be PERFECT for our catalog. She gave me copies of the sketches that I'll have on my return next Tuesday. I know we're fairly far along in the catalog layout, so I wanted to alert you that this is coming.

Barb

Commands (CTRL+Z to enter commands)

> Connected to Microsoft Mail server, "Sales Group"
 > c Bruce Bergstrom; Hank Vorjes
 >

Moving Around in the Send Note Window

The following table describes how to move the cursor in the Send Note window and how to modify text.

| To | Press |
|---------------------------------------|--|
| Move the cursor | Arrow keys or CTRL+I, CTRL+J, CTRL+K, CTRL+L |
| Move to the top of the message | CTRL+T |
| Move to the bottom of the message | CTRL+B |
| Delete a line | CTRL+Y |
| Delete the previous character | DELETE or BACKSPACE |
| Toggle from insert to overstrike mode | CTRL+V |

Note When insert mode is in effect, typed characters are inserted at the cursor position without typing over existing characters. When overstrike mode is in effect, typed characters replace the existing characters to the right of the cursor.

To send a message

- 1 To address the message, display the Summary window and type the following:

compose (or **c**) *User Name; User Name; User Name*

where User Name is the Microsoft Mail name of each recipient you want to send the message to. Use semicolons (;) to separate the names. If you don't know a user's Microsoft Mail name, you can search the user lists in the Mail system. For more information, see the next section, "Looking Up User Names."

Note You may need to specify the user's Mail server in this format:

User name@server name

- 2 Press RETURN or ENTER.

Mail displays the Send Note window. The recipient names are in the To field, followed by the cursor.

- 3 Move the cursor to the other heading fields and type the information you want. For a table of cursor-movement keys, see "Moving Around in the Send Note Window," earlier in this section.
- 4 Move the cursor to the Message area and type your message. Press RETURN at the end of each line. To modify a message, do one or more of the following:
 - To change or add information to the heading fields, move the cursor into the appropriate field and delete or add the information.
 - To add one or more recipients, move the cursor to the To field and type the names, each separated by a semicolon.
 - To remove one or more recipients, move the cursor to the To field and press the BACKSPACE key until you remove the names.
 - To cancel a message, press CTRL+X.
- 5 Press CTRL+Z to move the cursor to the Commands area. To move to and from the Message area before sending the message, do one or more of the following:
 - To return to the Message area and modify the message, type **compose** (or **c**).
 - To go to the Summary window without sending the message, press CTRL+Z in the Commands area.
 - To return to the unsent message from the Summary window, type **compose** (or **c**).
- 6 To send the message, type **send** (or **s**), and then press RETURN or ENTER.

Looking Up User Names

If you don't know the exact user name for a Microsoft Mail recipient (including any gateway recipient), you can search for the name in the user lists in the Mail system.

1 Press CTRL+Z to move the cursor to the Commands area.

2 Type **look** (or **l**) *name*

For example, if you want to send a note to "Connie Laine," but you don't remember how to spell her last name, you type either **look Connie** or **l Connie**

Mail searches your Personal Address Book first. If Mail doesn't find the name, it searches the global list of all Mail users.

The screen changes to display a list of Microsoft Mail user names that contains the name you typed.

3 Move the selection highlight to the name you want and press RETURN.

Responding to Messages

You can reply to, forward, or delete a message, or move a message into a mail folder from either the Summary or Read window.

Replying to Messages

Your Microsoft Mail user's guide provides instructions for setting your Mail preferences to append original messages to your replies. If you choose this option, messages you reply to with the Dial-in Utility will also have the original messages appended.

To reply to a message

- 1 Specify the message you want to reply to by doing one of the following:
 - Display the Read window for the message.
 - Select the message title in the Summary window.

- 2 To display a Send window, do one or more of the following:
 - To reply to the message sender, type **reply** or (**r**), then press RETURN or ENTER.
 - To reply to all recipients of the message, type **all**, then press RETURN or ENTER.
- 3 To modify the recipient list, do one or more of the following:
 - To add recipients, move the cursor to the To field and type the names, each separated by a semicolon.
 - To remove one or more recipients, move the cursor to the To field and press the BACKSPACE key until you remove the names.
- 4 Type your reply.
- 5 Press CTRL+Z to move the cursor to the Commands area. To move to and from the Message area before sending the message, do one or more of the following:
 - To return to the Message area to modify the message, type **compose** (or **c**).
 - To go to the Summary window without sending the message, press CTRL+Z in the Commands area.
 - To return to the unsent message from the Summary window, type **compose** (or **c**).
 - To cancel the message, press CTRL+X.
- 6 To send the message, type **send** (or **s**), and then press RETURN or ENTER.

Forwarding Messages

To forward a message

- 1 Specify the message you want to forward by doing one of the following:
 - Display the Read window for the message.
 - Select the message's title in the Summary window.
- 2 To display a Send window, type **forward** (or **f**), and then press RETURN or ENTER.
- 3 Type your cover information for the forwarded message.
- 4 To specify recipients, do one or more of the following:
 - To add recipients, move the cursor to the To field and type the names, each separated by a semicolon.
 - To remove recipients, move the cursor to the To field and press the BACKSPACE key until you remove the names.

- 5 Press CTRL+Z to move the cursor to the Commands area. To move to or from the Message area before sending the message, do the following:
 - To return to the Message area and modify the message, type **compose** (or **c**).
 - To go to the Summary window without sending the message, press CTRL+Z in the Commands area.
 - To return to the unsent message from the Summary window, type **compose** (or **c**).
 - To cancel the message, press CTRL+X.
- 6 To send the message, type **send** (or **s**), and then press RETURN or ENTER.

Deleting Messages

To delete a message

- 1 Select the message to delete by displaying the Read window for the message. Or, select the message's title in the Summary window.
- 2 Type **delete** (or **d**), then press RETURN or ENTER.

Capturing Messages for Later Viewing and Printing

Most terminal communications software programs have a "capture" feature. With this feature active, you can download messages into your computer's memory or hard disk, then disconnect from Dial-in Mail and work with the messages. This helps minimize long-distance connect charges.

To download messages

- 1 Start the capture feature of your remote computer's communication software program.
- 2 To capture messages, do one of the following:
 - To capture specific messages in the Summary window, move the selection highlight to the message, and then type **view**
 - To capture all new messages in the Summary window, type **view new**
 - To capture all messages in the current folder, move to the folder you want, then type **view all**

When all the messages have been displayed and captured, you are prompted to press RETURN to return to the current folder.

Messages are saved in text-file format.

Note You can stop the capture process at any time by pressing CTRL+X.

Disconnecting from Microsoft Mail

To disconnect from Microsoft Mail

- 1 If necessary, press CTRL+Z to move the cursor to the Commands area.
- 2 Type **quit** (or **q**).
- 3 Press RETURN or ENTER.

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