FirstClass Client for Macintosh

Getting Started

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Welcome to FirstClass, SoftArc's electronic mail, conferencing, and on-line system. This guide will help you install the FirstClass Client software on your Macintosh and then show you how to connect to a FirstClass server and start using all of the great features FirstClass offers.

About FirstClass

FirstClass is SoftArc's electronic communication system for Macintosh computers.

FirstClass is an advanced conferencing, electronic mail, bulletin board, and online communication system that combines superb communications with a graphical user interface. Using FirstClass, the graphical user interface makes sending messages and transferring files easy and quick. In addition, the same interface takes care of all modem and file transfer protocols automatically, so remote access is just as easy as network access.

With FirstClass you can...

Exchange electronic mail with other users.

Exchange mail with users on other systems such as the Internet.

Transfer any number of files quickly using file attachments.

Engage in electronic conferencing with other users on a variety of topics.

Dial in using a modem while retaining the full graphical interface of your Macintosh.

Engage in a chat with other users online.

FirstClass was designed for computers with a graphical user interface. This means that you can find what you are interested in quickly, without sifting through reams of unwanted information. You can point and click to read a particular message or open a conference without having to sort manually through all the messages on a particular topic.

Nothing in FirstClass forces you to wait; you can read a message in one window, browse a conference in another, compose a memo in a third, and chat with another user in yet another window, all while transferring a file in the background. FirstClass provides the ideal environment for online electronic communications.

The Server and the Client

FirstClass actually consists of two pieces of software: The *FirstClass Server* and the *FirstClass Client*. The Server is run by your System Administrator; you will be running the *FirstClass Client* application in order to access the services provided by the FirstClass Server. Note that the FirstClass Client *requires* a FirstClass Server to connect to. You cannot use any of the features of FirstClass unless you are actually connected to a FirstClass Server. The client may be connected to the server using a number of communication systems, including modems, AppleTalk, Ethernet, and serial cables.

Since this manual is for the FirstClass Client software, when we say "FirstClass" in the manual we will mean the FirstClass Client.

Before You Start

You should have some familiarity with the Macintosh graphical user interface before using FirstClass*.* You should understand terms such as *mouse, drag, open, select, file, choose* and *double-click*. For more information, refer to the manuals that came with your computer.

How to use this Guide

This guide is designed to get you up and running quickly. It covers the installation and basic operation of FirstClass. If you have already used FirstClass, or you are an experienced Macintosh user, much of FirstClass will be familiar. In this case you might find it easiest to skim this guide and read up on the more advanced features of FirstClass, which are covered in the *FirstClass Client User Manual.*

Documentation Conventions

Throughout this document, there are several conventions that you should be aware of: The names of applications will be referred to using italics, e.g. the *FirstClass Client 2.5* application. Folders and conferences are referred to using quotations, e.g. the "FirstClass Client" folder or the "News" conference. Entries on forms are referred to as *fields* or *boxes* and are denoted using the Geneva italic type face, e.g. the *Server name* field on the Communication Setup. Buttons and menu items are referred to in italics, e.g. the *File* menu, the *Setup* button.

Finally, some information in this manual appears in more than one place. In this case, there will be a note referring you to the other section, and the reference will be denoted by the chevron character (**»**).

Support

Your Administrator should be able to solve any problems you encounter. Once you have installed FirstClass and have connected to the server, you may use the mail system to request assistance or report any problems by addressing messages to Administrator. If you are unable to install FirstClass, you will have to use another method (e.g. phone, fax) to contact your Administrator.

In addition, SoftArc Inc. runs its own FirstClass system, *SoftArc On Line*, for customer support. The system is available twenty-four hours a day for any user to log in and auto-register. Our conferences answer commonly-asked questions and contain many hints and tips from experienced FirstClass users. The number for SoftArc Online is (416) 609-2250. You can log in as User ID "guest" with no password if you would like to try out the system or ask questions in public areas. Auto-registration is available so you can log in as yourself using your favorite User ID and password if you plan to call more than once.

We also provide support through several other electronic mail systems:

Internet
   You may contact us as *support@softarc.com* or *sales@softarc.com*. We also have our own newsgroup, *alt.bbs.first-class.*

America Online
Out account is *SOFTARC*. We monitor American Online and also provide support through the *Communications And Networking* area.

Compuserve
Our account is *70511,2023*. We also monitor *MACCOMM* and *IBMBBS*.

AppleLink
CDA0674

Installing FirstClass

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The first step in using FirstClass is to install the software onto your Macintosh.

What You Need

FirstClass may be installed on almost any Macintosh. The requirements are:

• *A Macintosh Plus or newer Macintosh computer.*
(Avoid the 128, 512, and 512e models.)

• *System Software 6.0.3 or later*
FirstClass is fully System 7 compatible.

• *At least 1 megabyte of free storage on your hard disk*.
(To check this, open any folder on your Macintosh and choose *By Icon* from the *View* menu. The amount of available storage is shown in the upper right corner of the folder.)

• *600K or more of free memory after starting your Macintosh.*
(To check this, choose *About This Macintosh...* from the *Apple* menu. The free memory is displayed in the *Largest Unused Block* field.)

Installing FirstClass

To install FirstClass, simply insert the *FirstClass Client* diskette into your Macintosh and drag the "FirstClass Client" folder to the appropriate folder on your hard disk. This will create a copy of the "FirstClass Client" folder on your hard disk. The "FirstClass Client" folder contains all of the files required by FirstClass.

The installation *FirstClass Client* diskette may include a "Read Me file", which will include installation notices and late breaking news. Please read this file (if it exists) for changes to the installation procedures.

Settings Files

Typically, every FirstClass system you will connect to has an *Settings File*. A Settings File contains all of the information required for FirstClass to connect to a server. For example, if the connection will be made via modem the Settings File will typically contain the phone number of the system. If the connection is to be made over an AppleTalk network, the Settings File typically contains the server Name and Zone. The Settings File may also contain additional custom items such as forms, icons, sounds and pictures.

Usually, your Administrator will have provided a Settings File for you to use when connecting to the FirstClass Server. To find the Settings File, simply open the "Settings" folder, stored in the "FirstClass Client" folder:
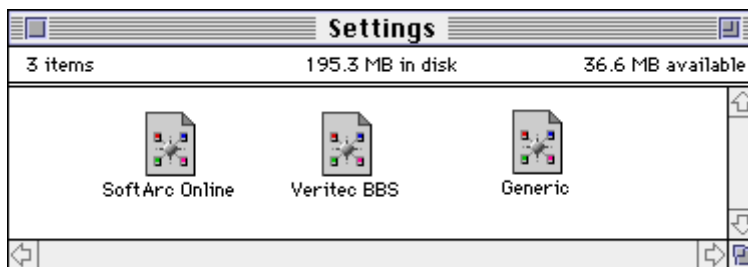
If there is not a Settings File for the Server you want, you may also create new Settings Files, although they will lack any custom forms, etc. To create a new Settings File, simply duplicate the "Generic" settings file and rename it as required

Starting the FirstClass Application

To start the *FirstClass Client* application, simply open a Settings File by double-clicking on it. As soon as FirstClass starts up, the *Login Form* is displayed:
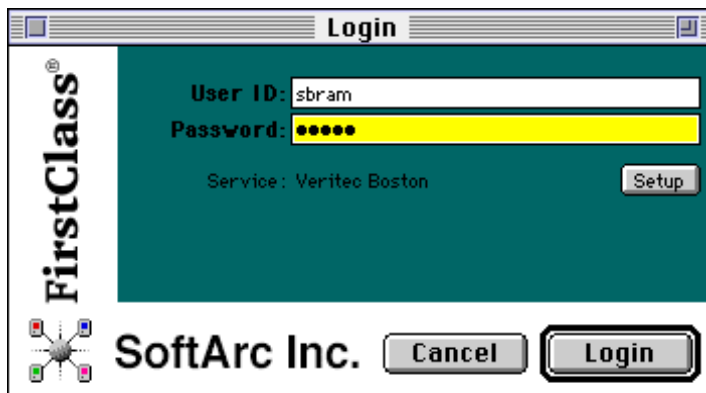
From here, you *login*, or connect, to the FirstClass Server. The Login Form has the following boxes and buttons:

User ID
Each user has a unique and private User ID. You should type your User ID into this box. If you do not have a User ID, you should check with your System Administrator. » By using the *Setup* button, you may also store your User ID in the Settings File for convenience. » Your Administrator may have enabled the *Auto-register* feature, which will allow you to log in with any User ID. See the *Auto registering* section of the *FirstClass Client User Manual*.

Password
Each user has a unique and private password. You should type your password into this box. If you have forgotten your password, you should check with your System Administrator. » By using the *Setup* button, you may also store your User ID in the Settings File for convenience. » For details on changing your password, see the section entitled *Changing Your Password* in the *FirstClass Client User Manual* for details.

Service
This field shows you the name of the Settings File you have open.

Setup button
Clicking on the *Setup* button allows you to change the Settings File.

Cancel button
Clicking on the *Cancel* button will close the Login Form.

Login button
Clicking on the *Login* button will instruct FirstClass to start a connection to the FirstClass Server, using the current settings.

In this example, we have entered the User ID and password into the appropriate boxes.

Checking The Settings File

The first time you use a Settings File you should ensure that all of the settings are correct. By clicking on the *Setup* button on the Login Form or by choosing *Setup...* from the *Service* menu the *Settings Form* is displayed:

The Settings Form will have the name of the Settings File displayed in the title, and will also contain fields for entering and setting additional items:

Connect Via
> The *Connect Via* popup allows you to choose which method you will use to connect to the server. Typically you will choose either *AppleTalk* or *Modem*. For details on additional choices, see the *FirstClass Client User Manual.*

Setup button
> Clicking on the *Setup* button will display the *Connection Setup Form* for the connection type selected in the *Connect Via* popup. » For details, see the *Connection Setup* chapter.

User ID
> You may enter your User ID here to have it automatically stored in the Settings File.

Password
> You may enter your password here to have it automatically stored in the Settings File. Note that this is a potential security violation, since it will allows anyone who has access to your computer to log into your account.

Logon Automatically

If this is checked, FirstClass will automatically log on as soon as the Settings File is opened. » You may disable the automatic logon by holding down the Option key when you open a settings file.

Retry, Retry Delay

If you will be connecting via modem and you receive frequent busy signals, you may configure FirstClass to retry automatically. For more details see the *Automatic Redial* section in the *FirstClass Client User Manual*.

Server, Network

If you will be connecting to the server over an AppleTalk network, you should enter the server name in the *Server* box and the server zone in the *Network* box. » For more details see the *AppleTalk Network Connections* section in the *FirstClass Client User Manual*.

Phone Number

If you will be connecting to the server over a modem, you should enter the server phone number in this box. If you are connected to an office phone system, you may have to enter a "9" (or other special dialing prefix) followed by a comma to dial out correctly. » For more details see the *Modem Connections* section in the *FirstClass Client User Manual*.

Cancel button

Clicking on the *Cancel* button will discard all changes you have made to the Settings File.

Save button

Clicking on the *Save* button will save the Settings Form into the current Settings File.

Note: If other people have access to your computer, you may prefer not to save your UserID or Password information for security reasons. If you chose not to save this information, you can simply type them into the box on the Login Form every time you open the settings file.

Running FirstClass Over A Modem

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If you will be using a modem with FirstClass to connect to an online system, you should read this chapter.

Before You Start

Note: If you will not be using modem connections you may skip this chapter.

Before you start using FirstClass with a modem, you should ensure that you have set up FirstClass and your Macintosh so that they will work together correctly with your particular modem. Follow these steps (in this example, we will configure FirstClass to work with a Hayes Optima 14.4 modem):

1)   Ensure that you have connected your modem to your Macintosh as specified in the modem documentation. We suggest that you use an approved Hardware Handshaking Cable.

2)   Double-click on the *FirstClass Client* application. A dialog box will appear asking you to select a settings file. Click on the *Cancel* button:
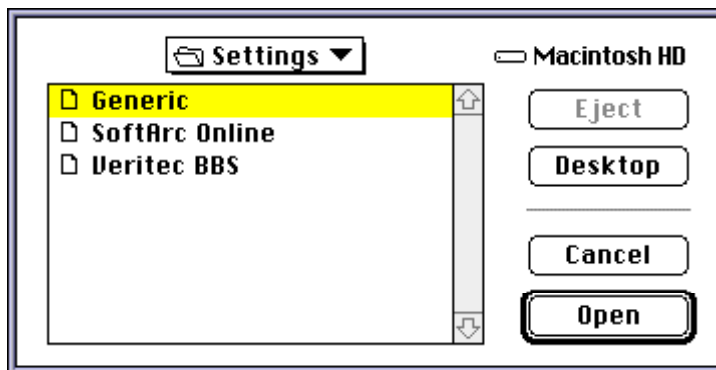
3)   Choose *Modem* from the *Connection Setup* sub-menu in the *Service* menu:

Service

Connect...	⌘K
Service Setup...	
Connection Setup ▶	ADSP
	AppleTalk
Directory... ⌘L	CTB Modem Tool
Who's Online	**Modem**
Private Chat	Serial
	Sprint
Change Password...	
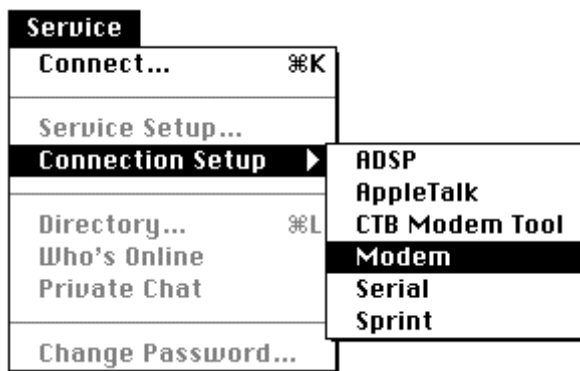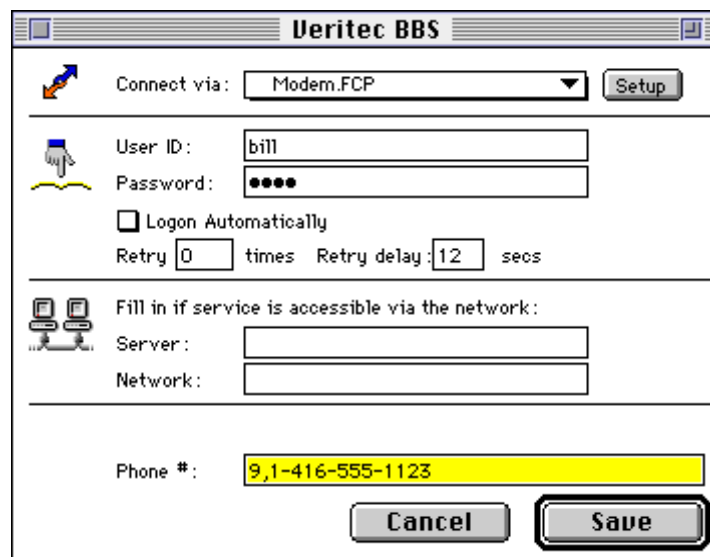
4)   The *Connection Setup Form* will be displayed:

Modem.fcp

Protocol: Serial ▼

▷ Advanced Settings

Set your modem, port and cable options:

Connection
Modem: Hayes Ultra.MDM ▼
Port: Modem Port ▼
Phone: Pulse ▼
Speaker: On ▼
Script: – ▼

Cable Options
H/W Handshake: Off ▼
DTR Hangup: Off ▼
Carrier Detect: Off ▼

Speed Options
Auto Speed: On ▼
Baud Rate: 9600 ▼

Comments
Requires a hardware handshaking cable for compression and error correction to be used.

Cancel   Save

5)   Use the *Modem* popup to select the type of modem that you have. In this example, we'll choose *Hayes Ultra.* If your modem does not appear in the popup, you should select *Hayes 2400, Hayes 9600,* or *Hayes 14400*, depending on the speed of your modem.

6)   If you have the modem connected to the Modem connector on your Macintosh, set the *Port* popup to *Modem Port.* If you have the modem connected to the Printer port set the *Port* popup to *Printer Port.*

7)   Set the *Phone* popup based on the type of phone line that you have (*Pulse* if you have dial phones, *Tone* if you have Touch Tone phones).

8)   Click on the *Save* button. This will save your FirstClass modem settings.

» If you want additional information about the Connection Setup Form, see the section entitled *The Connection Setup Form* in the *FirstClass Client Users Manual.*

Checking The Settings File

Here is an example of how a Settings File might look if it was configured for modem access. Note that the *Connect via* popup has been set to *Modem*, and that the phone number of the server has been entered. Remember, if you are using an office phone system you might have to place a "9" before the number, and you might have to add or remove the area code as appropriate.

Logging In to a FirstClass Server using a Modem

Once you have started the FirstClass application by double-clicking on a Settings File and entered your User ID and Password, you still have to connect, or *log in*, to the FirstClass server. To do this, click on the *Login* button. FirstClass will use the connection information stored in the Setting File to connect to the server.

The steps required for FirstClass to connect to a server using a modem are more complex than when using a network connection, but since FirstClass takes care of automating the steps the login process is straight forward. As each step of the process is performed, you will be informed by the two status lines on the Login Form:

All modems work in a similar manner: FirstClass sends a command to the modem, which then processes the command and responds to FirstClass with either an "OK" (if the command was successful) or an "ERROR" (if the command was not successful). If FirstClass receives no response at all after three seconds, it will attempt to get the modem's attention and will display "Getting modem's attention" in the status line. If there is still no response from the modem, the login will fail and error 1034 ("There is no response from the modem") will be displayed. If this happens, see the section in the *Troubleshooting* chapter entitled *No Response From Modem*.

When you click on the login button, the following actions occur (note that if any step fails, the entire login will be stopped):

1)   FirstClass uses the specified serial port (Modem or Printer) to try and reset to the modem. It sends the modem the reset command and waits for an "OK" response from the modem.
        Status Line display: "Resetting modem" followed by the command sent to the modem.

4)   If the modem is reset correctly in step 1, FirstClass then sends the setup to the modem. Since each modem requires a different setup, it is important that you have set the modem type correctly.
        Status line display: "Setting up modem"

5)   Once the modem has been set up, FirstClass sends additional commands to configure the modem options (e.g. speaker on or off, etc.).
        Status line display: "Sending modem options"

6) FirstClass then tells the modem to dial the number stored in the Settings File. You should ensure that the number displayed in the status line is correct.
Status line display: "Dialing. the number"

6) While the modem is dialing, FirstClass waits from a response from the modem.
Status line display: "Waiting for connection" followed by the actual dialing command sent to the modem.

Once the modem has started dialing the server, there are a number of possible outcomes:

1) If everything is successful, the server will answer the call and the two modems will connect. In this case the status line will display the message "Negotiating connection" and then the "Connected" message.

2) If the server modems are all busy, the modem will report "BUSY" and the status line will display "Line is busy".

If the connection fails for any other reason, refer to the *Modem Connections* section in the *Troubleshooting* chapter of the *FirstClass Client User Manual*.

Running FirstClass Over A Network

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If you will be using an AppleTalk network to connect to the FirstClass server you should read this chapter..
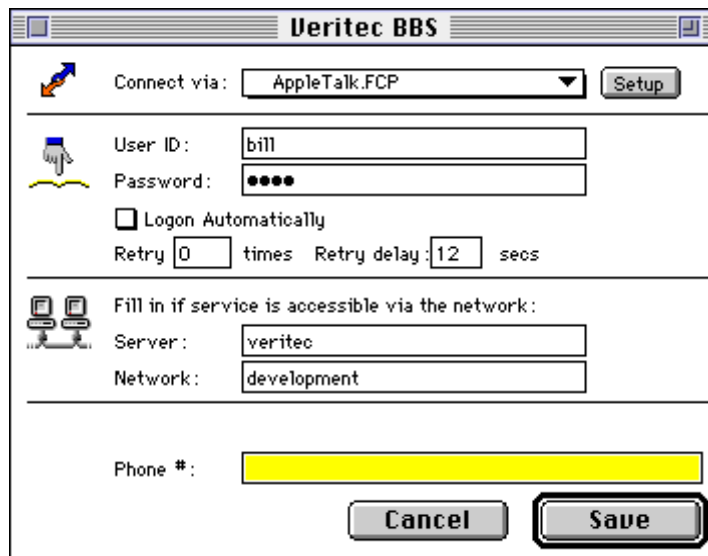
Before You Start

Note: If you will not be using AppleTalk network connections you may skip this section.

Before you start using FirstClass to connect to a server over an AppleTalk network, you should ensure that you have set up FirstClass and your Macintosh so that they will work together correctly. If you will be using an AppleTalk network to connect to your server, you should ensure that your Macintosh is connected to the AppleTalk network and that AppleTalk is turned on. To check this, open the *Chooser* (in the Apple menu). Ensure that the *Active* button is pressed:
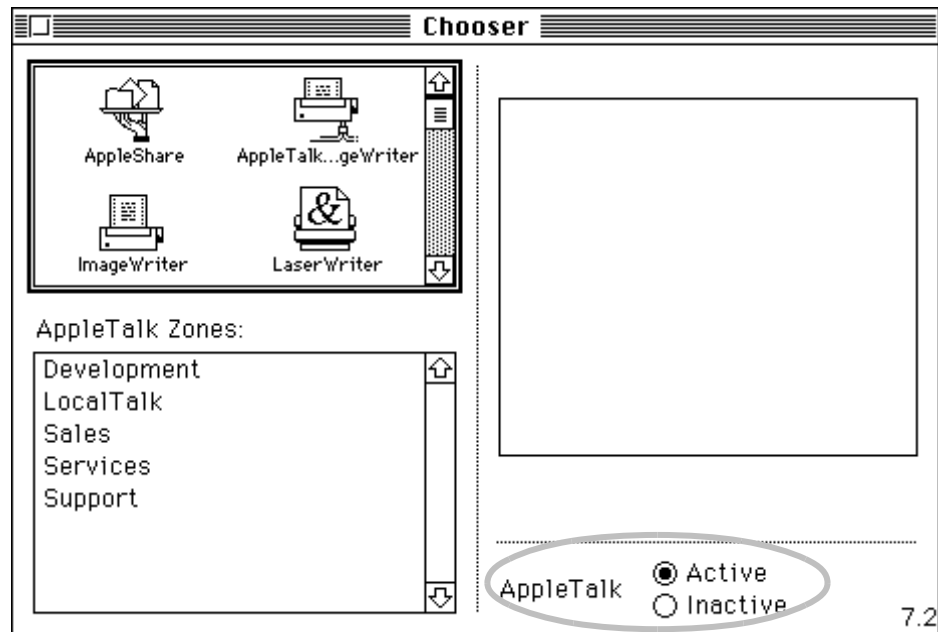
Checking The Settings File

Here is an example of how a Settings File might look if it was configured for network access. Note that the *Connect via* popup has been set to *AppleTalk*, and that the server Name and Zone have been entered.

```
┌─────────────────────────────────────────────────────────┐
│ ▪☐         ═══════ Veritec BBS ═══════            ⌐▣ │
│ ↗    Connect via:  ┌─ AppleTalk.FCP ────────▼┐ [Setup] │
│ ──────────────────────────────────────────────────────  │
│ ✍    User ID:    │bill               │                  │
│      Password:   │●●●●               │                  │
│      ☐ Logon Automatically                               │
│      Retry │0 │ times  Retry delay:│12 │ secs            │
│ ──────────────────────────────────────────────────────  │
│ 🖳🖳  Fill in if service is accessible via the network:   │
│      Server:     │veritec            │                  │
│      Network:    │development        │                  │
│ ──────────────────────────────────────────────────────  │
│      Phone #:    │                                  │   │
│                  ( Cancel )  (( Save ))                  │
└─────────────────────────────────────────────────────────┘
```

Logging In to a FirstClass Server

Once you have started the FirstClass application by double-clicking on a Settings File and entered your User ID and Password, you still have to connect, or *log in*, to the FirstClass server. To do this, click on the *Login* button. FirstClass will use the connection information stored in the Setting File to connect to the server. After a brief negotiation your FirstClass Desktop will be displayed.

If you receive error 1044 ("There is no FirstClass server with that name on the network"), then you will have to ensure that the server Name and network Zone settings are set correctly. If the Name and Zone are set correctly, or if you receive any other error, contact your administrator to ensure that the server is running.

The FirstClass Desktop

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The FirstClass Desktop is your starting point for accessing the services provided by FirstClass.

The Desktop

Once the login has completed, your *FirstClass Desktop* will be displayed. The standard FirstClass desktop looks like this, although your Administrator might have customized it:
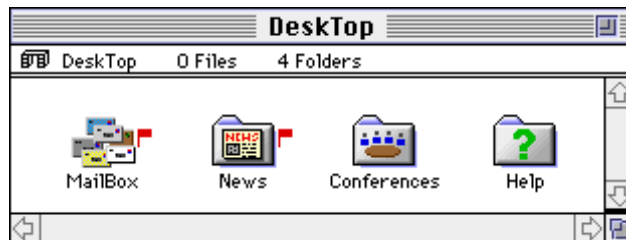
The Desktop window is always displayed while you are connected to the FirstClass Server. The following important icons are displayed on your desktop:

Mailbox: Your mailbox is where all of your incoming and outgoing messages are stored. » For details on sending and receiving mail see the *Using Electronic Mail* section.

News: The "News" conference is a public area that everyone on FirstClass has access to.. » For details on using "News" and other conferences, conferences, see the *Using Conferences* section.

Conferences: The "Conferences" folder usually contains all of the conferences that you have access to. You Administrator will set up a variety of public and private conferences.

Help: The Help folder contains a complete online help system that will give you more information about your FirstClass system.

Each of these icons represents a folder, which in turn may contain additional files, folders, and messages. To open an icon, simply double-click on it (or click once and choose *Open* from the *File* menu).

Unread Flags

To help you keep track of what you have read, FirstClass will display a small flag (like this ⚑) beside any conference that contains items that you have not read. In the example Desktop above, both the Mailbox and the "News" conference contain items that you have not read. Once you have read all items in a conference or your Mailbox, the Unread Flag will be turned off.

Palette

FirstClass provides a Command Palette for quick and easy access to many FirstClass messaging commands. To display the Command Palette, choose *Palette* from the *View* menu. You will see references to the palette buttons throughout this guide.

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The FirstClass electronic mail system allows you to send messages and files to any other users on FirstClass.

Reading Your Mail

When you open your mailbox by double-clicking on the mailbox icon on your desktop, a message summary is displayed. Remember, you know immediately if you have new unread messages because an Unread Flag will be displayed beside the MailBox icon.

Your mailbox contains both your incoming and outgoing private messages:
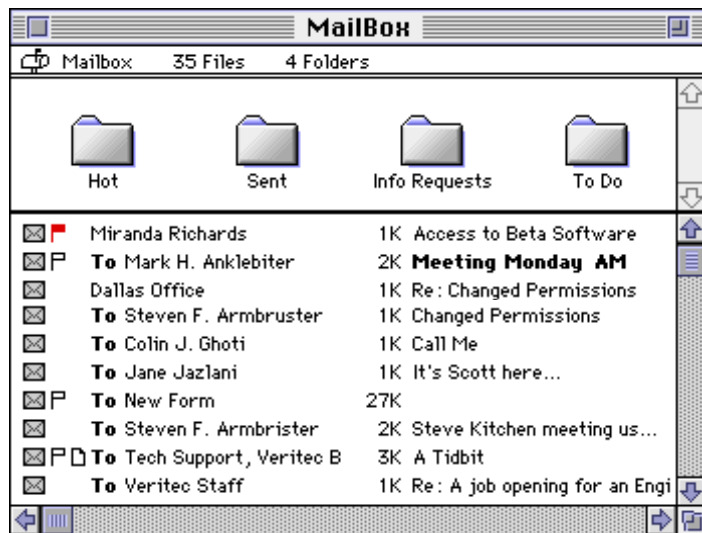
The summary lists the sender or recipient of the message, the size, the subject, and the date the message was sent or received.

The following indicators are used to draw attention to certain messages:

A solid flag indicates that the message is *unread,* meaning that you have not yet opened this message.

A hollow flag indicates that the message is *unsent,* meaning that you have created the message, but not yet sent it.

A file icon indicates that the message has one or more files attached to it. » See the chapter entitled *File Attachments and Transfers* for more details.

bold   Bold type indicates that the message is urgent.

To open any message, simply double-click on it. The message is displayed in a new window:

```
┌─────────────────────────────────────────────────────┐
│ ▣□▤▤▤▤▤▤ Access to Beta Software ▤▤▤▤▤▤ ▣ │
├─────────────────────────────────────────────────────┤
│ ▣ ▣  Thursday, March 10, 1994 3:58:14 PM        ⇧ │
│       Message                                         │
│ From:        Miranda Richards                         │
│ Subject:     Access to Beta Software                  │
│ To:          Sue Bram                                 │
│                                                    ⇩ │
├─────────────────────────────────────────────────────┤
│ Hi Sue,                                            ⇧ │
│                                                       │
│ I was told that you are the person to talk to for access to beta software. │
│                                                       │
│ We have been using your product for about a year and we have several │
│ power-users who would make excellent beta testers. We are also │
│ testing software and hardware for a number of other companies; I can │
│ give you references if required.                      │
│                                                       │
│ Miranda Richards                                      │
│ CG Networks                                        ⇩ │
├─────────────────────────────────────────────────────┤
│ ⇦ ▥ ▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ ⇨ ▣ │
└─────────────────────────────────────────────────────┘
```

Note that the window is divided into two panels. The upper panel contains the envelope information (such as the sender's name, a list of recipients, the time and date of sending, etc.). The lower panel contains the content of the message. Separate panels enable you to scroll the message and the envelope independently of each other, which is useful when the envelope is very long.

To adjust the split bar between the panels, drag it with the mouse: position the cursor over the split bar, and when the cursor changes to the one above, drag the split bar up or down .

To close the message window, click on its close box in the upper left corner.

Opening the Next Unread Message

Usually, you will want to read all of your unread messages. To make this more convenient, FirstClass provides a shortcut to do this: simply open your MailBox and then choose *Open Unread* from the *Conference* menu. FirstClass will open the next unread message in your MailBox. Continuing to choose this menu items will read all unread messages. When there are no more unread messages, FirstClass will sound the System Alert Sound to inform you.

Hint: If you resize the message window, subsequent messages will be opened using that size and location.

Since this is a common operation, you might also find it convenient to use either the keyboard

equivalent (Command-U) or the palette button:

Composing and Sending Mail

In addition to reading mail sent to you, you may also compose and send your own messages. Follow these steps:

1)   Choose *Compose* from the *Message* menu. A new, unsent message is created in your MailBox and the following message window appears. Note that your name is automatically entered in the *From* field:
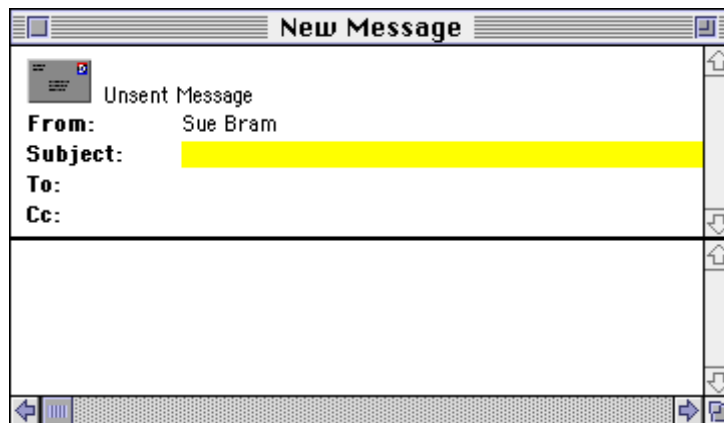
2)   Type a subject for the message and press enter. The cursor moves to the *To* field, ready for you to address the message.

3)   Type the name of the person you are sending the message to into the *To* field. When you press enter or tab, FirstClass searches for the name in its User Directory.

You can enter a complete name such as "Sue Bram"; a last name only, such as "Chun"; or even a first name, like "Bill". If only a single matching name is found in the User Directory, the full name replaces whatever you have typed.
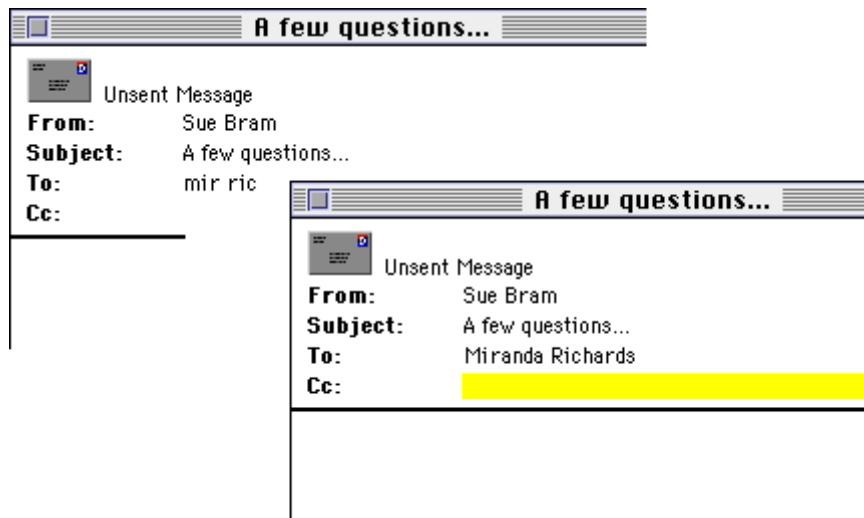
If more than one name is found, FirstClass displays a list of all the names that match:
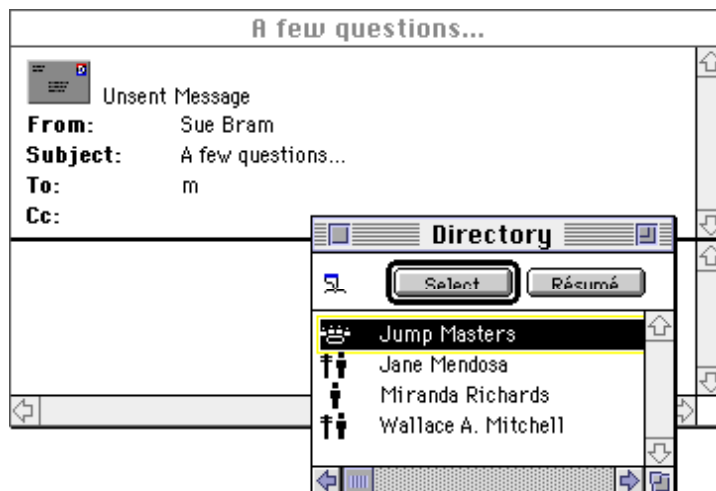
To choose a name from the list and enter it into the address list, scroll through the list until you see the name you want and then double-click on it. You may also select one or more names then click on the *Select* button.

Note: After you've entered a name, pressing the enter key creates a new line for entry of another name. Pressing the tab or down arrow key will position you at the next field without creating space for another name.

4) Enter names in the *Cc*: field if you wish to send copies of the message to additional users.

5) Enter the content of the message by clicking the mouse in the lower portion of the message window and typing.

6) If you are ready to send the message, choose *Send* from the *Message* menu. If you close the message without sending it, FirstClass gives you the option to send it:
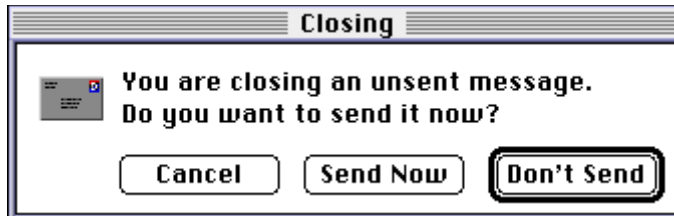
Click the *Send Now* button to send immediately. If you don't want to send the message (perhaps you want to work on the message later), click the *Don't Send* button. The message will be kept in your mailbox with an unsent flag beside it to remind you that it has not yet been sent. Clicking the *Cancel* button returns you to the message.

When a message is sent, a Postmark is automatically put on the top right portion of the message. The postmark indicates that the server has received the message and has begun delivery to the recipients.

If you realize that your message wasn't quite finished and wish to retrieve it for further editing, choose *Unsend* from the *Message* menu. The message is removed from all recipients' mailboxes and the Unsent Flag is turned back on in your MailBox.

Editing Messages

Whenever you create a new message you will use the FirstClass editor to edit the message body. The FirstClass editor provides a full-screen WYSIWYG (what-you-see-is-what-you-get) interface that supports all the standard editor functions (Cut, Copy, Clear, Paste). Double-clicking in the editor will select a word; triple-clicking will select a paragraph. Choosing *Select All* from the *Edit* menu will select the entire body.

You can use styles, colors, and fonts in any message. The FirstClass editor supports:

- Styled text (including *italics* and **bolding**).
- Multiple fonts.
- Different sizes.
- Colored text.
- Command key equivalents for common styles and colors.
- Tabs

Once you have entered your message, you can select text and change it by choosing either the *Font*, *Size*, *Style*, or *Color* sub-menus from the *Edit* menu, and then choosing the appropriate item.

Remember that fonts are installed in each Macintosh. If you use custom fonts, the receiver must have the same fonts installed in order to see them. If FirstClass cannot find the font, it will use a default font. In order to avoid this problem, you may wish to use the standard system fonts (Geneva, Monaco, Courier, Helvetica and Times are fonts installed on most systems).

Note: Not all FirstClass Client applications are able to display styled and colored text. On some platforms (e.g. DOS, Windows, Newton) all text is displayed in a single color and style. You should be careful while composing your message that it will be readable even in plain text.

While editing in FirstClass, your text is saved to the server as you type. If there is a problem (such as a communications failure with your server or a power failure), the message will preserved in your MailBox on the server, and ready to send when you reconnect.

Replying To Messages

You can respond to any message by replying to it. When you have a message open or selected and you choose *Reply* from the *Message* menu, FirstClass automatically creates a new message with the *From*, *Subject*, *To*, and *Cc* lists filled in. "Re :" is automatically inserted before the original subject. The original sender is entered in the field, and copies are sent to anyone who received the original message (you may delete names from the *To* and *Cc* lists by clicking on the name and pressing the Delete button). » You may change the way replies are generated; see the *Preferences section* for details.

Here is an example: Suppose that we had the following message open:
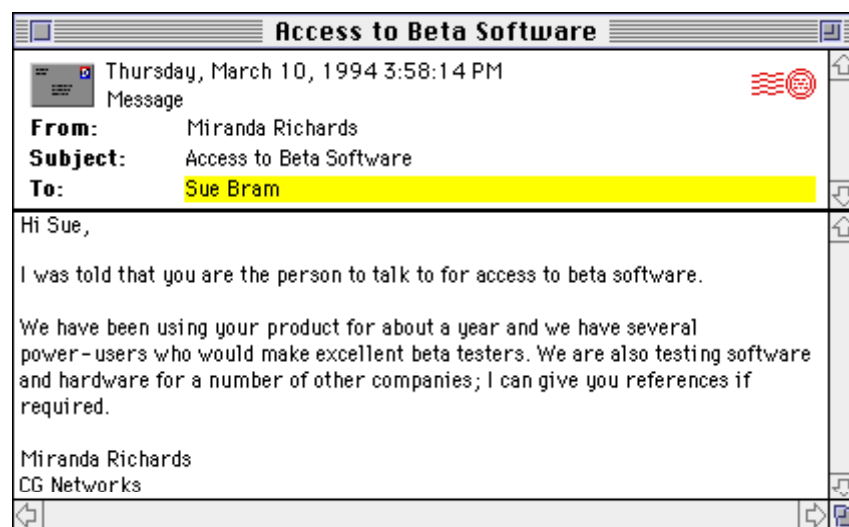
Choosing *Reply* from the *Message* menu would create the following new, unsent message:

```
┌─────────────────────────────────────────────────────────┐
│ ▤□▤▤▤▤▤▤▤ Re: Access to Beta Software ▤▤▤▤▤▤ 回▤ │
├─────────────────────────────────────────────────────────┤
│  ┌──┐                                                 ⇧  │
│  │▦ │ Unsent Message                                     │
│  └──┘                                                     │
│  From:        Sue Bram                                    │
│  Subject:     Re: Access to Beta Software                 │
│  To:          Miranda Richards                            │
│                                                           │
│  Cc:                                                   ⇩  │
├───────────────────────────────────────────────────────⇧─┤
│                                                           │
│                                                           │
│                                                           │
│                                                           │
│                                                           │
│                                                        ⇩  │
│ ⇦                                                    ⇨ 回 │
└─────────────────────────────────────────────────────────┘
```
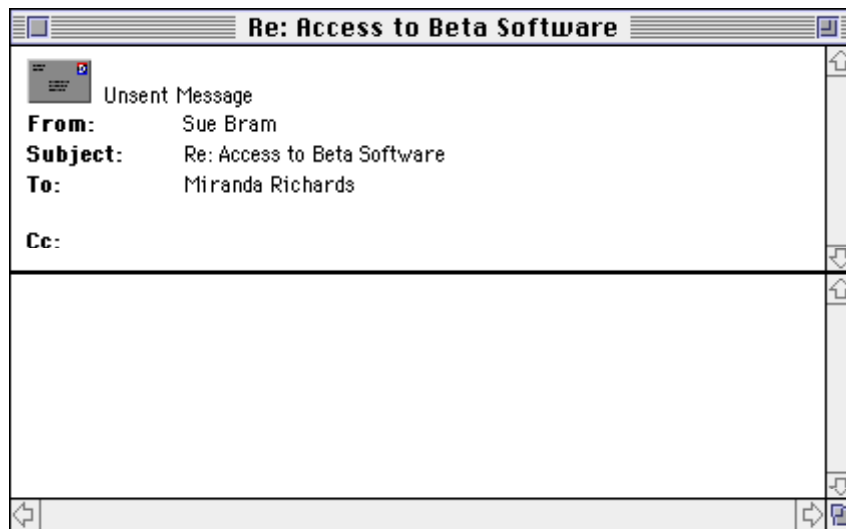
Note that both the subject and recipient is filled in. Once you have entered the body of the new message, you may send it.

___

Reply to Sender Only

If you wish to reply only to the author of the original message, select *Reply Sender* from the *Reply Special* sub-menu (in the *Message*) menu. No matter how many names were listed in the *To*, and *Cc* lists of the original message, the reply will be sent only to the original author of the message. This type of addressing is particularity helpful when writing a personal reply.

___

Forwarding Messages

You may re-send a message to another user using the forward feature.

When you have a message open or selected and you choose *Forward* from the *Message* menu, FirstClass automatically creates a new message which is a copy of the selected message (including attachments) with the *From* and *Subject* fields filled in. "Fwd:" is automatically inserted before the original subject.

Here is an example: Suppose that we had the following message open:
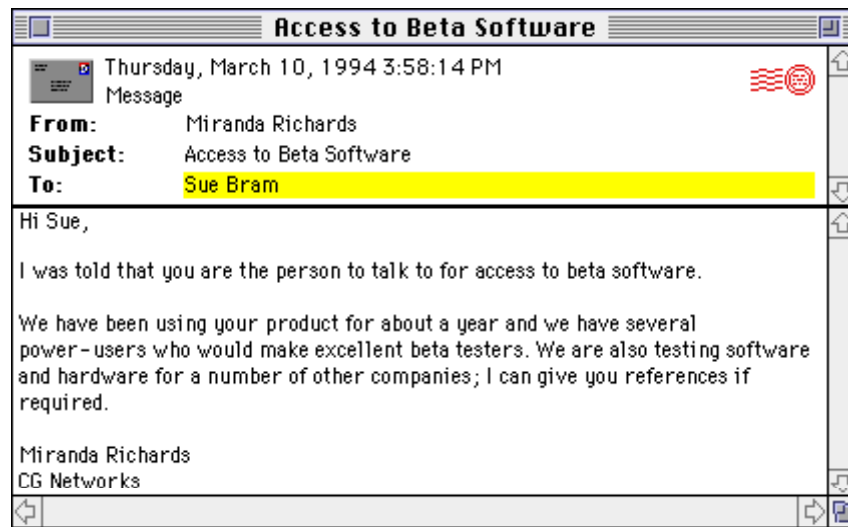
Choosing *Forward* from the *Message* menu would create the following new, unsent message:
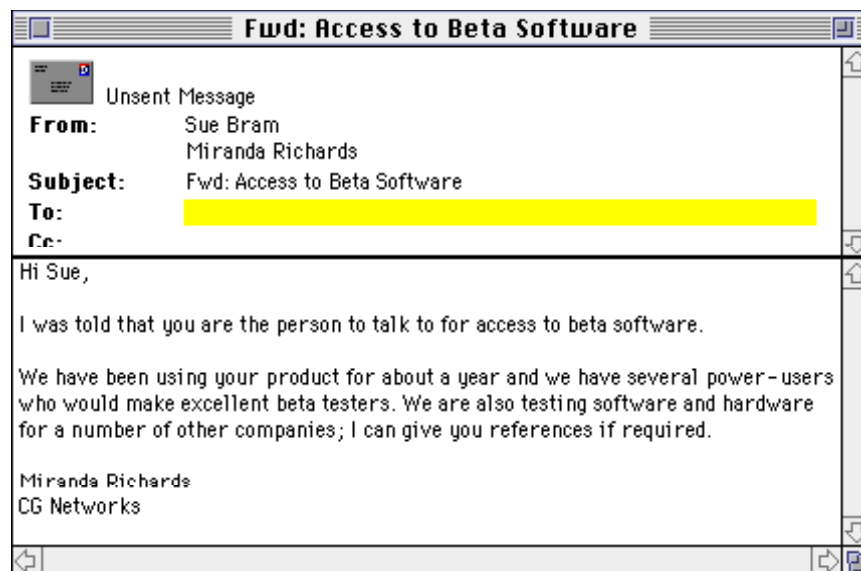
Note that the subject is filled in and the body of the message is duplicated (any file attachments will be duplicated as well). Once you have entered the recipients of the new message, you may send it.

Sending Forms

In addition to supporting standard office-memo style messages, FirstClass also supports electronic forms. You can compose and send forms as with normal messages, but the forms may contain fill-in fields, checkboxes, popups, etc.. Each FirstClass system includes several standardized forms to choose from, including *File Transfer*, *Phone Call*, *Request For Information*, and a *Requisition Form*.
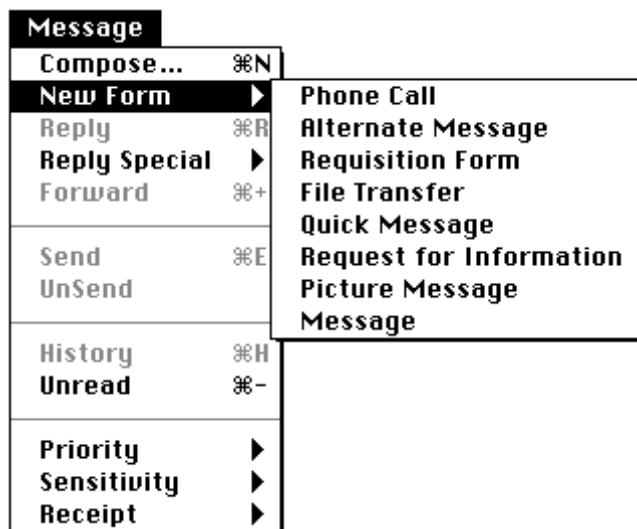
To send a form, choose *New Form* from the *Message* menu, then select the form you wish to send from the sub-menu. For example, to send a new phone message form you would choose *Phone Message* from the *New Form* menu:

```
Message
  Compose...      ⌘N
  New Form       ▶    Phone Call
  Reply           ⌘R   Alternate Message
  Reply Special  ▶    Requisition Form
  Forward         ⌘+   File Transfer
                        Quick Message
  Send            ⌘E   Request for Information
  UnSend               Picture Message
                        Message
  History         ⌘H
  Unread          ⌘-

  Priority        ▶
  Sensitivity     ▶
  Receipt         ▶
```

This would create a new Phone Message form, which you fill in, address and send as you would any message:

```
┌────────────────────────────────────────────┐
│ ▦▦ ▦▦▦▦▦▦  Sue Peabody  ▦▦▦▦▦▦ ▣          │
├────────────────────────────────────────┬───┤
│  ☎ Phone Call Unsent Form              │ ⇧ │
│                                         │   │
│      To: Sue Bram_____       │   │
│    Date:                                │   │
│         WHILE YOU WERE OUT              │   │
│  Mr/Ms: Sue Peabody_____        │   │
│     of: ABC Computers_____        │   │
│  Phone: (416) 555-1234_____        │   │
│                                         │   │
│   ┌──────────────────────────────────┐ │   │
│   │ ☑ Telephoned    ☑ Please Phone   │ │   │
│   │ ☐ Came By To See You ☑ Will Call Again │   │
│   │ ☐ Wants To See You ☐ Returned Your Call │   │
│   └──────────────────────────────────┘ │   │
│                                         │   │
│  Taken By: Sue Bram                     │   │
│  MESSAGE:                               │ ⇩ │
├─────────────────────────────────────────┼───┤
│ Says it's regarding the computer you ordered; the │ ⇧ │
│ cellular internet adapter is on backorder.│     │
│                                         │ ⇩ │
├─────────────────────────────────────────┼───┤
│ ⇦                                     ⇨ ▣ │
└─────────────────────────────────────────┴───┘
```

Keeping Your MailBox Tidy

To keep your MailBox tidy FirstClass allows you to file messages in folders and to delete unwanted messages.

Using Folders

To clean up your MailBox, you might want to organize some of the messages so that you can refer to them later on. FirstClass allows you to create folders in your MailBox for this purpose.
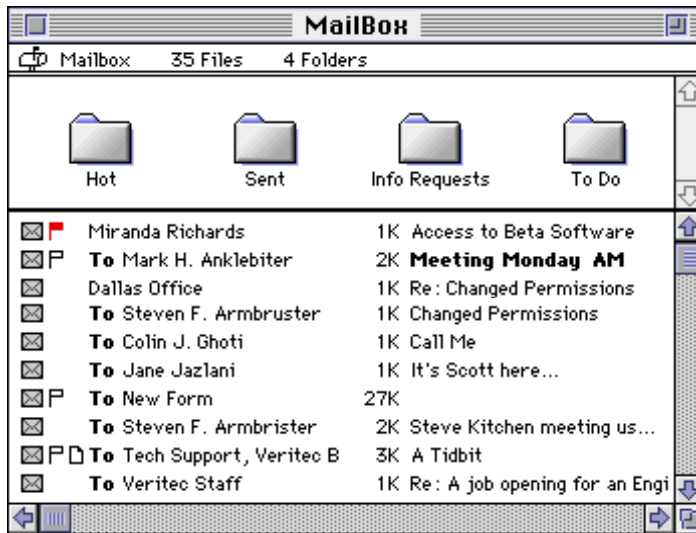
To create a folder in your MailBox, open your MailBox and choose *New Folder* from the *Conference* menu. To rename the folder, click on the name and then type in the new name.

You can create multiple folders in your MailBox and also folders within folders. To place messages in folders, simply drag them into the folder using the mouse. You can also shift-click to select multiple messages and drag all of them into the appropriate folder.

Deleting Messages

If you receive many mail messages, your MailBox can quickly become cluttered. To delete messages from your MailBox, select the messages you want deleted (shift-click to select multiple messages) and choose *Delete* from the *File* menu.

Before actually deleting the messages, FirstClass will ask you to verify that you want to delete the selected items. Click *Delete* to delete selected items, or *Cancel* to cancel the delete. Regular deletion of old messages is recommended in the interests of conserving disk space on the server. You can delete folders in exactly the same way you delete messages: highlight the folders and choose *Delete* from the *File* menu.

Message Expiry

All messages in FirstClass have an expiry date, after which they will be automatically deleted. You may see the expiry date of a message by selecting or opening the message and then choosing *Get Info* from the *File* menu. See the *Get Info* section in the *FirstClass Client User Manual* for more information.

Conferencing

7
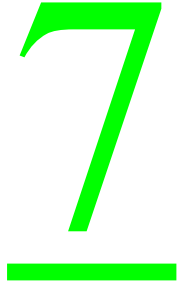
The FirstClass Conferencing feature allows you to exchange ideas and share information with other users.

Understanding Conferences

Conferences are forums or bulletin boards which are generally focused on a single topic. For example, there might be a conference that contains items dealing with a particular type of software, or a specific product. By reading these conference items, you can stay abreast of information you are interested in.

Opening the Conferences icon on the desktop displays the contents of the Conferences Folder. In this folder you will find all of the public conferences that are available on your system. There is a second type of conference; the private conference. If you have access to any private conferences, their icons will also appear; either on your desktop or in a special folder.

◆ *Α Νοτε αβουτ αϖαιλαβλε χονφερενχεσ...* Τηε σπεχιφιχ λιστ οφ χονφερενχεσ αϖαιλαβλε ον ψουρ σψστεμ ωιλλ δεπενδ ον τηε σπεχιαλ ιντερεστ γρουπσ ωιτηιν ψουρ υσερ χομμυνιτψ. Ιφ ψου φεελ τηερε ισ α νεεδ φορ α χονφερενχε ψουρ σερϖερ δοεσ νοτ ηαϖε, ψουρ Αδμινιστρατορ χαν χρεατε α νεω ονε φορ ψου.

Ιφ ψου αρε ιντερεστεδ ιν α χονφερενχε, οπεν ιτ βψ δουβλε−χλιχκινγ ον ιτσ ιχον. ΦιρστΧλασσ σηοωσ ψου ωηιχη χονφερενχεσ χονταιν ιτεμσ τηατ ψου ηαϖε νοτ ψετ ρεαδ βψ πυττινγ αν υνρεαδ φλαγ βεσιδε τηε ιχον.

◆ *Α Νοτε αβουτ χονφερενχε ινφορματιον...* Ιφ ψου αρε χυριουσ αβουτ τηε χοντεντσ οφ α σπεχιφιχ χονφερενχε, ψου χαν σελεχτ τηε χονφερενχε ανδ χηοοσε Αβουτ Χονφερενχε... φρομ τηε Χονφερενχε μενυ. Τηισ δισπλαψσ α ωινδοω τηατ χονταινσ α βριεφ δεσχριπτιον οφ τηε χονφερενχε. Ψου μαψ αλσο δουβλε−χλιχκ ον τηε ναμε οφ α χονφερενχε ιν ανψ μεσσαγε το δισπλαψ τηισ ινφορματιον.

Α χονφερενχε χαν βε χονσιδερεδ το βε τηε σαμε ασ α →πυβλιχ υσερ♥. Λικε ανψ υσερ ον τηε ΦιρστΧλασσ σψστεμ, τηε χονφερενχε ηασ α ναμε τηατ μαιλ ισ δελιϖερεδ το, ιτ ηασ α (τηε χονφερενχε ιχον) ανδ τραχκσ υνρεαδ ιτεμσ.

Ωηεν ρεαδινγ τηισ σεχτιον ψου ωιλλ νοτιχε τηατ μανψ οφ τηε οπερατιονσ ψου χαν περφορμ ωηιλε ιν α χονφερενχε αρε ιδεντιχαλ το τηοσε ωηεν υσινγ μαιλ. Δυε το τηε στρυχτυρε οφ τηε ΦιρστΧλασσ σψστεμ, ψου χαν εϖεν δελιϖερ μαιλ το βοτη πριϖατε υσερσ ανδ χονφερενχεσ ατ τηε σαμε τιμε.

Ιν γενεραλ, ιφ ψου χαν δο αν οπερατιον ιν τηε ΦιρστΧλασσ μαιλ σψστεμ, ψου χαν μοστ λικελψ δο τηε σαμε οπερατιον φρομ τηε ΦιρστΧλασσ χονφερενχε σψστεμ ασ ωελλ.

Browsing Conferences

When you open a conference, a summary of the messages in the conference is displayed.
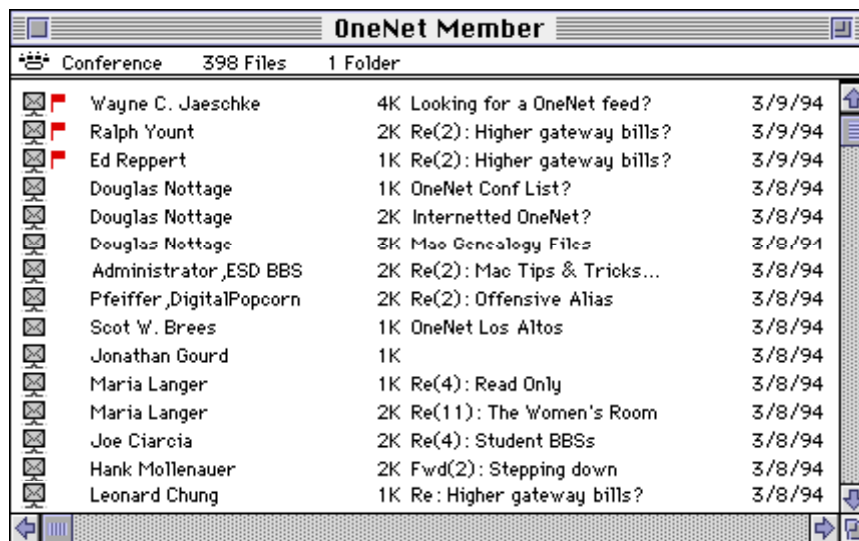
This summary is just like the display in your MailBox. Items that you have not yet read are marked with an unread flag (🚩) and any that have attachments are marked with an attachment flag (⬛). » See the chapter entitled *File Attachments and Transfers* for more details on attachments.

You may open any message in a conference by double-clicking on it, just as you can do with messages in your MailBox. The message will be displayed on your screen:
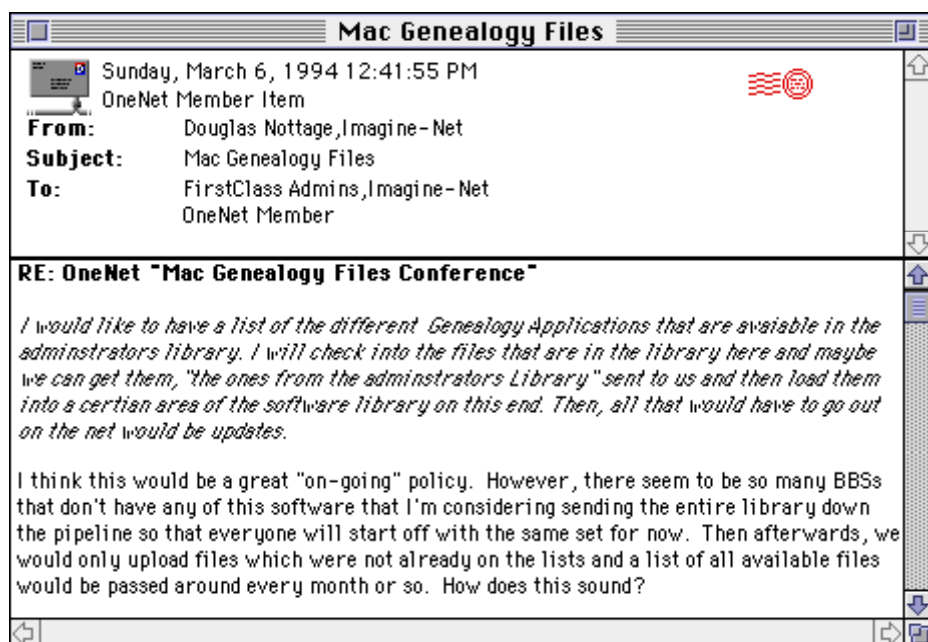
To close the message, just click on the Close Box. You may continue to read messages in the conference until you have read all of the unread messages. When there are no more unread messages, the Unread Flag beside the conference icon will disappear.

Opening the Next Unread Message

Usually, you will want to read all of the unread messages in a conference. To make this more convenient, FirstClass provides a shortcut to do this: simply open the conference and then choose *Open Unread* from the *Conference* menu. FirstClass will open the next unread message in the conference. Continuing to choose this menu items will read all unread messages. When there are no more unread messages, FirstClass will play the System Alert Sound to inform you.

Hint: If you resize the message window, subsequent messages will be opened using that size and location.

Since this is a common operation, you might also find it convenient to use either the keyboard

equivalent (Command-U) or the palette button:

Replying To Messages

As you are browsing through a conference, you might see a message that you wish to respond to. This is easy to do – you just open or select the message and then choose *Reply* from the *Message* menu. FirstClass will create a new, unsent message in your MailBox with the *From*, *Subject*, and *To* fields filled in appropriately.

For example, you had the message above open and you chose *Reply* from the *Message* menu the following message would be created. Note that the *From*, *Subject*, and *To* fields are filled in:
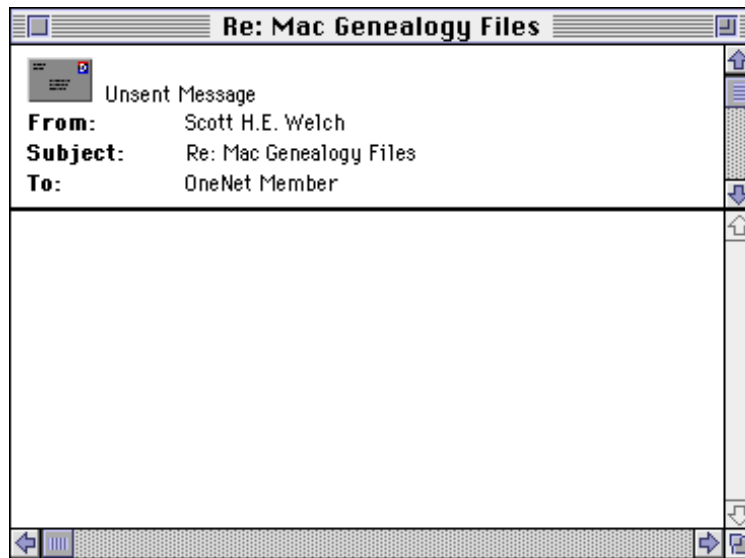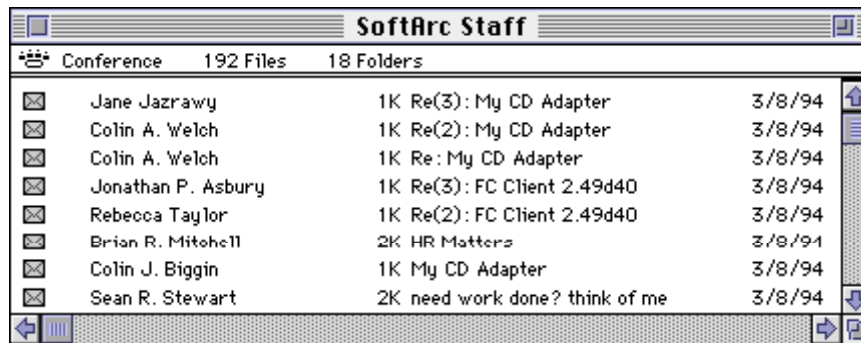

You then click in the body of the message and enter your reply. When you send the message, it is delivered to the conference.

Replying To The Sender of a Message

When you are in a conference and you choose *Reply*, the To: list of the reply normally contains the name of the conference you are in. If you want to reply to the sender of the message rather than the conference, choose *Reply Sender* from the *Reply Special* sub-menu (in the *Message* menu).

Following Message Threads

As users discuss various topics in a conference, the original message and the set of replies creates a *thread* of messages on a particular topic. For example, in the following conference there are several messages all on the topic of "My CD Adapter":

⊠	Jane Jazrawy	1K Re(3): My CD Adapter	3/8/94
⊠	Colin A. Welch	1K Re(2): My CD Adapter	3/8/94
⊠	Colin A. Welch	1K Re: My CD Adapter	3/8/94
⊠	Jonathan P. Asbury	1K Re(3): FC Client 2.49d40	3/8/94
⊠	Rebecca Taylor	1K Re(2): FC Client 2.49d40	3/8/94
⊠	Brian R. Mitchell	2K HR Matters	3/8/94
⊠	Colin J. Biggin	1K My CD Adapter	3/8/94
⊠	Sean R. Stewart	2K need work done? think of me	3/8/94

SoftArc Staff — Conference 192 Files 18 Folders

Next In Thread

If you open the initial message (e.g. the one from Colin Biggin) and then choose *Next in Thread* from the *Conference* menu, FirstClass will open the next message in the thread, in this case the message from Colin Welch. Choosing *Next in Thread* again will open then next message (from Colin Welch), and choosing it again will open the message from Jane. If you choose *Next in Thread* again and there are no more messages in the thread, FirstClass will notify with a beep.

Since this is a common operation, you might also find it convenient to use either the keyboard

equivalent (Command-/) or the palette button: [NEXT]

Previous In Thread

The threading feature will also work in reverse, to take you to the *previous* message in the thread. This is especially useful when you read a message in the middle of a thread, but the message does not have enough information to give you the context.

In the example above, suppose you opened the last message in the thread, from Jane Jazrawy. To open the previous message in the thread, just hold down the Option key before pulling down the *Conference* menu and choosing *Next in Thread*.

Since this is a common operation, you might also find it convenient to use either the keyboard

equivalent (Command-Option-/) or the palette button:

Sending Messages To Conferences

To send a new message to a conference, simply open the conference and choose *New* from the *Message* menu. A new, unsent message will be created in your MailBox, with the *To* name already filled in with the conference name.

For example, if you opened the "Customer Support" conference and chose *New*, the following unsent message would open on your screen:
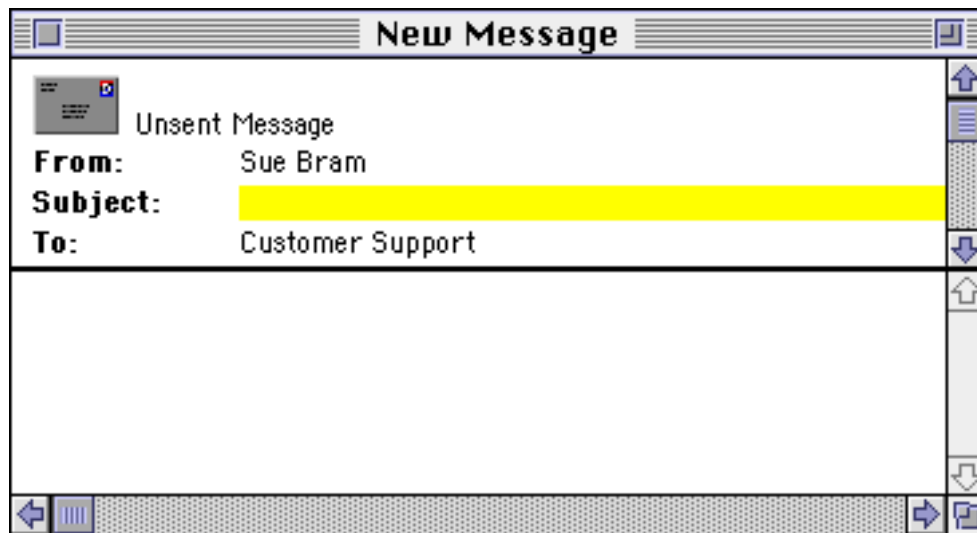
After you have entered the subject and the body of the message, you send the message and it will be delivered to the conference (in this case "Customer Support"):

Forwarding Messages

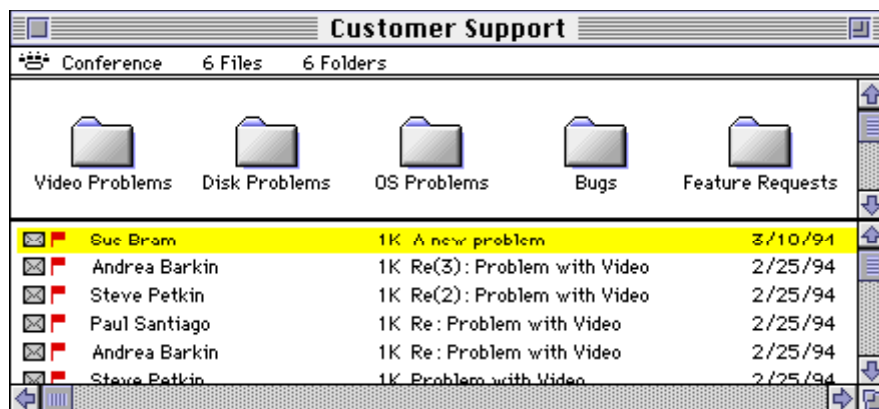Just as you may forward private mail to other users, you may forward conference messages to other users or conferences. Simply open or select the message you want to forward and then choose *Forward* from the *Message* menu. FirstClass will duplicate the contents of the message, including attachments.

The new message has the same content as the original but, other than the subject name, has an empty envelope. After you fill in the envelope information you may edit the body text and then send it.


Subscribing to a Conference

If you use a particular conference frequently you may wish to *subscribe* to it. You subscribe to a conference by placing an alias of the conference onto your desktop. Subscribing to a conference is a simple way of keeping a watch on the conferences that are of the most interest to you. Instead of navigating through various conferences and sub-conferences, you can just double-click on the conference alias on your desktop.

Also, if there are unread items in the conference, the unread flag is displayed next to the alias, which makes it easier to find new items. Rather than having to go and look at each conference individually, by subscribing you will be able to tell at a glance which conferences have new messages.

To make an alias to a conference, click on the conference and then choose *Make Alias* from the *Conference* menu.

Here is an example: The "Customer Support" conference on the Veritec BBS system is in the "Conferences" folder. If you are interested in the "Customer Support" conference, it is much more convenient to have an alias of the conference right on your Desktop than to have to manually open layers of conferences. To do this, click on the "Customer Support" conference and then choose *Make Alias* from the *Conference* menu. An alias of the conference will appear on your Desktop:
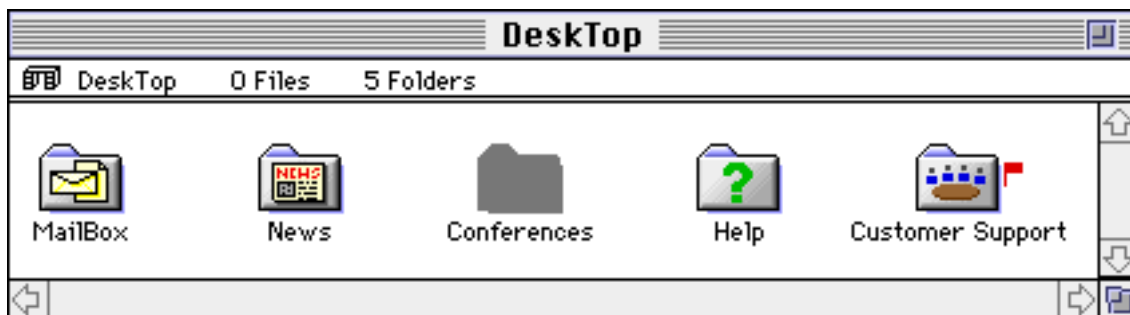
In this example, the conference has an unread flag to indicate that the conference contains some new items. You may also delete an alias from your Desktop by selecting the alias and choosing *Delete* from the *File* menu.

Attachments and File Transfers

8
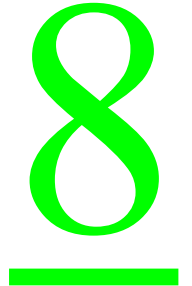
With FirstClass, you may use file attachments for transferring and sharing files between users.

Sharing Files Using FirstClass

FirstClass provides a convenient and powerful method of file transfer by allowing you at attach files to messages. When you send the message, the recipient is able to save the attachments onto their own computer.

Since you are using FirstClass to transfer the files, there is no need to worry about the type of file you are transferring or what type of protocol is being used – you just attach the file. FirstClass file transfers work just the same whether you are connected over a modem or a network, and they even work if the recipient is on another type of computer (e.g. Windows).

Background File Transfers

Attaching a file to a message or saving an attachment involves a file transfer either from or to the FirstClass Server. To make the system more convenient, FirstClass performs all file transfers in the background. This means that even while a file transfer is in progress, you may continue to use all features of FirstClass, even if you are connected over a modem.

Reading Messages With Attachments

If a message has any attached files an attachment icon (🗋) will be displayed beside the message in the summary list and an *Attachments* list appears in the envelope. For example, the "Customer Support" conference might have the following message in it. Note that there are two files attached to the message:

```
┌──────────────────────────────────────────────────────────────────────┐
│ ▤     ▥▥▥▥▥▥▥▥▥▥▥▥ Two Utilities ▥▥▥▥▥▥▥▥▥▥▥▥              ◩ │
│ ┌──┐ Thursday, March 10, 1994 6:48:30 PM           ≋◉   ⇧ │
│ │▱▱│ Customer Support Item                               │ │
│ └──┘                                                      │ │
│ From:        Bill Clark                                    │ │
│ Subject:     Two Utilities                                 │ │
│ To:          Customer Support                              │ │
│ Attachments: ◈ Rebuild Utility                    639K    │ │
│              ▩ Rebuilding Documentation           93K     ⇩ │
├──────────────────────────────────────────────────────────┼──┤
│ This utility allows you to rebuild the datebase index sorting parser for greater ⇧ │
│ speed. Complete documentaion is in the seecond file.      │ │
│                                                            │ │
│ Bill Clark                                                 │ │
│ Veritec Inc.                                               ⇩ │
│ ⇦                                                      ⇨ ▣ │
└──────────────────────────────────────────────────────────────────────┘
```
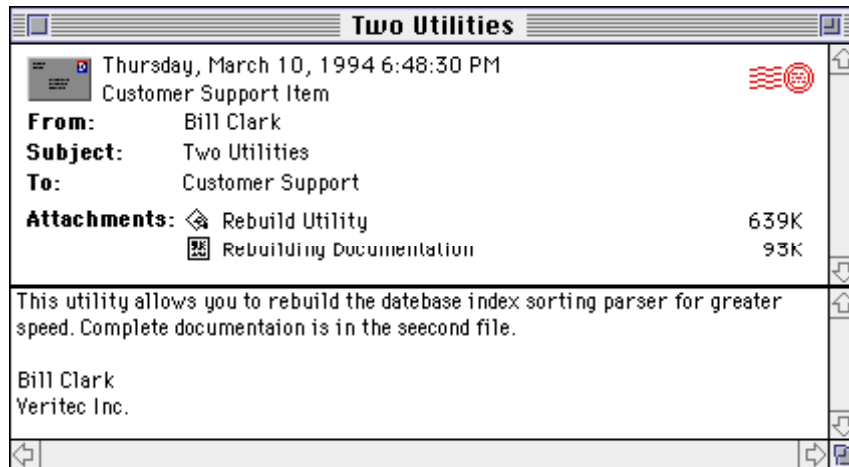
To save an attachment on your Macintosh, double-click on the attachment. A dialog will come up and allow you to choose the destination folder and filename on your Macintosh. Click Save and the file transfer from the server to your computer will begin..

```
┌──────────────────────────────────────────┐
│ ☐      File Transfer Progress             │
│ Downloading file : Rebuild Utility        │
│ File Size :   654126    Transferred :  216064 │
│ ┌────────────────────────────────────────┐ │
│ │████████████████                        │ │
│ └────────────────────────────────────────┘ │
│ 0            33 % Complete          100    │
└──────────────────────────────────────────┘
```
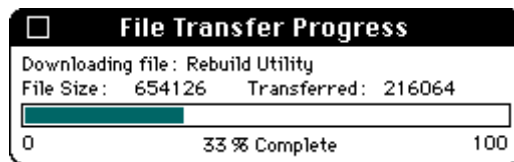
The File Transfer Progress window displays the status of the file transfer. When the transfer is complete, this window disappears. (Note that you can move this window by dragging it). Closing this window will cancel the file transfer. Remember, you may continue to perform any operation in FirstClass even while the file transfer is in progress.

Sending Messages With Attachments

When you are editing an unsent message, you may attach a file by choosing *Attach File...* from the *File* menu. A dialog appears, allowing you to select the file you wish to attach. Select the file you want and click the *Save* button. The file will be sent to the FirstClass server and attached to your message. While the file is being sent to the server, the File Transfer Progress window shows you the status of the transfer. The file attached will be included in the list of Attachments on your message. You can attach as many files as needed.