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What Is Juno and How Does It Work?

Juno is a service that provides you with your own electronic mail address on the <u>Internet</u>.   You can use this address to exchange messages with any of the millions of people around the world who communicate with each other by e-mail.   Juno also gives you an easy-to-use software package that makes sending and receiving e-mail as simple as using a telephone and an answering machine to pick up your messages.   Best of all, Juno is free−there are no membership charges, no monthly charges, no per-message charges, no fees of any other sort.   (At most, there's the cost of a local phone call to connect your computer to ours, as with any other on-line service.)   It's a little like television; Juno carries advertising, so you don't have to pay to use it.

When you are reading and writing your mail, you are not connected by telephone to Juno's main computers.   When you choose to get or send your mail, your computer will briefly connect by telephone to Juno's central computers.

Installing Juno on Your Computer

For Microsoft Windows 3.1:

1. Turn on your computer and <u>modem</u>.   Make sure your modem is properly connected to your computer and to your phone line.   (Consult your modem manual for details.)   Also, make sure that no one else in your household is using the phone line at this time.

2. If Microsoft Windows doesn't start automatically when you turn your computer on, run Windows by typing "win" and pressing the "Return" or "Enter" key on your keyboard.

3. From the Windows <u>Program Manager</u>, click on the word **File** on the <u>menu bar</u>, and then click **Run** from the menu which appears.

4. Insert the disk containing the Juno software in your A or B floppy disk drive.

5. A small <u>dialog box</u> will appear.   In the long rectangle below the words **Command Line**, type "a:setup" (or "b:setup" if you put the disk in your B drive) and click the button marked **OK**.

    Note: Don't include the quotation marks when you type "a:setup" or "b:setup".

6. The Juno setup program will begin.   It will ask you to select a directory to install Juno in, and suggest that you install it in "c:\juno".   If this location is okay with you, or you aren't sure, click **OK**. Otherwise, type in the name of the directory where you want Juno installed, and then click **OK**.

7. The Juno setup program will copy all necessary files from the Juno disk to your hard drive.   It will also create a main Juno icon and a Juno Help icon inside a new Juno Program Group (a small window containing the two icons).   When you want to run Juno in the future, double-click the left mouse button first on the Juno program group (if it isn't already open) and then on the Juno icon.

8. If you wish to exit the setup program while Juno is copying files to your hard drive, you may click the button marked **Exit** or press the **F3** key on your keyboard.   A dialog box will ask you if you really want to exit.   Click either **Yes** or **No**.   If you choose **Yes**, you will have to run the **Setup** program again before you will be able to use Juno.

9. When the setup program has finished installing all of the Juno files, you will be asked whether you want to use Juno right away.   If you click the **Yes** button, you will be prompted to create a Juno member account.   If you click the **No** button, you will be returned to the Windows Program Manager.

For Microsoft Windows95:

1. Turn on your computer and modem.   Make sure your modem is properly connected to your computer and to your phone line.   (Consult your modem manual for details.)   Also, make sure that no one else in your household is using the phone line at this time.

2. Insert the disk containing the Juno software in your A or B floppy disk drive.

3. Click on the **Start** button in the lower left-hand corner of your screen and then select the **Run** option on the pop-up menu.   A dialog box will appear. Your computer may already have recognized which drive the disk is in and put in the correct command, in which case you can simply click **OK** and Juno will be installed.   If not, type in "a:setup" or "b:setup" depending on whether you put the disk in your A or B drive.   (If you're not sure, type "a:setup".)   Then click **OK** to install.

    Note: Don't include the quotation marks when you type "a:setup" or "b:setup".

6. The Juno setup program will begin.   It will ask you to select a directory to install Juno in, and suggest

that you install it to "c:\juno".   If this location is okay with you, or you aren't sure, click **OK**. Otherwise, type in the name of the directory where you want Juno installed, and then click **OK**.

7. The Juno setup program will copy all necessary files from the Juno disk to your hard drive.   If you wish to exit the setup program while Juno is copying files to your hard drive, you may click the button marked **Exit** or press the **F3** key on your keyboard.   A dialog box will ask you if you really want to exit.   Click either **Yes** or **No**.   If you choose **Yes**, you will have to run the **Setup** program again before you will be able to use Juno.

8. When the setup program has finished installing all of the Juno files, you will be asked whether you want to use Juno right away.   If you click the **Yes** button, you will be prompted to create a Juno member account.   If you click the **No** button, you will be returned to the desktop.

9. To access Juno in future, click the **Start** button again and then go to the **Programs** option on the pop-up menu.   You will see a <u>folder</u> called "Juno".   Click on this folder and you will see the Juno icon inside.   Click on the icon to run Juno.

Creating a New Juno Account

When you start Juno, a <u>dialog box</u> will pop up asking if you wish to select a current Juno account or create a new one.

Click the **Create Account** button, and follow the prompts to fill in the information Juno needs to create an account for you.   This will include your name, address, and telephone number, plus information about your <u>modem</u>. You will also fill out your **<u>Member Profile</u>**.   During this process, click the **Next** or **Back** buttons to move from screen to screen.   If you decide at any time not to create a new account after all, just click the **Cancel** button.

In the **Basic Account Information** dialog box, click the appropriate title (**Mr.**, **Ms.**, **Mrs.**), then fill in your name, address, and (optionally) your telephone numbers.   Press TAB or RETURN to move from one entry box to the next.

Related Topics:

<u>Setting Up Your Juno Account</u>

<u>Setting Up Your Telephone Connection</u>

<u>Setting Up Your   Modem</u>

<u>Creating an E-mail Address and Password</u>

Setting Up Your Juno Account

See **Creating and Maintaining Your Juno Account** in **Appendix D**.

Setting Up Your Telephone Connection

See **Telephone Set-up** in **Appendix D**.

Setting Up Your   Modem

See **<u>Setting Up Your Modem</u>** in **Appendix D**.

Creating an E-mail Address and Password

1. In the box marked "E-mail address", type in the name you wish to use as the first part of your Juno e-mail address.   You may use any combination of letters, numbers, spaces, and the symbols "-", "_", and ".".   The name can be up to 128 characters long.   The second part has to be "@juno.com," but that will be added in for you automatically.   (See **E-mail Addresses** for further information on e-mail addresses in general.).

2. Type a password into the box marked **Password**.   Your password should be a combination of letters and/or numbers that you can remember, but which is not easy for anyone else to guess.   (Your name or your birthday are probably not the best choices, since it's easy for others to figure out what they are.)   You may use any combination of letters, numbers, spaces, and the symbols "-", "_", and ".".   The password can be up to 128 characters long.   Note that for security reasons, your password will not appear on the screen while you type it; you will see merely a series of asterisks (*****) instead.

3. Type in your password again in the box marked **Please type your password again, to confirm it** to verify that you remember what it is and typed it in correctly the first time.

4. Click **Activate Account**.   Your modem will dial the Juno main computer and attempt to create an account for you using the name you have chosen.   If this name has already been chosen by another Juno member, Juno will suggest an alternate one.   You may either accept this alternate name, or type in a different one, and try again by clicking **Activate Account**.

Starting a Juno Session

1. When you want to use Juno, if you're running Windows 3.1, double-click on the Juno program group (if it isn't already open), and then on the Juno icon, just as you would to run any other program. If you're running Windows 95, click on the Start button and select "Programs," then "Juno," and then the Juno icon from the menus that appear. Make sure your <u>modem</u> is properly connected to your computer and to your phone line. (Consult your modem manual for details.) Also, make sure that no one else in your household is using the phone line at this time.

2. The Juno logo will appear on your screen, followed by a <u>dialog box</u> asking you for your user name and password. If you have previously created a Juno account, select your user name from the list shown, and then type in your password. Note that for security reasons, your password will not appear on the screen while you type it; you will see merely a series of asterisks (*****) instead. Click **OK** or press **Return** when you are finished.

3. If you'd prefer to have the computer enter your password automatically for you each time you use Juno, check the small checkbox next to the words "Enter Password Automatically". Note that this somewhat reduces the security of your account, but may make using Juno more convenient for you.

4. The main Juno interface will appear, and you may proceed with reading and writing your e-mail.

To use a Juno account you have already created on another computer, click on **Import Account**. See **Creating and Maintaining Your Juno Account** for more information.

Ending a Juno Session

1. To end a Juno session, click on **Exit** from the <u>menu bar</u>.

2. Two options will appear: **Send mail, then exit,** and **Exit immediately**.

   - If you choose **Send mail, then exit**, your <u>modem</u> will dial Juno's main computers, send any messages in your **Outbox**, check whether you have any new mail waiting for you, and then (if you don't) return you to the Windows <u>Program Manager</u> or the Windows 95 desktop.   If you do have new mail, Juno will pick it up, place it in your **Inbox**, and give you a chance to cancel your **Exit Immediately** instruction (in case you want to read your new mail right away).   If you do not have any messages in your **Outbox** when you click **Exit**, the **Send mail, then exit** option will appear in gray, and you will not be able to select it.

   - If you choose **Exit immediately**, you will be returned to the Windows Program Manager or the Windows 95 desktop right away, and messages in your **Outbox** will not be sent.   They will still be waiting in your **Outbox** the next time you use Juno.

Creating Your Juno Member Profile

See **Creating Your Member Profile**.

I Want to Read My E-Mail--What Do I Do?

1. Start a Juno session, if you have not done so already, by running Windows and double-clicking on the Juno Program Group and the Juno icon.   If you're using Windows 95, click on the Start button and select "Programs," then "Juno," and then the Juno icon from the menus that appear.

2. If you're not already on Juno's **Read** screen, go to the **Read** screen by clicking on the picture of an eye on the folder tab in the upper left of the Juno window. The **Read** screen will then be in front of the **Write** screen, and the eye will be open (indicating that you are ready to read your e-mail).

3. To collect any new mail you may have received, click on the button marked **Get New Mail**.   Two options will appear: **Get and Send Mail** and **Just Get Mail**.

   - If you choose **Get and Send Mail**, your modem will dial Juno's central computers and collect any new mail you have received since your last connection.   At the same time, any messages you have written and placed in your **Outbox** will be sent.

   - If you choose **Just Get Mail**, your modem will dial Juno's central computers and collect any new mail you have received, but messages in your **Outbox** will not be sent.

   - Any new messages you receive appear in your **Inbox**.

At the top of the **Read** screen, just below the folder tabs with the pictures of an eye and a pen, is a small white box marked **Folder**.   If this box does not say **Inbox**, click the square arrow button to the right of the box to make a drop-down list of all your folders appear.   Then click on the word **Inbox**.   To read messages you have stored in a different folder, click on that folder's name.

5. The **Read** screen contains two large white panels.   The panel on top, called the **Header Box**, shows you a list of all the messages contained in the folder shown in the **Folder** box.   If you didn't switch to a different folder, it should be displaying a list of all the messages in your **Inbox**.   One of these messages will be highlighted; the text of that message is displayed in the large white panel on the bottom, called the **Message Box**.

6. To display one of the other messages in your **Inbox** in the bottom panel, highlight a different line in the **Header Box** by clicking on it.   The text of the newly highlighted message will be displayed in the **Message Box**.

7. The **Header Box** has room to list only three messages at a time.   If you have more than three messages in a folder, they are on the list; you can see them by clicking on the "scroll bar" (the vertical bar to the right of the top panel, with arrows on top and on bottom).   To scroll toward the beginning of the list of messages, click on the up-pointing arrow.   To scroll toward the end, click on the down-pointing arrow.   You can also press the N and P keys on your keyboard to move to the next or previous message in a folder.

8. If the message displayed in the **Message Box** is too long to fit in the panel, you can click on the scroll bar at the right of the bottom panel to scroll toward the end or beginning of the message.

To reply to a message, click **Reply**.   To forward a message you have received to someone else, click **Forward**.   To delete a message, click **Delete**.   For more help with these features, see **Reading and Filing Messages**.

You can also read messages in other folders and create new folders to store your messages.   For more information, see **How to Use Folders**.

I Want to Write and Send an E-mail Message--What Do I Do?

1. Start a Juno session, if you have not done so already, by running Windows and double-clicking on the Juno Program Group and the Juno icon.   If you're running Windows 95, click on the Start button and select "Programs," then "Juno," and then the Juno icon from the menus that appear.

2. If you're not already on Juno's **Write** screen, go to the **Write** screen by clicking on the picture of a pen on the <u>folder</u> tab in the upper left of the Juno window (just to the right of the picture of an eye).   The **Write** screen will then be in front of the **Read** screen, and the pen will show a line of ink coming from its tip (indicating that you are ready to write an e-mail message).

3. At the top of the **Write** screen is a white box marked **To**.   Your cursor will be in this box.   Type in the e-mail address of the person to whom you want to send a message.   If you want to send the message to more than one person, you may type in several e-mail addresses, either separated by commas or by pressing the **Return** or **Enter** key on your keyboard after each address.   You can also use your **Address Book** to enter addresses you have stored.   See **<u>The Address Book</u>** for information about using the **Address Book**.

4. Click in the box marked **Subject**, and type in a short phrase summarizing the subject of your message.   For instance, if your message is an invitation to a party, the subject line might be "Party at Jane's on Tuesday." You don't have to type anything in on the **Subject** line if you don't want to, but it can be helpful to the recipient(s) of the message if you do.

5. Click on the large white box marked **Message**.   This is where you type the text of your message. You may use the **Backspace** and **Delete** keys on your keyboard to make changes as you type, just as with a word processor.

6. If you want to delete an entire message you have begun writing, click the **Clear** button.   A <u>dialog box</u> will appear and ask if you are sure you want to clear the message.   Click **Yes** or **No**.   Clicking **Yes** will clear any text you've typed out of all of the boxes on the screen.   **Note:**   If you click **Clear** and choose **Yes**, the message you had started writing will be permanently deleted, so be careful.

7. When you are finished writing your message, click the **Send Mail** button.   Two options will appear:

    *   **Put Message in Outbox**, and
    *   **Get and Send Mail**

8. Click **Put Message in Outbox**.   Your message will be moved to your **Outbox**, and all the white boxes on the screen will be cleared so that you may write another message.

9. If you want to write another message, repeat steps 3-7.

10. When you have written all of the messages you plan to write in a given session, click   the **Send Mail** button and then click **Get and Send Mail**.   Your computer will dial Juno's main computers and send out all of the messages you have placed in your **Outbox**.

For more information about writing messages, and using the **Address Book** to store commonly used addresses, see **<u>Writing and Sending Messages</u>**.   For more information about sending messages, see **<u>How to Send the Messages in Your Outbox</u>**.

Reading and Filing Messages

How to Get Your New Mail

You can get your new mail in any of the following ways:

- When you start a new Juno session, a <u>dialog box</u> will appear, asking whether you want to check to see if you have received new mail.   Click **Yes**. Two options will appear: **Get and Send Mail** and **Just Get Mail.**

  At the same time, any messages you have written and placed in your **Outbox** will be sent.

- If you're on Juno's **Read** screen, click the button marked **Get New Mail**.   Two options will appear: **Get and Send Mail** and **Just Get Mail**.

- If you're on Juno's **Write** screen, click the button marked **Send Mail**. Two options will appear: **Put Message in Outbox** and **Get and Send Mail**.

If you choose **Get and Send Mail**, your computer will dial Juno's central computers and collect any new mail you have received since your last connection.   At the same time, any messages you have written and placed in your **Outbox** will be sent.

If you choose **Just Get Mail**, your computer will dial Juno's central computers and collect any new mail you have received, but messages in your **Outbox** will not be sent.

Whichever of the above methods you use, once the connection is finished you will see a dialog box indicating whether you have received any new mail and, if so, how many messages.   Any new messages you have received are added to your **Inbox**.

How to Read the Messages in Your Folders

1. If you're not already on Juno's **Read** screen, go to the **Read** screen by clicking on the picture of an eye on the <u>folder</u> tab in the upper left of the Juno window.   The eye will be open, indicating that you are ready to read your e-mail.

2. At the top of the **Read** screen, just below the folder tab with the picture of the eye, is a small white box labeled **Folder**. The folder box displays the name of the folder whose contents you are currently viewing.   The default folder is **Inbox**, where any new mail you receive is placed.

3. To read the messages in a different folder, click the square arrow button to the right of the **Folder** box to display a list of all your folders, and then select the name of the folder you want to see by clicking on it.   Note that when you start using Juno, the only folder you have is your Inbox.   For information on how to create other folders, see **How to Create Folders to Hold Your Messages**.

4. The **Read** screen contains two large white panels.   The panel on top is called the **Header Box**, and it displays a list of all the messages contained in the folder shown in the **Folder** box.   For instance, if the **Folder** box displays the word "Inbox", the **Header Box** lists all the messages in your **Inbox** folder.

5. For each message listed, the **Header Box** tells you who sent it (in the **From** column), what the subject of the message is (in the **Subject** column), and on what date it was sent (in the **Date** column). It also shows whether you have read the message (in the **Status** column).

6. To sort your messages alphabetically by sender, subject, or status, or in order by date, click on the words **From**, **Subject**, **Date**, or **Status** at the top of the header columns.

7. One of the messages in the **Header Box** will be highlighted.   The bottom panel, called the **Message Box**, shows you the text of the highlighted message.

8. To view a different message, you may either:

   • Click on a different message from the list in the **Header Box**, or

   • Press **P** or **N** or the arrow keys on your keyboard to view the previous and next messages.

   When you highlight a different message in the **Header Box**, the text of that message will be displayed in the **Message Box**.

9. The **Header Box** normally has room to list only three messages at a time.   You may click on the <u>scroll</u> bar to the right of the box to scroll toward the beginning or end of the list, or you may simply press **P** or **N** or the arrow keys to move to the previous or next message in the folder.

10. If the message displayed in the **Message Box** is too long to fit in the box, you can click on the scroll bar to the right of the box to scroll to the end or beginning of the message, or use the **Page Up** and **Page Down** keys on your keyboard.

11. If it's not already maximized to fill the whole screen, you can also make the whole Juno window bigger.   See **Resizing the Juno Window** for more information.

Related Topics:

<u>Understanding the Header Box</u>

<u>Sorting Your Messages</u>

<u>Resizing the Juno Window</u>

Understanding the Header Box

The **Header Box** is the large white panel in the top half of the **Read** screen.   For each message listed, the **Header Box** tells you who sent it (in the **From** column), what the subject of the message is (in the **Subject** column), and on what date it was sent (in the **Date** column), as well as whether you have read the message (in the **Status** column).

To change the width of the columns in the **Header Box**, drag the boundary lines between the columns to the left or right.

You can sort your messages alphabetically or by date by clicking on the words **From**, **Subject**, **Date**, or **Status**.   See **Sorting Your Messages** for more information.

You can turn off the display of header information in the **Message Box**.   See **Show Mail Headers**.

Sorting Your Messages

You can sort your messages by clicking on the words **From**, **Subject**, **Date**, or **Status** at the top of the columns in the **Header Box** on the **Read** screen.   The messages then appear in ascending order by the column you select.

For example, to sort your messages alphabetically by sender, click on the **From** heading.

Resizing the Juno Window

If it's not already maximized to fill the whole screen, you can make the whole Juno window bigger by moving your cursor to the very edge of the window until it turns into a double-headed arrow.   When this happens, hold down the left mouse button and drag the cursor until the window is as big as you want. Move your cursor in the opposite direction to make the window smaller.   (Note that there is a minimum size for the Juno window, beyond which it can't get any smaller.)

If you want the Juno window to fill your whole screen, double-click the Juno <u>title bar</u> at the top of the window.   You can make the window smaller again by clicking the up-and-down arrow button in the far right corner next to the title bar.

How to Reply to a Message You've Received

1. After you have read a message someone has sent you, you may click the **Reply** button to send a message back to that person.   When you click **Reply**, the **Reply Settings** <u>dialog box</u> will appear, containing two questions:

    • **Reply to sender only**, or

      Reply to sender and copy to all recipients

    • **Include text of message in reply**, or

      Don't include text of message in reply

    Choose the settings you want for these options.   Your choices are saved for the next time you reply to a message.

    If the message you are replying to was sent to other people as well as you (either on the "To" line or the "Cc" line), and you want your reply to go to the sender only, click **Reply to sender only**.   If you want your reply to go to everyone who received the original message, click **Reply to sender and copy to all recipients**.   If you want your reply to contain the text of the message you're answering, click **Include text of message in reply**.   If not, click **Don't include text of message in reply**.

    Note: Once you've set the options you want, you can turn off the **Reply Settings** dialog box so that it doesn't appear each time you reply to a message.   See **<u>Reply Settings</u>** for more information..

2. Click **OK** to switch to the **Write** screen and begin composing your reply.

3. The e-mail address of the person you're replying to and the subject of the message he or she sent will automatically be entered in the **To** and **Subject** boxes.

    • If you selected **Reply to sender and copy to all recipients**, the names of any other recipients of the original message will appear in the **Cc** ("Carbon Copy") box.

    • If you selected **Include text of message in reply**, the text of the message you're replying to will appear in the large white box in the **Write** screen where you will write your message, with the characters ">>" at the beginning of each line to distinguish it from any new text you may type in.   If you do not want the entire original message included in your reply, you may delete all or part of it by highlighting the portion you want to delete (click the left mouse button at the start of the section you want to delete and drag the cursor to the end of the section) and then pressing the **Delete** key on your keyboard.

4. Type your reply to the original message in the large white box labeled **Message**.   You can edit the text of your message as you wish. See **<u>How to Edit Text</u>** for more information.

5. When you are finished writing your reply, click the **Send Mail** button.   Two options will appear:

    • **Put Message in Outbox**, and

    • **Get and Send Mail**

6. Unless it's important that your reply be sent immediately, click **Put Message in Outbox**.   Your message will be moved to your **Outbox**, and the white boxes will be cleared so that you may write another message.   (To send your message immediately, click **Get and Send Mail** instead.)

Related Topics:
<u>Reply Settings</u>

Reply Settings

When you click the **Reply** button to reply to a message, the **Reply Settings** <u>dialog box</u> will appear, posing two questions:

- **Reply to sender only**, or

  Reply to sender and copy to all recipients

- **Include text of message in reply**, or

  Don't include text of message in reply

Choose the settings you want for these options.   Your choices are saved for the next time you reply to a message.

If the message you are replying to was sent to other people as well as you (either on the "To" line or the "Cc" line), and you want your reply to go to the sender only, click **Reply to sender only**.   If you want your reply to go to everyone who received the original message, click **Reply to sender and copy to all recipients**.   If you want your reply to contain the text of the message you're answering, click **Include text of message in reply**.   If not, click **Don't include text of message in reply**.

Note: Once you've set the options you want, you can turn off the **Reply Settings** dialog box so that it doesn't appear each time you reply to a message.   To do so, choose **Reply Settings** from the **Options** menu and click **No** under **Show reply settings dialog box every time you click 'Reply'?**

To change the **Reply Settings** you've selected if you've turned the dialog box off (or to turn the dialog box back on):

1. Click **Options** in the <u>menu bar</u>.
2. From the list that appears, choose **Reply settings**.
3. Set the options you want.
4. To turn the **Reply Settings** dialog box on or off, click **Yes** or **No** under **Show reply settings dialog box every time you click 'Reply'?**

How to Forward a Message You've Received

1. After you have read a message someone has sent you, you may click the **Forward** button to send the message to someone else, with any modifications or additions if you care to make any.   When you click the **Forward** button, you will be switched to the **Write** screen.

2. The **Subject** line of the original message will be copied to the **Subject** box in the **Write** screen.   The text of the original message will be copied to the large white box in the **Write** screen where you write your own message.   The text "--------- Begin forwarded message ----------" will be placed at the beginning of the forwarded text.

3. If you want to add your own comments to the forwarded message, or change the message in any way, you can.   Click the cursor at the point in the message where you wish to insert your new text (or make changes), and start typing.   Use the **Backspace** and **Delete** keys on your keyboard as you would in a word processor, and the commands in the **Edit** menu to cut, copy, and paste text as you wish.   See **How to Edit Text** for more information.

4. When you are finished making your comments or changes, click the **Send Mail** button.   Two options will appear:

   - **Put Message in Outbox**, and
   - **Get and Send Mail**

5. Unless it's important that the message be sent immediately, click **Put Message in Outbox**.   Your message will be moved to your **Outbox**, and the white boxes will be cleared so that you may write another message.   (To send your message immediately, click **Get and Send Mail** instead.)

How to Print a Message

1. To print a message, first make sure that the message is visible in the **Message Box** on the **Read** screen (the large white panel on the bottom of the screen).   To do so:

    -   Select the <u>folder</u> containing that message.   If the folder named in the **Folder** box is not the folder whose contents you wish to print, click the square arrow button to the right of this box to display a list of all your folders.   Then select the name of the folder you want by clicking on it.

    -   Find the message you want to print on the list in the **Header Box** and click on it, or press **P** or **N** on your keyboard (for "previous" or "next") until the message you want is displayed in the **Message Box**.

2. Make sure your printer is turned on and properly connected to your computer.   (See your printer manual for details.)

3. Click the **Print** button, or click **File** on the <u>menu bar</u>, and then click **Print**.

4. A <u>dialog box</u> will appear with the following print options.   If you are unsure about any option, just leave the default setting that has been selected for you.

    -   **Printer**:   The default printer is displayed in the box labeled **Name**.   To choose a different printer (if you have more than one), click on the arrow to the right of the box and select the printer.   Information on the selected printer appears below in the **Printer** box.

    -   **Print range**:   The default is **All**, to print the entire message.   To print only part of a long message, click **Pages** and enter a page range, or **Selection** to print a highlighted portion of the message.   (To highlight a portion of a message, click the left mouse button at the start of the section you want to select and drag the cursor to the end of the section.)

    -   **Print Quality**:   If your printer supports different print resolutions, click the down-arrow button and select the **Print Quality**, expressed in dots per inch (**dpi**).

    -   **Copies**:   The default is **1**, to print a single copy.   To print more than one copy, type the number of copies you want in the **Number of copies** box, or click the up or down arrows to increase or decrease the number.

    -   **Collate**:   If you are printing   multiple copies of a message with more than one page, you can choose how the copies are grouped.   **Collate** is off by default, so that the copies print with each page number in a separate group.   (In other words, all copies of page one are printed first, then all copies of page two, and so forth.)   To print each copy of the message in sequence by page number, click the box labeled **Collate**.   The illustration changes to show you how the copies will print.

To set advanced options specific to your system, click **Setup** or **Properties**.

To change the printer font or characters per line, click **Cancel** in the **Print** dialog box, then click the **File** menu and choose **Print setup**.   Set the options you want, and then click **Print** again.   See **How to Set Print Options** for more information.

When you are ready to print your message, click **OK**.

Related Topics:

<u>How to Set Print Options</u>

<u>How to Change the Printer and Other Options</u>

How to Set Print Options

If you would like to use print options other than the defaults, click **File** on the menu bar, and then click **Print setup** from the menu.

The **Printer Setup** dialog box displays the current **Printer**, **Font**, and **Characters per line**.

You can change any of these options from the **Printer Setup** dialog box:

- To change the printer, or print settings such as **Orientation**, **Paper Size**, or advanced print options, click on **Change Printer**.   For details on the options available on your system, click on **Help** in the next dialog box that appears.

- To change the print font, click on **Change Font**.   Note that you can set two different fonts for printing and for displaying on your screen.

- To change the width in characters of your printed messages, click in the **Characters per line** box and type the new number.

These options stay in effect for each time you print a message.

How to Change the Printer and Other Options

If you click on **Change Printer** from the **Print Setup** <u>dialog box</u>, or click on **Setup** when you are printing a message, the **Print Setup** dialog box appears.

There are several settings you may now change:

1. **Printer**:   If you have more than one printer connected to your computer, you may select the one you want to use by clicking on the arrow to the right of the box labeled **Name**.   A list will drop down showing all the printers you may choose from.   Click on the one you want.

   To set advanced options specific to your system, click **Properties**.

2. Choose the following **Paper** options:

   Size: If you would like to use a different size of paper (the default is letter size, 8.5" x 11"), click on the arrow to the right of the box marked **Size**.   A list will drop down, and you may click on the paper size that you wish to use.

   Source: By default, the paper will be fed into the printer from the upper (or only) tray.   If you wish to use a different tray or to feed the paper manually, click on the arrow to the right of the box marked **Source**. A list will drop down, and you may click on the paper source that you wish to use.

   Orientation: If you would like your printouts to have the long side of the paper on top, click in the small circle marked **Landscape** at the bottom right of the **Print Setup** dialog box.   If you would like your printouts to have the short side of the paper at the top (this is the default), click in the small circle marked **Portrait** at the bottom left of the **Print Setup** dialog box.

3. When you are satisfied with the printer settings, click the **OK** button at the right of the **Print Setup** dialog.   If you decide not to make any changes after all, click the **Cancel** button instead.

How to Save a Message as a Text File

You can save any message you receive over Juno as a text file for use outside of the Juno service.   For instance, you might want to access a message as a word processor file.   Any messages you save as text files are stored in standard "mbox" (mailbox) format, including the mail header and message text.

1. From the menu bar, click **File**.

2. From the list that appears, click **Save message as text file.**

3. The **Save Message As Text File** dialog box will appear.

4. First, you need to choose both the drive and the directory where you would like to store your message.   The drive that is currently selected is displayed in the box at the lower right marked **Drives**, and the directory that is currently selected is displayed in the box labeled **Directories** on the right side of the **Save Message As Text File** dialog box.

    *   To change drives, click on the box marked **Drives**, and select from the list that appears. Usually, your hard drive is Drive C, and your floppy disk drive is Drive A (or A and B, if you have two floppy drives).   You may also have a Drive D if you have a second hard drive or a CD-ROM (if you have both, the second hard drive is usually called D and the CD-ROM is E). Click on the drive on which you would like to save your file, and then choose the appropriate directory as described below.

    *   To change directories, double click any of the directory names in the box labeled **Directories**. The directory you are currently viewing will be displayed as a picture of an open folder.   If a directory contains subdirectories, they will appear below it in the **Directories** box.   Click on the directory in which you would like to save your file.

5. Next, you need to name your file.   At the top left of the dialog box is a white rectangle labeled **File Name**, with "*.txt" displayed in it.   Double click on this rectangle.

6. Type in the name you wish to give the file, followed by ".txt".   For example, if you wanted to call your file "message2," you would type in "message2.txt" (**Note**:   Type this in without the quotation marks).

7. If you wish to save your message as a "Read Only" file, click the **Read Only** box at the right of the dialog box.   Text files saved in a "Read Only" format cannot be changed by anyone else who reads them.   When the **Read Only** option is turned on, you will see an "X" in the **Read Only** box.

8. If you have access to a network, you can click the **Network** button to save your message to the network.

9. To save the file, click **OK**.

To save an entire folder full of messages as a text file, see **How to Export a Folder**.

How to Delete a Message

1. To delete a message, first make sure that the message you want to delete is displayed in the **Message Box** of the **Read** screen.   To do so:

    - Select the <u>folder</u> containing that message.   If the folder named in the **Folder** box is not the folder whose contents you wish to delete, click the square arrow button to the right of this box to display a list of all your folders.   Then select the name of the folder you want by clicking on it.

    - Find the message you want to delete on the list in the **Header Box** and click on it, or press **P** or **N** (for "previous" and "next") on your keyboard until the message you want to delete is displayed in the **Message Box**.

2. Click the **Delete** button.   A <u>dialog box</u> will appear, asking if you really want to delete the message.   Click **Yes** or **No**.

Note that once you delete a message, there is no way to retrieve it.   Please make sure that you don't need or want your messages before deleting them.

How to Use Folders

What is a folder?

A <u>folder</u> in Juno is similar to a physical folder that you might use to hold papers.   You create folders in Juno to store copies of the messages you have received and sent.   You can create a different folder for each person with whom you correspond, for instance, "Mom," "John," "Jane," etc.   Or you may want folders for different categories of messages, such as "Business," "Personal," and "News," or for different times such as "January 1997," "February 1997," and "March 1997".

When you receive new mail, Juno automatically places it in a folder called the **Inbox**.   You can leave all of your messages in the Inbox, or move the messages to new folders you create.

You can create up to 256 folders.   Once you have created folders, you can move messages from one folder to another, copy a message in one folder into another, rename folders, or delete folders (along with the messages they contain).

If you choose the option **Automatically save all sent mail**, Juno creates a special folder called **Sent** to save a copy of every message you send.   See **How to Automatically Save a Copy of All Messages You Send**.

How to Create Folders to Hold Your Messages

1. From the <u>menu bar</u>, click **File**.

2. From the list that appears, click **Create Folder**.

3. The **Create Folder** <u>dialog box</u> will appear, with a white box in the middle labeled **New folder name**. Click in this box, and then type the name of the new folder you wish to create.   You may use any combination of letters, numbers, spaces, and the symbols "-", "_", and ".".   A folder's name may be up to 32 characters long.

4. When you are done, click the **OK** button at the bottom of the dialog box.   The new folder you have created now appears in the list marked **Folder** in the **Read** screen.

5. If you decide you don't want to create a folder after all, click **Cancel**.

How to Select Which Folder You're Looking At

1. At the top of the **Read** screen, just below the <u>folder</u> tab with the picture of an eye, is a small white box labeled **Folder**, which displays the name of the folder whose contents you are currently viewing (the **Active Folder**).

    If you wish to read a message in a different folder, click the square arrow button to the right of this box to display a list of all your folders, then click the name of the folder you want.   A list of all the messages in that folder will appear in the **Header Box**, the large white panel in the upper half of the **Read** screen.

2. To read a particular message in that folder, highlight that message in the **Header Box** by clicking on it, or press **P** or **N** or the arrow keys on your keyboard to view the previous and next messages.

How to Move Messages From One Folder to Another

1. First make sure that the message you wish to move is visible in the **Message Box** on the **Read** screen. To do so:

    •   Select the <u>folder</u> containing that message.   If the folder named in the **Folder** box is not the folder whose contents you wish to move, click the square arrow button to the right of this box to display a list of all your folders.   Then select the name of the folder you want.

    •   Find the message you want to move on the list in the **Header Box** and click on it, or press **P** or **N** or the arrow keys on your keyboard to view the previous and next messages.

2. Click the **Move to Folder** button.

3. The **Move to Folder** <u>dialog box</u> will appear and display a list of all your folders.   Click on the name of the folder to which you would like to move the message.   That folder name will then be highlighted.

    If you want to create a new folder to hold the message, type the name of the new folder in the box next to the words **Move message into**.   You   will be prompted to confirm that you want to create a new folder.

4. Click **OK**.   The message will be moved to the folder you have selected.   Note that this will take the message out of the folder it was in previously.

5. If you decide not to move the message to another folder after all, you may click the **Cancel** button instead.   The dialog box will disappear, and your message will not be moved.

How to Copy Messages From One Folder to Another

1. First make sure that the message you wish to copy is visible in the **Message Box** on the **Read** screen..   To do so:

    -   Select the <u>folder</u> containing that message.   If the folder named in the **Folder** box is not the folder whose contents you wish to copy, click the square arrow button to the right of this box to display a list of all your folders.   Then select the name of the folder you want.

    -   Find the message you want to copy   on the list in the **Header Box** and click on it, or press **P** or **N** or the arrow keys on your keyboard to view the previous and next messages.

2. Click the **Copy to Folder** button.

3. The **Copy to Folder** <u>dialog box</u> will appear and display a list of all your folders.   Click on the name of the folder to which you would like to copy the message.   That folder name will then be highlighted.

    If you want to create a new folder to hold the message, type the name of the new folder in the box next to the words **Copy message into**. You   will be prompted to confirm that you want to create a new folder.

4. Click **OK**.   The message will be copied to the folder you have selected.   Note that this will not take the message out of the folder it was in previously; two independent copies of the message now exist.

5. If you decide not to copy the message to another folder after all, you may click the **Cancel** button instead.   The dialog box will disappear, and your message will not be copied.

How to Change the Name of a Folder

1. From the <u>menu bar</u>, click **File**.

2. From the list that appears, click **Rename Folder**.

3. The **Rename Folder** <u>dialog box</u> will appear, with a white box in the middle containing a list of your current folders.   Click on the folder whose name you want to change.   This folder's name will appear in the **Old folder name** box.

4. Click in the empty box labeled **New folder name,** at the bottom of the dialog box, and then type the new name for the folder. You may use any combination of letters, numbers, spaces, and the symbols "-", "_", and ".".   The new folder name can be up to 32 characters long.

5. When you are done, click **OK**.

6. If you decide you do not wish to rename the folder after all, click the **Cancel** button instead.

How to Delete Folders

1. From the <u>menu bar</u>, click **File**.

2. From the list that appears, click **Delete Folder**.

3. The **Delete Folder** <u>dialog box</u> will appear, showing a list of all your folders.   Click on the one you wish to delete.   That folder name will be highlighted.

4. If you are sure you wish to delete the folder, along with any messages it contains, click **OK**.   If you would prefer not to delete the folder after all, click the **Cancel** button.

5. If you click **OK**, a second dialog box will pop up, reminding you that deleting a folder will delete all the messages it contains, and asking for confirmation that you want to do so.   If you do, click **Yes**.   If you change your mind or are unsure, click **No**.

Note: Once you delete a folder, there is no way to retrieve it or the messages it contained.   Please make sure that you don't need or want your folders and their messages before deleting them.

How to Import a Folder

Importing and exporting folders is one way of archiving your messages.   Typically, you would use this function to transfer mail you have stored on one computer to a second computer from which you want to use Juno.   When you import a <u>folder</u>, you convert a text file into a folder in your Juno account.

The text file should be in "mbox" (mailbox) format.   The start of each new message is indicated by the word "From" at the beginning of a line, followed by the rest of the mail header   and the text of the message.   You can import an e-mail folder from most other online services by first exporting the mail to mbox format and then invoking Juno's "Import folder" feature.

To import a folder:

1.   From the <u>menu bar</u>, click **Features**.

2.   From the list that appears, click **Import folder**.

3.   The **Import Folder** <u>dialog box</u> will appear.   At the top left of this dialog box is a white box labeled **File Name**, with "*.txt" displayed in it.

     There is also a larger white box directly below the **File Name** box, containing a list of text files you can select from.   Click on one of the files to highlight it and then click **OK**.

4.   If you do not see the file you want on the list:

     •   The file may be in a different directory on your hard drive.   Check the box labeled **Directories** on the right side of the **Import Folder** dialog box.   Double-click any of the directory names to display the contents of other directories on your hard drive.   The directory you are currently viewing will be displayed as a picture of an open folder.   If a directory contains subdirectories, they will appear below it in the **Directories** box.

     •   The file may be on a different drive.   Click on the box at the lower right marked **Drives**, and select from the list that appears.   Usually, your hard drive is Drive C, and your floppy disk drive is Drive A (or A and B, if you have two floppy drives).   You may also have a Drive D if you have a second hard drive or a CD-ROM (if you have both, the second hard drive is usually called D and the CD-ROM is E).   Click on the drive you think the file you're looking for is on, and then choose the appropriate directory as described above.

5.   A dialog box will appear asking you to select a name for the new imported folder.   Type in the name you want to give the folder, and then click **OK**.

6.   Confirmation will appear that the folder has been imported.   Click **OK** again to return to the **Read** screen.   The messages in the new folder will be listed in the **Header Box**.

For information on exporting folders, see **<u>How to Export a Folder</u>**.

How to Export a Folder

Exporting a <u>folder</u> is one way to archive your messages.   Typically, you would use this function to transfer mail you have stored on one computer to a second computer from which you want to use Juno.   When you export a folder, you save the entire contents of the folder as one file; all the individual messages in the folder get pasted together into a single text file.

This file is in "mbox" (mailbox) format.   The start of each new message is indicated by the word "From" at the beginning of a line, followed by the rest of the mail header and the text of the message.

To export a folder:

1. From the <u>menu bar</u>, click **Features**.

2. From the list that appears, click **Export folder.**

3. The **Export Folder** <u>dialog box</u> will appear.

4. First, you need to choose both the drive and the directory to which you would like to export your folder.   The drive that is currently selected is displayed in the box at the lower right marked **Drives**, and the directory that is currently selected is displayed above the **Directories** box in the middle of the **Export Folder** dialog box.

    •   To change drives, click on the box marked **Drives**, and select from the list that appears. Usually, your hard drive is Drive C, and your floppy disk drive is Drive A (or A and B, if you have two floppy drives).   You may also have a Drive D if you have a second hard drive or a CD-ROM (if you have both, the second hard drive is usually called D and the CD-ROM is E). Click on the drive to which you would like to export your folder, and then choose the appropriate directory as described below.

    •   To change directories, double click any of the directory names in the box labeled **Directories**. The directory you are currently viewing will be displayed as a picture of an open folder.   If a directory contains subdirectories, they will appear below it in the **Directories** box.   Click on the directory to which you would like to export your folder.

5. Next, you need to name the file to which you will export your folder.   At the top left of the dialog box is a white box labeled **File Name**, with "*.txt" displayed in it.   Double click inside this rectangle.

6. Type in the name you wish to give the file, followed by ".txt".   For example, if you wanted to call your file "personal," you would type in "personal.txt" (**Note**:   Type this in without the quotation marks).

7. If you wish to export your folder as a "Read Only" file, click the **Read Only** box at the right of the dialog box.   Text files saved in a "Read Only" format cannot be changed by anyone else who reads them.   When the **Read Only** option is turned on, you will see an **X** in the **Read Only** box.

8. If you have access to a network, you can click the **Network** button to export your folder to the network.

9. When you have named your file and chosen the drive and directory to which you would like to export your folder, click **OK**.

10. A dialog box will appear that asks you which folder you wish to export.   Click on the name of the folder you want to export, and then click **OK**.   Your folder will be exported.

Note: Exporting a folder will not delete it from your Juno system.

For information on importing folders, see **How to Import a Folder**.

Writing and Sending Messages

How to Start Writing a New Message

How to Address a Message

How to Cancel a Message You've Started Writing

What Do I Do When I Have Finished Writing a Message?

How to Send the Messages in Your Outbox

How to Reply to a Message

How to Forward a Message

How to Save and Retrieve Drafts of Messages

How to Automatically Save a Copy of All Messages You Send

How to Insert Text into a Message

How to Check the Spelling in a Message You've Written

How to Print Messages

How to Start Writing a New Message

1. <u>Start a Juno session</u>, if you have not done so already, by running Windows and double-clicking on the Juno Program Group and the Juno icon.   If you're running Windows 95, click on the Start button and select "Programs," then "Juno," and then the Juno icon from the menus that appear.

2. If you're not already on Juno's **Write** screen, go to the **Write** screen by clicking on the picture of a pen on the <u>folder</u> tab in the upper left of the Juno window (just to the right of the eye). The **Write** screen will then be in front of the **Read** screen, and the pen will show a line of ink coming from its tip (indicating that you are ready to write an e-mail message).

3. At the top left of the **Write** screen is a white box marked **To**.   Click in this box and type in the e-mail address of the person to whom you want to send a message.   If you want to send the message to more than one person, you may type in several e-mail addresses, either separated by commas or by pressing the **Return** or **Enter** key on your keyboard after each address.   You can also use your **Address Book** to enter addresses you have stored.   See **<u>The Address Book</u>** for information about using the **Address Book**.

4. Click in the box marked **Subject**, and type in a short phrase summarizing your message.   For instance, if your message is an invitation to a party, the subject line might be, "Party at Jane's on Tuesday."   You don't have to type anything on the **Subject** line if you don't want to, but it can be helpful to the recipient(s) of the message if you do.

5. Click in the large white box marked **Message**.   This is where you type the text of your message. You may use the **Backspace** and **Delete** keys on your keyboard to make changes as you type, just as with a word processor.

Note that you can use the **Tab** key to move the cursor from one box to the next, or you can move the cursor by clicking with the mouse.

If you're not ready to send a message you've started writing and want to start another or exit from Juno, you can save a draft of the message and come back to it later.   See **<u>How to Save a Draft of a Message You're Writing</u>**.

Related Topics:
<u>How to Edit Text</u>

How to Edit Text

To cut a section of text out of a message you're writing: Click the cursor at the beginning of the section you want to cut, and then, without releasing the mouse button, drag the cursor over the text to the end of the section.   This will highlight the text.   Then release the mouse button and press **CTRL-x** on your keyboard (or click **Edit** on the <u>menu bar</u> and select **Cut**).   The highlighted text will vanish from the screen.

To paste text you have cut: You can paste the most recent piece of text you have cut anywhere in the message you are writing (or in another message that you write) by clicking the cursor at the point where you want to paste the text and pressing **CTRL-v** on your keyboard (or clicking **Edit** on the menu bar and selecting **Paste**).

To copy a section of text: Click the cursor at the beginning of the section you want to copy, and then, without releasing the mouse button, drag the cursor over the text to the end of the section.   This will highlight the text.   Then release the mouse button and press **CTRL-c** on your keyboard (or click **Edit** on the menu bar and select **Copy**).   The highlighted text will remain on the screen.   Next, click at the point in the message where you want the text copied, and press **CRTL-v** on your keyboard (or click **Edit** on the menu bar and select **Paste**).   A copy of the highlighted text will appear.

To select the entire contents of a message, choose **Select All** from the **Edit** menu.

You can also insert and edit text from another message from a text file into your message.   See **<u>How to Insert Text into a Message</u>** for information.

How to Address a Message

There are two ways to address a message:

1. You can type the recipient's e-mail address into the box marked **To** in the **Write** screen.   Click once in the **To** box and begin typing.   You may also send a message to more than one person by typing several e-mail addresses, separated either by commas or by pressing the **Return** or **Enter** key on your keyboard after each address.   Note that if you have assigned any of the recipients **Aliases** in the **Address Book**, you can type in just the **Alias** for the recipients, rather than their whole e-mail address.

2. You can use the **Address Book** to insert names into the **To** box without having to type them in.   To do so:

    - Click the **Address Book** button.   The **Address Book** will appear.

    - Highlight the name you want by clicking on it.

    - Click the **Send To** or **Copy To** button. (Click **Send To** if the person is one of the main recipients of the message; click **Copy To** if you want their name to appear in the **Cc** ("carbon copy") line of the message.)   The name will be added to the box above the **Send To** or **Copy To** button at the top of the **Address Book**.   You can also just double-click on the name in the address list to add a name to the **Send To** box.

    - To remove a name from either the **To** or the **Cc** list, click on the name in the box above the **Send To** or **Copy To** buttons (<u>not</u> in the main address list) and then click **Remove**.

See **<u>The Address Book</u>** for more information on adding names and mailing lists to your address book, editing the information in your **Address Book**, and using **Aliases**.

Note: If you are new to using e-mail and would like to learn more about e-mail addresses, you may want to look at **<u>Appendix A: What is E-mail and How Does It Work?</u>** in this Help file.

Related Topics:

<u>How to Send a Copy of a Message to Other People</u>

How to Send a Copy of a Message to Other People

If you'd like to send a copy of a message to someone other than the message's main recipient(s), you can use the **Cc** function on the **Write** screen.   There are two ways to do so:

1. When you're writing a message, click in the box marked **Cc** (to the right of the similar box labeled **To**), and fill in the e-mail addresses of whomever you want to get a copy of the message.   If you want to send copies to more than one person, separate their e-mail addresses either with commas or by pressing the **Return** or **Enter** key on your keyboard after each address.

   - The **Cc** box functions exactly the same as the **To** box.   Its purpose is to separate the primary recipients of a message from everyone else you want to send the message to.   For instance, if you wanted to invite your friend Ben to your sister's wedding, you might send an invitation message **To** Ben, and **Cc** the message to your sister (and maybe her fiancee, too, to let him know the message went out).

2. You may also use the **Address Book** to fill in the **Cc** box; this is the easier way to do it if you write or send copies to the same people frequently.   See **How to Use the Address Book to Address Your Messages** for details.

Note: You must have at least one name in the **To** box in order to send a message.   You do not need to have any names in the **Cc** box.

How to Cancel a Message You've Started Writing

If you begin a message and then decide you don't want to send it, click the **Clear** button.   Juno will ask you to confirm that you want to delete the message in progress.   If you click **Yes**, all text in the **To** and **Cc** boxes, the **Subject** box, and the **Message** box will be erased.   Note that once this text is cleared, there is no way to retrieve it.

What Do I Do When I Have Finished Writing a Message?

1. When you have finished writing a message, click on the **Send Mail** button.   Two options will appear:

    - **Put Message in Outbox**, and
    - **Get and Send Mail**

2. Unless it is important that your message be sent immediately, click **Put Message in Outbox**.   Your message will be moved to your **Outbox**, and the **Write** screen will be cleared so that you may write another message.   To send your message immediately, click **Get and Send Mail** instead.

You can retrieve a message from the **Outbox** to re-read it or edit it before you send it.   See **How to Retrieve a Message from the Outbox**.

How to Send the Messages in Your Outbox

When you have written all of the messages you plan to write in a given session and stored them in your **Outbox**, click the **Send Mail** button.   Two options will appear:

- **Get and Send Mail**, and
- **Put Message in Outbox**.   This option will be grayed out unless you are currently writing a message.

Click **Get and Send Mail**.   Your computer will dial Juno's central computers and send out all of the messages you have placed in your **Outbox**.   At the same time, any new messages you have received since the last time you connected to Juno's central computers will be delivered to your **Inbox**.

How to Reply to a Message

See **How to Reply to a Message You've Received** in **Reading and Filing Messages**.

How to Forward a Message

See **How to Forward a Message You've Received** in **Reading and Filing Messages**.

How to Save and Retrieve Drafts of Messages

From time to time, you might want to leave a message you're writing unfinished and come back to it later. In that event, you can save a draft of the message you are writing, and retrieve the draft later to work on it some more and send it.

Related Topics:

How to Save a Draft of a Message You're Writing

How to Retrieve a Draft of a Message

How to Retrieve a Message from the Outbox

How to Save a Draft of a Message You're Writing

1. If you're not already in the **Write** screen, click on the tab with the picture of a pen to switch to the **Write** screen.   The message you're writing should appear in the **Message** box.

2. From the <u>menu bar</u>, click **File**.

3. From the list that appears, click **Save draft of message**.

4. The **Save Message Draft** <u>dialog box</u> will appear, confirming that your draft has been saved.   Click **OK**.

Note that once you save a draft of your message, the boxes on the **Write** screen will be cleared and you can start writing another message.   For information about retrieving the draft you saved, see **<u>How to Retrieve a Draft of a Message</u>**.

How to Retrieve a Draft of a Message

1. If you're not already in the **Write** screen, click on the tab with the picture of a pen to switch to the **Write** screen.

2. From the <u>menu bar</u>, click **File**.

3. From the list that appears, click **Retrieve saved draft**.

4. The **Retrieve from Draft** <u>dialog box</u> will appear.

5. Click on the message you want to retrieve.

6. If you want to re-read or revise the message, click **OK**. The message will appear in the **Write** screen, and you may continue to work on it.

7. If you want to delete the message, click **Delete**. The **Confirm Delete** dialog box will appear. If you are sure you want to delete the message, click **Yes**. If you do not want to delete the message, click **No**. Either way, you will return to the **Retrieve from Draft** dialog box. To return to the **Write** screen, click **OK**.

For information about saving a draft of a message, see **How to Save a Draft of a Message You're Writing**.

You can also retrieve a message you have placed in the **Outbox**. See **How to Retrieve a Message from the Outbox**.

How to Retrieve a Message from the Outbox

After you have written a message and placed it in the **Outbox** to be sent the next time you connect to Juno's central computers, you might want to retrieve the message to re-read, edit, or delete it.

To retrieve a message from the **Outbox**:

1. If you're not already on the **Write** screen, click on the tab with the picture of a pen to switch to the **Write** screen.

2. From the menu bar, click **File**.

3. From the list that appears, click **Retrieve message from Outbox**.

4. The **Retrieve Message from Outbox** dialog box will appear.

5. Click on the message you want to retrieve.

6. If you want to re-read or revise the message, click **OK**.   The message will appear in the **Write** screen, and you may continue to work on it.

7. If you want to delete the message, click **Delete**.   The **Confirm Delete** dialog box will appear.   If you are sure you want to delete the message, click **Yes**.   If you do not want to delete the message, click **No**.   Either way you will return to the **Retrieve Message from Outbox** dialog box.   To return to the **Write** screen, click **OK**.

See also **How to Retrieve a Draft of a Message**.

How to Automatically Save a Copy of All Messages You Send

To have a copy of all messages that you send be saved automatically (in a <u>folder</u> called "Sent"), click **Options** on the <u>menu bar</u> and select **Automatically save all sent mail**.   A copy of each message you send after that will be stored in your **Sent** folder.   For information on how to read these messages, see **How to Read the Messages in Your Folders**.

To stop having copies of the messages you send saved automatically, click **Options** on the menu bar and select **Automatically save all sent mail** again to turn off the option.   When **Automatically save all sent mail** is turned on, a check mark appears beside the menu option.

How to Insert Text into a Message

You can insert text into a message you are writing by inserting either an entire text file or a section of text from a message you have received.

Related Topics:

How to Insert a Text File Into a Message You're Writing

How to Insert Text From a Message You've Received Into One You're Writing

Can I Attach Non-text Files to a Message?

How to Insert a Text File Into a Message You're Writing

1. From the <u>menu bar</u>, click **File**.

2. From the list that appears, click **Insert text file into message**.

3. The **Insert Text File Into Message** <u>dialog box</u> will appear.

4. At the top left of this dialog box is a white box labeled **File Name**, with "*.txt" displayed in it.

5. You may click on any of the text files displayed in the larger white box directly below the **File Name** box.   This will highlight the file.   To insert it into your message, either double-click on it or click **OK**.

6. If you do not see the file you want:

    • The file may be in a different directory on your hard drive.   Check the box labeled **Directories** on the right side of the **Insert File** dialog box.   Double-click any of the directory names to display the contents of other directories on your hard drive.   The directory you are currently viewing will be displayed as a picture of an open <u>folder</u>.   If a directory contains subdirectories, they will appear below it in the **Directories** box.

    • The file may be on a different drive.   Click on the box at the lower right marked **Drives**, and select from the list that appears.   Usually, your hard drive is Drive C, and your floppy disk drive is Drive A (or A and B, if you have two floppy drives).   You may also have a Drive D if you have a second hard drive or a CD-ROM (if you have both, the second hard drive is usually called D and the CD-ROM is E).   Click on the drive you think the file you're looking for is on, and then choose the appropriate directory as described above.

After you have inserted the text file into your message, you can edit the text just like the text of any other message.

How to Insert Text From a Message You've Received Into One You're Writing

1. First, switch to the **Read** screen (if you're not already on it) by clicking on the tab with the picture of an eye.

2. Find the message from which you want to copy text.   If necessary, switch to a different <u>folder</u> first by clicking on the square arrow button to the right of the **Folder** box, then selecting the proper folder name.   Once you have the proper folder open, select the message you want to copy text from by clicking on it in the **Header Box** or pressing the **P** or **N** keys or arrow keys on your keyboard until the proper message is displayed.

3. Highlight the text you want to copy by pressing the left button at the start of the text and holding it down while you drag the cursor to the end of the text.   Release the mouse button.   The text will be highlighted.

4. Click **Edit** on the <u>menu bar</u>, and then click **Copy** (or press CTRL-c on your keyboard).

5. Switch to the **Write** screen by clicking on the folder tab with the picture of a pen.

6. Click once in the box where you are writing your message, at the point where you want to insert the text you copied.

7. Click **Edit** on the menu bar, and then click **Paste** (or press CTRL-v on your keyboard).

8. The copied text will be inserted.

If you are replying to a message and want to include the entire text of the message you're replying to, you can do so by selecting the **Include text of message in reply** option.   See <u>**Reply Settings**</u> for more information.

Can I Attach Non-text Files to a Message?

The current version of Juno does not enable you to attach non-text files to a message. If this is a feature you would like to see in a future release of Juno, please let us know by sending e-mail to "feedback@juno.com".

How to Check the Spelling in a Message You've Written

To check the spelling of a message you've written, click the **Spell Check** button.   The **Spell Check dialog box** will appear, and your message (including the **Subject** line) will be checked for spelling errors.

When the program finds a spelling error, or a word it doesn't know, the misspelled or unfamiliar word will appear in the box labeled **Misspelled word** at the top of the dialog box.   Underneath, you will see a box labeled **Replace with**, and a larger box labeled **Suggestions** listing several suggestions of words Juno thinks you might have intended.   The first word in the **Suggestions** list appears in the **Replace with** box.

You now have several options:

1. To accept one of Juno's suggestions and use it to replace the misspelled word, click on the suggestion you want to accept.   The word you select will appear in the **Replace with** box. (Alternatively, you can just type the correct spelling in the **Replace with** box.   You will have to do this if you know the correct spelling and it doesn't appear on the list of suggestions.)   Click the **Replace** button to replace the original spelling of the word with the spelling now shown in the **Replace with** box.

2. To replace both this and all future appearances of the misspelled word in the current message, click the **Replace All** button.

3. To ignore this appearance of the word (for instance, if it's a person's name or other correctly spelled word the spell check program just doesn't recognize), click the **Ignore** button.

4. To ignore this and all future appearances of this word in the current message, click the **Ignore All** button.

5. To add this word to the spell check program's dictionary, click the **Dictionary** button.   A dialog box will appear.   The word in question will be shown in a box labeled **Current word**.   Click **Add word**, and then **Close**.   Now, whenever you spell check *any* message you write, Juno will recognize this word.

Related Topics:

Adding Words to the Spell-Check Dictionary

Adding More than One Word at a Time to the Dictionary

Setting Spell Check Options

Adding Words to the Spell-Check Dictionary

You can add words to the spell-check dictionary so that Juno will not flag them as misspelled when you subsequently use the **Spell Check** function.

1. Click the **Dictionary** button in the **Spell Check** dialog box.   (To call up the **Spell Check** dialog box, click **Spell Check** on the **Write** screen after typing at least one misspelled word in the **Message** box.) A new dialog box will appear.   All the words in Juno's dictionary will be listed in the box on the left, and all the words you have added to the dictionary will be listed in the box on the right.

2. To add a word, type the word as you want it spelled into the white box marked **Current word**, then click **Add word**.

3. To delete a word, click on the word and click the **Delete word** button.

4. To edit a word, click on the word and then type the corrected spelling in the white box marked **Current word**.

5. When you are done, click **Close**.

Adding More than One Word at a Time to the Dictionary

This is useful if you use a lot of foreign words, proper names, abbreviations, or acronyms that the spell check dictionary does not know.   You may add words to the dictionary by doing the following:

1. From the **Spell Check** <u>dialog box</u>, click the **Dictionary** button.   (To call up the **Spell Check** dialog box, click **Spell Check** on the **Write** screen after typing at least one misspelled word in the **Message** box.)   The **Dictionary** dialog box will appear.

2. Click in the box labeled **Current word**. Type in the word you wish to add.

3. Click the **Add word** button.   The word will be added to the dictionary.

4. Repeat Steps 2 and 3 until you have added all the words you want.

5. When you are done, click **Close**.

Setting Spell Check Options

Clicking the **Options** button in the **Spell Check** <u>dialog box</u> allows you to set several options.   Click in the square to the left of the specified option to select it.   When an option is selected, an "X" appears in the square.   The options are:

1. **Ignore capitalized words**:   This is useful if you have many names of people or places in your messages.

2. **Ignore words with numbers**:   This is useful if you are typing in e-mail addresses which sometimes contain both letters and numbers, or if you are typing addresses, prices, or other numerical data.

3. **Ignore words with mixed case**:   If this option is set, the spell check will not call to your attention words that contain both uppercase and lowercase letters, even when the uppercase letters are not the first letters of the words.

4. **Report words with mixed case**:   If this option is set, the spell check will catch the errors in Item 3 above.

5. **Report doubled words**:   If this option is set, the **Spell Check** will alert you to all instances in which the same word appears twice in a row.

How to Print Messages

See **How to Print a Message** in **Reading and Filing Messages**.

The Address Book

What is the Address Book?

The Address Book allows you to store commonly used e-mail addresses and to insert them easily into your messages.   You may also create "nicknames," or **Aliases**, for these addresses, so that instead of having to remember and type in an address like "JSmith12345@mail.address.comp.com," you can just type a simple **Alias** like "John."

You may also create groups of addresses, called **Mailing Lists**, so that you can send messages to several people at once.   For instance, instead of having to type in the addresses of all the members of your softball team separately when you want to send them e-mail about practice, you can just send a message to "Softball," and the message will be sent to all of them.

How to Add Names to the Address Book

1. First, click the **Address Book** button in either the **Read** or the **Write** screen.   The **Address Book** will appear.

2. Next, click on the **New Name** button.   The **New Name** dialog box will pop up.

3. Click in the box labeled **First Name** and type in the first name of the person you are adding.   Then, click in the box labeled **Last Name** and type in the person's last name.   Note that you can use the **Tab** key to move the cursor from one box to the next, as well as using the mouse.

4. Click in the box labeled **E-mail Address** and type in the person's complete e-mail address.   (For more detailed information about e-mail addresses, you may want to look at the **E-mail Addresses** section in this Help file.)

5. Click in the box labeled **Alias** and type in whatever abbreviated form of the person's name you will find easiest to remember.   This can be the person's first name ("Jane," "Bob"), or initials, ("jrs"), or a nickname, ("Muffy," "Moose").   It's up to you. You may use any combination of letters, numbers, spaces, and the symbols "-", "_", and ".", up to a total of 128 characters.

6. Now, when you want to send this person e-mail, you just need to enter the **Alias** in the **To** box of the **Write** screen.   This can be done by typing the **Alias** into the **To** box (see **How to Address a Message**), or by selecting it in the **Address Book** (see **How to Use the Address Book to Address Your Messages**).

7. When you have finished entering all of this information, click the **OK** button at the bottom of the dialog box. If you want to return to the **Address Book** without adding the new name after all, click the **Cancel** button.

8. A dialog box will appear, confirming that the new name has been entered into the Address Book.   You now have two options:

    *   Add another new name, or

    *   Return to the **Address Book**

9. Click **Yes** to add another new name.   Click **No** to return to the **Address Book**.

Related Topics:

How to Sort Names in the Address Book

How to Save All Senders' Addresses Automatically

How to Save a Sender's Address

How to Change an Entry in the Address Book

How to Sort Names in the Address Book

You can sort the names in the **Address Book** alphabetically by name, e-mail address, or alias.

- To sort by name, click on the **Name** heading at the top of the address list..

- To sort by e-mail address, click on the **E-mail Address** heading.

- To sort by alias, click on **Alias**.

Note that all e-mail addresses are sorted before the mailing lists, if any, in your address book.

How to Save All Senders' Addresses Automatically

To save the address of each person who sends you a message automatically, click **Options** on the <u>menu bar</u> and select **Automatically save all senders' addresses**.   Now, the address of each new person who sends you mail will be entered automatically in your **Address Book**.   If you receive more than one message from the same address, the entry in the **Address Book** will not be duplicated.

You can edit the **Address Book** at any time to add an alias for an address that has been added automatically, or to delete such an address.

To stop saving senders' addresses automatically, click **Options** on the menu bar and select **Automatically save all senders' addresses** again to turn off the option.   When **Automatically save all senders' addresses** is turned on, a check mark appears beside the menu option.

For information on saving the address of someone who sent you one particular message (rather than the addresses of <u>everyone</u> who writes to you), see **<u>How to Save a Sender's Address</u>**.

How to Save a Sender's Address

To save the address of someone who sent you a message in your **Address Book**:

1. First, switch to the **Read** screen (if you're not there already) by clicking on the <u>folder</u> tab with the picture of an eye.

2. Next, select the message whose sender's address you wish to save.   To do so:

    - Select the folder containing that message.   If the folder shown in the **Folder** box is not the folder which contains the message you want, click the square arrow button to the right of this box to display a list of all your folders.   Then select the name of the folder you want.

    - Find the message you want by pressing **P** or **N** or the arrow keys on your keyboard to view the previous and next messages.

3. From the <u>menu bar</u>, click **Features** and select **Save sender's address**.

4. The **Save Sender's Address** <u>dialog box</u> will appear, confirming that the sender's address has been added to your **Address Book**.   Click **OK** to return to the **Read** screen.

For information on saving the address of every person who sends you a message, see **<u>How to Save All Senders' Addresses Automatically</u>**.

How to Change an Entry in the Address Book

1. First, click the **Address Book** button in either the **Read** or the **Write** screen.   The **Address Book** will appear.

2. Click on the entry you wish to edit, then click the **Edit** button.

3. Make the changes you want.

4. When you have finished changing the information, click the **OK** button at the bottom of the dialog box. If you want to return to the **Address Book** without saving the modifications you've made after all, click the **Cancel** button.

What Is a Mailing List and How Do I Make One?

A **Mailing List** is a group of two or more e-mail addresses.   When you send a message to the name of the mailing list, a copy of the message will be sent to everyone on the list.

You create a mailing list through the Address Book.

Related Topics:

How to Create a Mailing List

How to Add Names to Mailing Lists

How to Delete Names from Mailing Lists

How to Edit a Mailing List

How to Create a Mailing List

1. First, click on the **Address Book** button in either the **Read** or the **Write** screen.   The **Address Book** will appear in front of the Juno window.

2. Next, click on the button marked **New List**.   The **New List** <u>dialog box</u> will pop up.

3. Click inside the white box labeled **Name of new list** and type in the name of the list.   It's best to use names that are descriptive, such as "Softball" for the members of your softball team, "Garden Club" for the people you plant flowers with, or "Jones Account" for your project team at work. You may use any combination of letters, numbers, spaces, and the symbols "-", "_", and ".".   The name of the list can be up to 128 characters long.

4. If your Address Book already contains the names you want on the mailing list, you can add those names right away.   Simply double-click on the names in the list on the left of the **New List** dialog box. The names are added to the **Members of list** box on the right.

5. To create the list, click **OK**.   Your list will be created.   Note that you can create a mailing list without any people on it.   You can add more names later by clicking on the list and then clicking **Edit**.   See **<u>How to Add Names to Mailing Lists</u>**

How to Add Names to Mailing Lists

To add names of people to a mailing list:

1. Click on the **Address Book** button.

2. <u>Scroll</u> through the list of names to make sure the people you want to add to the mailing list are in **your Address Book**.   If they aren't, you can add them by clicking **Add Name**.   See **<u>How to Add Names to the Address Book</u>**.

3. Click on the name of the list to which you want to add names.   A mailing list is indicated in the **Address Book** by the words **[mailing list]** in the **E-mail Address** column. Note that your mailing lists are listed alphabetically after any individual names.

4. Click **Edit**.   The **Edit list** <u>dialog box</u> appears.

5. Find the names of the people you want to add in the white box labeled **Name/List** and **Alias** at the left of the **Edit list** dialog box.   You can also include a mailing list on another mailing list.   Click on the name of each person (or list) you want to add, clicking on the button marked **Add** in the middle of the dialog box after each.

6. The names will appear in the box labeled **Members of list** at the right of the dialog box.

7. Repeat Step 5 until all the names you want to add to the list appear in the **Members of list** box on the right.

8. Click the **OK** button at the bottom of the dialog box when you are done.   If   you wish to return to the **Address Book** without saving your changes, click the **Cancel** button instead.

How to Delete Names from Mailing Lists

1. Click on the **Address Book** button, highlight (by clicking on it) the name of the list from which you want to delete names, then click **Edit**.

2. Double-click on the name you want to remove from the **Members of list** box. Then click **Remove**, or press the **Delete** key on your keyboard.

3. Click the **OK** button at the bottom of the <u>dialog box</u> when you are done.   If   you wish to return to the Address Book without saving your changes, click the **Cancel** button instead.

How to Edit a Mailing List

To edit a mailing list:

1. Click on the **Address Book** button in the **Read** or **Write** screen.

2. Click on the name of the list you want to edit.   A mailing list is indicated in the **Address Book** by the words **[mailing list]** in the **E-mail Address** column. Note that all your mailing lists are listed alphabetically, after any individual names.

3. Click **Edit**.   The **Edit list** dialog box appears.

4. To change the name of the mailing list, click in the **Name of list** box and type the new name.

5. To add names to the mailing list, double-click on the names in the list on the left of the **Edit list** dialog box.   The names are added to the **Members of list** box on the right.   If the name you want does not appear in the **Edit list** box, you will need to add the name to the Address Book first.   See **How to Add Names to the Address Book** and **How to Add Names to Mailing Lists** for details.

6. To remove a name from the mailing list, double-click on this name in the **Members of list** box to highlight it.   Then click **Remove**, or press the **Delete** key on your keyboard.

7. Click the **OK** button at the bottom of the dialog box when you are done.   If   you wish to return to the **Address Book** without saving your changes, click the **Cancel** button instead.

How to Find Entries in the Address Book

To find a name or mailing list in the **Address Book**:

1. Click the **Find** button in the **Address Book**.

2. Type any part of the name in the **Find** <u>dialog box</u>.

3. Click **Find**.   Juno finds the first occurrence of the text you typed.

4. To go to the next occurrence of the name, click **Find** again.

The search is not case-sensitive, so you can enter either capital or lower-case letters.   The search starts from the current selection and moves to the end of your **Address Book**, and then wraps to the beginning.

Juno notifies you if there are no entries matching the text, or no more entries if you have already reached the last one.

How to Delete Entries from the Address Book

To delete a name or mailing list from the **Address Book**:

1. Click on the name or list to highlight it.

2. Click the **Delete** button.

3. A smaller <u>dialog box</u> will appear, to confirm that you want to delete this name or list.   Click the **Yes** button to delete the entry.   If you would rather not complete the deletion, click **No**.

Note: Once you have clicked **Yes**, there is no way to retrieve the name or list you have deleted. Deleted names are also deleted from any mailing lists on which they were included.   If you want the name or list back, you will have to add it to the **Address Book** as a new entry.   (See **<u>How to Add Names to the Address Book</u>** and **<u>What Is a Mailing List and How Do I Make One?</u>**)

How to Use the Address Book to Address Your Messages

1. Open the **Address Book** by clicking the **Address Book** button in either the **Read** or the **Write** screen.

2. Next, click on the name or mailing list that you want.   (Note that your mailing lists are listed alphabetically after any individual names.)   The name or mailing list will be highlighted.

3. Click on the button marked **Send To**.   The name, **Alias** (if there is one), or mailing list you highlighted will be inserted into the **To** box.   Note that you can also simply double-click on a name in the **Address Book** to add the name to the **To** box.

4. Repeat Step 3 until all of the names you want to put in the **To:** box are there.

5. To add names to the **Cc** box, click on the name or mailing list that you want.   The name or mailing list will be highlighted.

6. Click on the button marked **Copy To**.   The name or mailing list you highlighted will be inserted into the **Cc** box.

7. Repeat Step 6 until all of the names you want to put in the **Cc** box are there.

8. When you are finished, click the **OK** button to close the **Address Book**.   If you decide you don't want to go through with the selections you have made, click **Cancel** instead.

9. The names that you inserted into the **To** box and **Cc** box will appear in the **To** box and **Cc** box of the **Write** screen.

How to Close the Address Book

When you are done using the **Address Book**, click on the **OK** button on the left side to close it. If you wish to close the **Address Book** without having any of the changes you made to it take effect, click the **Cancel** button instead.

Creating Your Member Profile

What Is My Member Profile?

Your **Member Profile** is a set of information all Juno members provide.   Your answers to the questions on the **Member Profile** help us to understand better what sort of information, products, and services you might find interesting or valuable.   This, in turn, enables us to be selective in choosing the advertisements we show you.   Our goal is to send you messages of genuine value for products and services you might be interested in.

When you first set up a Juno account, we ask you to fill out a **Member Profile** questionnaire describing your interests, hobbies, activities, and other characteristics.   If in the future any of this data changes, you can let us know by updating your **Member Profile**.

Updating Your Member Profile

A person's interests and habits tend to change over time, and so can other characteristics such as your address, you occupation, or the number of children in your household.   If you've discovered the joys of gourmet cooking or stamp collecting, and would like to have the opportunity to receive information from Juno sponsors about these subjects, or if any of the other information you've provided us has changed since you became a Juno member, let us know.   To update your member profile, click **Options** on the menu bar, and select **Update user profile** from the list that appears. Follow the prompts in the dialog box that pops up, and click **Finish** when you are done.   If you begin to update your **Member Profile**, and decide to exit without having any of the changes you made take effect, click the **Cancel** button instead.

The Sponsor's Panel

What Is the Sponsor's Panel?

The **Sponsor's Panel** is the rectangle in the upper right corner of the Juno window, next to the <u>folder</u> tabs with the pictures of the eye and the pen.   It contains advertisements and other information from Juno and Juno's sponsors.

Juno handles all the scheduling and storage of advertisements.   Ads will be stored on the disk until they've been shown, after which they are automatically deleted.

How Often Does the Message Change?

The messages change about twice a minute.   They change regardless of what you are doing in Juno, so you don't have to do anything to make a new message appear.

How Can I Get More Information About the Products I See in the Sponsor's Panel?

Click anywhere on the **Sponsor's Panel**.   A <u>dialog box</u> will pop up with more information about the product or service that was displayed.

Direct E-mail

Special Offers

Occasionally, one or more of our Sponsors may send you e-mail about their products or services.   Such messages will arrive in your **Inbox** along with the rest of your mail, and you can read them, respond to them, delete them, or ignore them as you would any other message.   Some of these messages may contain special offers for Juno members, but you are under no obligation to respond.   (We hope, though, that we'll be able to pick offers that you will find appealing.)

Surveys and Market Research

Our Sponsors may also sometimes send you surveys about their current and future products.   We hope that this will benefit you by allowing you to give feedback about products and services you use, and about what new products and services may be of interest.

Note that we know you don't want to be bombarded by "junk e-mail," and we will be sensitive to this concern.   We won't send you more than one or two "direct e-mail" messages in any given session, and in most will send you none.

How to Respond to Direct E-mail

You may respond to direct e-mail by replying to it like any other e-mail message:

1. Click the **Reply** button in the **Read** screen.   You will be switched to the **Write** screen.

2. The Sponsor's e-mail address and the subject of the message will automatically be entered in the **To** and **Subject** boxes.

3. Note that the Sponsor's original message is copied into the **Write** screen with the characters ">>" at the beginning of each line.   You may type comments of your own or answers to survey questions into the message.   Just click your cursor at the point in the message where you wish to insert your comments, and begin typing.

4. When you are finished with your response, click the gray **Send Mail** button to move your reply to the **Outbox**.   It will be sent the next time you connect to Juno.

See also **How to Reply to a Message You've Received**.

Do I Have to Respond?

No, you do not have to respond to these messages, although we do welcome your response any time you care to give it.   If you have comments or suggestions, send them to "feedback@juno.com."

Show Mail Headers

In the **Read** screen, the **Header Box** lists your messages, displaying the **Sender**, **Subject**, **Date**, and **Status** of the messages you have received.

There is a variety of additional information appended to many e-mail messages.   Most of this information is only important to the computers which deliver your mail (like Juno's central computers), but if you are interested in seeing this information, click **Options** on the menu bar, and select **Show mail headers**. The **Header Box** will remain the same, but the full header information will also appear at the beginning of each message displayed in the **Message Box**.

To hide the message headers again, click **Options** on the menu bar and select **Show mail headers** again to turn the option off.   When **Show mail headers** is turned on, a check mark appears beside the menu option.

Display Mini-Help Boxes

When you use Juno, you may find that you have questions about what you see on the screen.   You have the option of having a small help box appear each time you point with your mouse to a different box or button on the screen.   To display these help boxes, click **Options** or **Help** on the <u>menu bar</u> and select **Display mini-help boxes**.   Each time you move your cursor to a new part of the screen, a mini-help box containing a brief statement about what you are pointing to will appear.   The mini-help box will disappear after a few seconds.

To turn off the mini-help boxes, click **Options** or **Help** on the menu bar and select **Display mini-help boxes** again to turn the option off.   When **Display mini-help boxes** is turned on, a check mark appears beside the menu option.

Key Bindings

Juno provides you with key bindings, or shortcuts, to choose the menus in case you would rather use the keyboard than the mouse.   The key bindings show as the underlined letter in each menu option.

To use a key binding:

1. Press and hold the **Alt** key.

2. While holding the **Alt** key, press the key for the letter underlined in the menu option you want.   The list of options in the menu appear.

3. Type the underlined letter of the option in the menu.

For example, to choose **Print** from the **File** menu using the key bindings, press **Alt**-**F**, then press **P**.

Changing the Juno Screen Display

You can adjust the display of your Juno messages to suit your taste.   You can change the font, text color, and background color.   Experiment to find the look you like best.

These changes only affect the display of your e-mail in Juno.   People who receive mail from you will not see the same display you do.   When you print, the printer will use a standard font in black on white, no matter how you set your screen display.

Related Topics:

Changing the Font

Changing the Text Color

Changing the Background Color

Changing the Font

"Font" is another word for typeface, the design of the characters you read and write.   You can change the font, and even select two different fonts for viewing and for printing your messages.

To change the font of the messages displayed on your screen, click **Options** on the <u>menu bar</u>, then select **Change Font**.

To change the font for messages you print, click **File** on the menu bar, select **Print setup**, then click **Change Font.**

The **Font** <u>dialog box</u> will appear.   This box allows you to change how text appears in Juno.   Each time you select a new option, the text in the **Sample** box at the lower right of the screen changes to let you preview your changes.

1. To change the font: At the upper left of the **Font** dialog box is a box marked **Font**.   Use the <u>scroll</u> bar below this box to view the list of fonts available on your computer.   Click the name of the font you want.   (You may also just click in the box and begin typing the font name.   When Juno finds a font that matches the name you are typing, the list scrolls to that font.)

2. To change the font style: At the upper middle of the **Font** dialog box is a box marked **Font Style**. This box lets you display the text in bold, italic, bold and italic, or regular style.   Click the option you want.

3. To change the font size: At the upper right of the **Font** dialog box is a box marked **Font Size**. Depending on the font you have selected, you may see a range of font sizes.   The smaller the number the smaller the characters will appear.   Click on the size you want, or click in the box and type in a size between 4 and 12 points.   Some sizes may not be allowed for the typeface you have selected.

When you are done making changes to the font appearance, click the **OK** button at the right of the **Font** dialog box.

To return to the original Juno screen font, choose **Arial** in the **Font** dialog box.   The initial size is **8** point.

Note: The font changes will only affect how *you* see or print the text.   Anyone else you send a message to will see it differently depending on how *they* have set the fonts, sizes, colors, and so forth on their computer.

Changing the Text Color

1. Click **Options** from the <u>menu bar</u>.

2. From the list that appears, select **Change text color**.

3. The **Text Color** <u>dialog box</u> will appear.

4. To select a **Basic Color**, click on the color in the **Basic Colors** section that you would like.   The left half of the **Color/Solid Box** will display the selected color.

5. To create your own **Custom Color**:

    - Click on an empty box in the **Custom Colors** section.   If there is no empty box, click on a full box whose custom color you don't mind replacing.

    - Click on the large **Spectrum Box** and drag the marker so that the range of colors in the **Spectrum Bar** (the long rectangle at the far right of the dialog box) includes the color you want.

    - To adjust the "brightness" of your custom color, click and drag the arrow located to the right of the **Spectrum Bar**.

    - If you wish to adjust your custom color manually, you can change the numbers in the **Color Value Boxes** at the lower right of the dialog box.   Double click on the figure you wish to change and type in a new value.

    - When the color you want is in the left half of the **Color/Solid Box**, click the **Add to Custom Colors** button at the bottom right of the dialog box.

6. When you are done making changes, click the **OK** button at the bottom left of the **Text Color** dialog box.   If you decide you don't want the color change to take effect after all, click the **Cancel** button instead.

To return to the original Juno text color, choose the black box in the **Text Color** dialog box.

Note: Changes in text color will only affect how *you* see the text.   Anyone else you send the message to will see it differently depending on how *they* have set the fonts, sizes, colors, and so forth on their computer.

Changing the Background Color

1. Click **Options** from the menu bar.

2. From the list that appears, select **Change background color**.

3. The **Background Color** dialog box will appear.

4. To select a **Basic Color**, click on the color in the **Basic Colors** section that you would like.

5. To create your own **Custom Color**:

    - Click on an empty box in the **Custom Colors** section.   If there is no empty box, click on a full box whose custom color you don't mind replacing.

    - Click on the large **Spectrum Box** and drag the marker so that the range of colors in the **Spectrum Bar** (the long rectangle at the far right of the dialog box) includes the color you want.

    - To adjust the "brightness" of your custom color, click and drag the arrow located to the right of the **Spectrum Bar**.

    - If you wish to adjust your custom color manually, you can change the numbers in the **Color Value Boxes** at the lower right of the dialog box.   Double click on the figure you wish to change and type in a new value.

    - When the color you want is in the left half of the **Color/Solid Box**, click the **Add to Custom Colors** button at the bottom right of the dialog box.

6. The left half of the **Color/Solid Box** displays the background color that will appear in the **Read** and **Write** screens.   The right half of the **Color/Solid Box** displays the color in which lines of text in the **Read** and **Write** screens will be "highlighted."   If the two halves of the **Color/Solid Box** display the same color, there will be no "highlighting" effect.

7. When you are done making changes, click the **OK** button at the bottom left of the **Background Color** dialog box.   If you decide you don't want the color change to take effect after all, click the **Cancel** button instead.

To return to the original Juno background color, choose the white box in the **Background Color** dialog box.

Note: Changes in background color will only affect how *you* see the text.   Anyone else you send the message to will see it differently depending on how *they* have set the fonts, sizes, colors, and so forth on their computer.

Adding a Signature to Your Messages

You can create a *signature* to add to the mail messages you write.   The signature appears as lines of text at the end of your message.   You might want to include your name, your Juno e-mail address, and even a favorite saying.

Related Topics:

Creating a Signature

Adding Your Signature to a Message

Automatically Adding Your Signature to All New Messages

Creating a Signature

To create a signature:

1. Choose **Update signature** from the **Options** menu.

2. Type your signature in the text box.   Your signature can be up to 400 characters and up to 5 lines long.

3. If you want your signature automatically added to all new messages, turn on the option **Automatically add signature to new message**.   The next time you begin writing a message, the signature will appear in the message box at the end of the message.

To modify your signature or turn off adding the signature automatically, choose **Update signature** from the **Options** menu again and make the changes you want.

Adding Your Signature to a Message

To add your signature to the message you are writing:

1. Type your message in the **Write** screen.

2. At the end of the message, press RETURN to add a blank line.

3. With the cursor at the end of the message, choose **Add signature to message** from the **Options** menu.

Your signature is added after the text of the message.

Automatically Adding Your Signature to All New Messages

If you want your signature automatically added to all new messages:

1. Choose **Update signature** from the **Options** menu.

2. Turn on the option **Automatically add signature to new message**.

The next time you begin writing a message, the signature will appear in the message box at the end of the message.

Note: The signature is not added to a message you are currently writing.   To add the signature to the current message, choose **Add signature to message** from the **Options** menu.

Changing Your Password

1. Click **Options** from the menu bar.

2. From the list that appears, select **Change password**.

3. The **Change Password** dialog box will appear.

4. Click inside the white box labeled **Old password** and type in your old password.   For your security, each character you type will only appear as an asterisk ("*") on the screen.

5. Click on the white box labeled **New password** and type in what you would like your new password to be.   Again, each character you type will appear as an asterisk ("*") on the screen.

6. To confirm your new password, click on the white box labeled **Confirm password** and retype your new password.   Once again, each character you type will appear as an asterisk ("*") on the screen.

7. To change your password, click **OK**.   If you decide you don't want to change your password, click **Cancel**.

If you forget your password and cannot connect to Juno, call 1-800-586-6889 to speak with a member of our support staff.

Using Your Juno Account from Another Computer

When you first create your Juno account, it resides on the computer where you created it.   You can always use your Juno account from its "home" computer.

Under some circumstances, you may want to use your Juno account from a different computer.   For example, you might want to log into your home account from the office, or check in with the office while you are on a business trip.

A typical sequence in accessing your Juno account from elsewhere might go like this:

1. To access your Juno account from another computer, you *import* the account.

2. To take any new messages you have sent or received back home with you, you *export* the account to save it on a. floppy disk.

3. Then, when you are back home again, you import the account from the floppy to update your Juno account with the new messages.

Related Topics:

Enabling and Disabling Access to Your Juno Account

Starting Juno on a Different Computer

Enabling and Disabling Access to Your Juno Account

By default, Juno allows you to access your account from another computer.

You can disable access from any but the home computer by choosing **Disable access from other computers** from the **Features** menu.

Before you can access your account from another computer again, you must choose **Enable access from other computers** from the **Features** menu to turn access back on.

Starting Juno on a Different Computer

To use your Juno account from another computer:

1. Start Juno.

2. In the **Welcome to Juno** dialog box, click on **Import Account**.

3. Enter your name, e-mail address, and password in the **Import Account** dialog box.   For your security, these must match your original account exactly.

4. Click **Activate Account**.

The computer connects to Juno, configuring the modem if necessary.   A message informs you if your account is imported successfully.

If you cannot import your account, it may be that access is disabled from other computers.   See **Enabling and Disabling Access to Your Juno Account**.

Confirmation Options

Juno lets you decide whether you want to be prompted for confirmation each time you:

- Delete a message.

- Delete an address from the Address Book.

- Exit Juno.

Choose **Confirmations** from the **Options** menu, then turn on or off each confirmation as you wish.

Communication Options

You can configure Juno to work optimally with your telephone and <u>modem</u>.   For more information, see **Appendix D: <u>How to Configure Your Juno System</u>**.

Changing Your Member Profile

See **Updating Your Member Profile**.

Saving All Changes

To save all modifications you have made to your Juno setup, choose **Save all changes** from the **File** menu.   Most of your changes are already saved; this option gives you added assurance that your changes are saved to your local computer.

If You Have Difficulty Using Juno

If you can connect to Juno with your modem, but are having problems using the software

If you cannot connect to Juno with your modem

If you can connect to Juno but can't get your mail

If you forget your password

If you can connect to Juno with your modem, but are having problems using the software

Send e-mail to "support@juno.com", describing in detail what the problem is, and what you were doing when it occurred.   Our support staff will reply to you as soon as possible.   If you would like to receive a list of the most common problems Juno users encounter, as well as the solutions to these problems, please send e-mail to "help@juno.com." (**Note**:   The address "help@juno.com" was pre-installed into your **Address Book** so you can simply open the **Address Book** and use it to address this message. See **How to Use the Address Book to Address Your Messages**.)

You can also send a message using the **System Monitoring** options in the **Options** menu.

If you cannot connect to Juno with your modem

Phone 1-800-586-6889 to speak with a member of our support staff.   If you are able to send us e-mail about a problem, though, we ask that you please contact us that way, so that those members who are unable to do so will be able to get through to us by phone more easily, and to help us keep our costs down (which is crucial, since we are offering a completely free service).

Also, note that if you are having difficulty connecting to Juno, you might be able to reconfigure your modem so that you can connect.   See **Appendix D: Configuring Your Juno System** for details.

If you can connect to Juno but can't get your mail

If you haven't used Juno in a while, sometimes the connection goes "stale."   If you see an error message when you click **Get and Send Mail** (or **Just Get Mail**), choose **Update System Information** from the **Options** menu.   Then try getting your mail again.

If you forget your password

If you forget your password and cannot connect to Juno, call 1-800-586-6889 to speak with a member of our support staff.

Building a Better Juno--We Welcome Your Suggestions

If you have comments or suggestions on how to make Juno better, we'd be very interested in hearing them.   Please send e-mail to "feedback@juno.com".   (**Note:**   The address "feedback@juno.com" was pre-installed into your **Address Book**, so you may simply open the **Address Book** and use it to address this message.   See **How to Use the Address Book to Address Your Messages.)**   Many thanks, in advance.

How to Send Juno to a Friend

We hope you like Juno, and find e-mail to be an indispensable part of your life.   And we hope the more you use Juno, the more you'll want your friends to join you.

To send a free copy of   Juno to a friend, please choose **Give Juno to a Friend** from the **Features** menu. You will be transferred to the **Write** screen, with the address "signup@juno.com" filled in for you.   Send us an e-mail message containing your friend's name and mailing address.

We'll send you an autoreply to let you know your message has been received.

To request a copy of Juno by postal mail, send a letter with your friend's name and address to us at:

New Member Dept.
Juno
120 W. 45th St.
New York, NY, 10036

We'd prefer e-mail, since that's the easiest way for us to handle a large volume of requests.   Thanks!

Appendix A: What is E-mail and How Does It Work?

What Is E-mail?

E-mail, or electronic mail, is a medium for transmitting messages from computer to computer, normally over a telephone line.   The device that enables one computer to communicate with another over a phone line is known as a <u>modem</u>.

E-mail usually contains only text, numbers, and other characters you might find on a typewriter keyboard.

In order to send someone an e-mail message, you have to know his or her <u>e-mail address</u>.

E-mail Addresses

An e-mail address looks like this: "jsmith@computer.company.com".   Most e-mail messages have four parts:

1.   A User Name: ("jsmith")

2.   The symbol "@"

3.   A Host Name: This is a name for the computer at the receiving end that handles the correct delivery of a person's mail (it often looks like "computer.company").

4.   A suffix usually identifying the type of organization that owns the host computer.   The most common domain names in the United States are:

   • .com, for commercial businesses

   • .edu, for educational institutions

   • .net, for network providers

   • .org, for non-profit organizations

   • .gov, for government organizations

   • .mil for U. S. military organizations

E-mail addresses outside the U. S. (and a few within it) have two-letter domain names, for instance:

   • .uk, for the United Kingdom

   • .jp, for Japan

If jsmith has an address on Juno, it might be "jsmith@juno.com".

The various major Online services all have their own host names.   Here is a list of some of the most popular services, along with a sample of what their e-mail addresses look like.   To send mail to someone who is a member of one of these services, enter their whole address in the **To** line of the **Write** screen, or add their name and address in the **Address Book** and select it from there.

   • America Online: jsmith@aol.com

   • CompuServe: 12345.6789@compuserve.com.   Note that the user name here is a number.   Also, be aware that CompuServe user names are sometimes given with a comma between the first five digits and the last three or four.   This comma must be changed to a period when used in an Internet e-mail address.   (So User 12345,6789 would have the Internet e-mail address 12345.6789@compuserve.com).

   • Prodigy: ABCD23E@prodigy.com

Bounced Mail: If you send mail to an address that does not exist (this includes addresses that you misspell), your mail will be "bounced" back to you.   That is, your message will be returned with a header added to let you know that it was undeliverable.   You can check the address and try again.

E-mail Style

As you send and receive e-mail, you might find that people use a special style in e-mail messages.   Here are some clues to help you understand the messages you receive, and to create your own e-mail style:

- On the <u>Internet</u>, typing your messages using all capital letters is often considered rude, because it's like shouting.   Only do it when you WANT to yell.   Other ways to emphasize what you are saying include putting the text in *asterisks*, >>angle brackets<<, or underlining it with the _underscore_ character.   Don't overuse these marks, however, since too many can make your message hard to read.

- In general, conform to standard rules of grammar and spelling.   This makes it easier on your readers and improves the odds that they'll write back.

- E-mail prose tends to be more compact than handwritten prose, so if you want to save yourself some typing you can use common e-mail abbreviations, such as FYI (for your information), BTW (by the way), and IMHO (in my humble opinion).   Also, some e-mail users use little graphics called "smileys" or "emoticons" to express reactions in a kind of online shorthand.

- Here's a sample: :-)   This is a smiley, a sideways happy face made with ordinary typographic characters.   People use it at the end of a sentence to indicate humor or sarcasm.   Likewise, :-(indicates sadness or disapproval.   There are many other "emoticons" used on the Internet, some more obvious than others.   Invent your own!

Appendix B: Terms of Service

Upon creating your Juno account, you have agreed to abide by the Juno Terms of Service agreement. The Service Agreement is provided here for your reference.

To print this agreement, choose **Print Topic** from the **File** menu.

Juno Online Services, L.P.

Service Agreement

Please read this agreement carefully.

The Juno online service (the "Service") is operated by Juno Online Services, L.P. ("Juno LP") and consists of computer online, interactive information, communication and transaction services provided by Juno LP.

1.1.   This Service Agreement, and any further amendments to this Service Agreement made in writing by Juno LP or disseminated by Juno LP on the Service, shall constitute the entire agreement (the "Agreement") between Juno LP and you with respect to the Service and shall supersede all other communications and agreements with regard to the Service and the other matters covered by this Service Agreement.   Other parties who are granted rights and protections under this Service Agreement are third party beneficiaries of this Service Agreement.

1.2.   By completing the enrollment process to become a member of the Service and by using the Service and any software Juno LP provides to you ("Juno Software") other than to read this Service Agreement, you agree to be bound and to abide by the Agreement as if you had signed this Service Agreement. Juno LP, in its sole discretion and from time to time, may amend the Agreement by notice to you. Each use by you of the Service reaffirms your agreement to be bound and to abide by the Agreement as amended.   If you do not wish to be bound by the Agreement, you may continue to use neither the Service nor any software provided to you by Juno LP, and you shall immediately terminate your account with the Service as set forth below.

1.3.   Juno LP may discontinue or alter any aspect of the Service at any time, without notice, without liability and in Juno LP's sole discretion.

2.1.   You agree to provide Juno LP with accurate, current and complete information ("Member Registration Information") for your registration as a member of the Service and to maintain and update this information as required to keep it accurate, current and complete.

2.2.   You are responsible and liable for any activity by any person who uses your account with the Service. Other users of your account shall be bound by the Agreement under Section 1.2 as if they were you. You are responsible for maintaining the confidentiality of your password and for any liability resulting from disclosure of your password. You agree that, upon becoming aware that your password or account is (or possibly is) being used without authorization, you will immediately notify Juno LP.

2.3.   You are responsible for obtaining and maintaining the equipment and telephone services necessary to access and use the Service and for any telephone charges associated with connecting to the Service.

3.1.   You acknowledge that the Service and the Juno Software contains proprietary and confidential information. You agree not to modify, rent, lease, loan, sell, distribute or create derivative works based on the Service or the Juno Software, in whole or in part.

3.2.   Juno LP (acting for D. E. Shaw & Co., L.P. ("DESCO")) grants to you a limited license to use Juno

Software under the terms and conditions set forth in this Service Agreement.   All Juno Software provided to you is licensed, not sold, to you by Juno LP (acting for DESCO) and may be used only to connect to the Service from the United States of America and such other locations as Juno LP may authorize.   Juno LP (acting for DESCO) grants to you a personal, non-transferable and non-exclusive right to use, in object code form only, each copy of Juno Software on your personal computers and other processors for use of the Service by your account.   You are permitted to copy and archive Juno Software, as well as to distribute to third parties such copies as you make of the Juno Software, provided that all such copies contain the same copyright notice and proprietary markings as are on the original Juno Software; and provided further that you do not sell or otherwise dispose of any copy for compensation.   You agree not to translate, reverse engineer, reverse compile, disassemble or make derivative works from Juno Software. You agree not to modify Juno Software in any manner or form, or to use modified versions of the Juno Software including (without limitation) for the purpose of obtaining unauthorized access to the Juno Service.   You agree not to access the Service by any means other than through the interface that is provided by Juno LP for use in accessing the Service.   You may neither sublicense Juno Software, nor sublicense or assign the license granted under this Agreement, without prior written authorization from Juno LP.

3.3.   You acknowledge that content appearing on the Service may be protected by copyrights, trademarks or other proprietary or personal rights and that your use of such content will be governed by the laws which create those rights and provide for their enforcement.   You agree that you shall not resell the Service or use the Service for any commercial solicitation without the prior written consent of Juno LP. You agree that you shall not, for a commercial purpose, upload, transmit, reproduce, distribute or participate in the transfer or sale, or in any way exploit, any content obtained through the Service. You agree that you may not use the Service to disseminate any e-mail message in a broad-based mailing (that is, a single message sent through the Service directly to more than 100 e-mail addresses simultaneously) without the prior written permission of Juno LP.

3.4.   You agree that you will comply with all laws applicable to your use of the Service. You agree that you will not transmit on the Service any harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, profane, hateful or other offensive material of any kind.   You agree to comply with any operating rules provided or made available to you from time to time by Juno LP.   Juno LP retains the right at any time to refuse or discontinue the use of any user name selected by you.   You agree that you will not interfere with any other person's use and enjoyment of the Service or any other online service.

4.1.   Juno LP, in its sole discretion, may monitor the public areas (for example, public mailing lists permitted on the Service) on the Service (whether currently existing or created in the future) and may use or disclose any information from such areas or related records consistent with any law, regulation or governmental request; to operate the Service; to protect members or other users; or to ensure compliance by members or other users with their agreements with Juno LP.   Juno LP shall not intentionally monitor or disclose any private e-mail message but Juno LP retains the right to do so to the extent permitted or required by law.   You agree that Juno LP may archive and make use of information relating to your use of the Service (including without limitation information relating to the frequency of your usage of the Service and information relating to the display of any advertisements transmitted to you). You agree that Juno LP, in its sole discretion, may use Member Registration Information and other information provided by you or relating to your use of the Service to facilitate the distribution of information to you by others and for other purposes deemed appropriate by Juno LP in its sole discretion, and may distribute any of such information to others in its sole discretion.

4.2 You expressly permit and authorize Juno LP to furnish you, electronically or by any other means

selected by Juno LP, information prepared by Juno LP or by other entities, including advertising information and solicitations.   You acknowledge that advertisements and solicitiations are an inseparable part of the Service; accordingly, you understand and agree that such advertisements and solicitations cannot be terminated unless the Service is also terminated.

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5.2.   YOU AGREE THAT USE OF THE SERVICE IS AT YOUR SOLE RISK. NEITHER JUNO LP NOR ITS EMPLOYEES, AFFILIATES, AGENTS, REPRESENTATIVES, LICENSORS AND AUTHORIZED USERS WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE; NOR DO THEY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE.   THE SERVICE AND ANY SOFTWARE PROVIDED TO YOU IN CONNECTION WITH THE SERVICE ("JUNO SOFTWARE") IS PROVIDED ON AN "AS IS", "AS AVAILABLE" BASIS WITHOUT ANY WARRANTIES WHATSOEVER (EITHER EXPRESSED OR IMPLIED), INCLUDING, WITHOUT LIMITATION, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.   NO ORAL ADVICE OR WRITTEN (INCLUDING ELECTRONIC) INFORMATION PROVIDED BY JUNO LP, ITS EMPLOYEES, AFFILIATES, AGENTS, REPRESENTATIVES, LICENSORS OR AUTHORIZED USERS SHALL CREATE A WARRANTY; NOR SHALL YOU RELY ON ANY SUCH ADVICE OR INFORMATION.

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Appendix C: How to Use this Help File--The Details

If you would like to run the Windows Help Tutorial, please click here.

Appendix D: How to Configure Your Juno System

Creating and Maintaining Your Juno Account

When you run the Juno software, you have the following options for creating and using your account:

- If you're using Juno for the first time, click **Create Account**.   Juno will prompt you through a series of screens to set up your new account.

- To use an account you have already created on *this computer*, select your username from the list displayed, type in your password, and click **OK**.   If you'd prefer to have the computer enter your password automatically for you each time you use Juno, click the small checkbox next to the **words Enter Password Automatically**.   Note that this somewhat reduces the security of your Juno account, but may make using Juno more convenient for you.

- To use a Juno account you have already created on *a different computer*, click **Import Account**. See **Importing Your Account** for more information.

- To delete an account from the list shown, click **Delete Account**.   Juno will ask whether you want to delete the account only from this particular computer or from the Juno system in general (in other words, cancel the account permanently).   See **Deleting Your Account** for more information.

When you have selected the account option you want, click **OK** to get started.

Related Topics:

Importing Your Account

Deleting Your Account

Importing Your Account

To access a Juno account you created on a different computer, you must import the account to the new computer.

When you click **Import Account**, Juno prompts you for your account information.   Fill in your **First Name**, **Last Name, E-mail address**, and **Password**.   For your protection, you must get these entries *exactly right* to gain access to your account.

Click **Activate Account** to import the account.

When you import your account, all new mail that you receive during that session arrives on the new computer and is stored on that computer's hard drive.   To transfer this mail back to your original computer, you can save it on a disk using the "Export <u>Folder</u>" option, and then install it on the other machine using the "Import Folder" option.

Deleting Your Account

If you move an account from one computer to another, or if you want to read your mail from somewhere else but don't want to leave your account open on another computer, you may want to delete your account from a certain machine.   At some point, you might even want to cancel your Juno account entirely (though we hope you won't).   If you do want to delete an account, here's how to do it:

1. Before you delete an account, you might want to import all its contents to another account or another computer.   See **Importing Your Account** for more information.

2. Select the account you want to delete.

3. Select the option for the scope of the deletion:

    * **Just this computer** lets you continue using the same account from another computer.

    * **Juno's central computers and this computer** cancels this account entirely and permanently. You will no longer have access to the account or any messages on it.

4. Click **OK**.

Your Juno account is then deleted.

Updates to Juno

Juno is continually evolving in an effort to serve you better.   From time to time we send updates to the Juno software through Juno e-mail.

When we schedule an update, we will send you an e-mail message describing the modification to the software you will receive.   The next time you log in to Juno, you will see a message box that asks you whether you want to download (or transfer) the update now.

You will have several weeks to decide when you want to download the changes.   After a certain date, the message box will *require* you to download the new software before you can start Juno.

Downloading the update to Juno could take some time, as if you were receiving a very large e-mail message. Please do not interrupt this transfer, as it could damage the modification in progress.

Telephone Set-up

In order to connect your <u>modem</u> with Juno's central computers, Juno needs some information about your telephone set-up.   You will provide this information while creating your account, and you can modify the options you have selected in future from within Juno by selecting the **Dialing Options** item under the **Options** menu.

The options are:

- **Type of phone service**:   **Tone** or **Pulse**   Some telephone systems use a series of pulses instead of a tone to dial the number.   If you are not sure which type of phone you have, listen to the receiver when you push a button.   If you hear a single tone, then **Tone** is the right option for you.   If you hear a series of clicks, such as on a rotary phone, choose **Pulse**.

- **Dial an extension to get an 'outside' line**.   If you are using Juno at the office, you may need to get an 'outside' line before you can call Juno.   Turn on this option and enter the extension that your office uses in the box that pops up; the default extension is **9**.

- **Dial a '1' before calling an 800 number**.   Turn this option on if your phone system requires you to dial a '1' before dialing an 800 number, or turn it off if you dial 800 numbers without the '1'.

- **Dial a prefix to temporarily disable call waiting**.   If you have call waiting and someone calls you while you are connected to Juno, your connection can be disrupted.   To prevent these interruptions, turn on this option.   The standard prefix to disable call waiting for touch-tone service (***70**) appears in the box.   If you have pulse service rather than touchtone, you should enter the standard prefix of **1170** instead.   You do not need to enter a comma after the prefix to delay dialing, as Juno will do this automatically.   For more information on call waiting, contact your telephone service company.

When you are finished, click **Next**.   Juno will help you select a telephone number for your dialing profile.

Selecting the Local Access Number

Juno provides a network of telephone numbers so that in most cases you can access Juno with a local call.   With information about the number that you are calling from, Juno will be able to select the correct local access number for you.   You will select this number during your account creation,

1. Type in **the current phone number** you are dialing from in the **Calling From** box.

2. Next to **Current access number** you will see the phone number selected for you.   If you have not configured this dialing profile yet, the space for access number is blank.

3. Click on the '**Select Access Number'** button.   Juno will search for and display the most appropriate access number for your location.

The new telephone number appears in the **Current access number** for the profile.   Please contact your local telephone company if you have any questions about local charges for dialing this number.

Setting Up Your Modem

A modem is a device that enables your computer to exchange information with other computers by connecting to them over your phone line.   Some modems are internal, meaning that they are inside the main case of your computer and are already connected to the computer.   Other modems are external, meaning that they are separate objects that you connect to your computer's using a cable.   You must have a modem, either internal or external, connected to your computer and to your phone line in order to use Juno.

There are many different kinds of modems, and each of them works a little differently.   In order to work, Juno will have to configure, or set up, your modem properly to send and receive messages.

The first step in setting up your modem is to make sure that your modem is turned on and that it is plugged into your phone jack and securely connected to your computer.   (If you have an internal modem, it is automatically turned on when you turn on your computer.)   If you encounter any problems, the first step should be to check that all the cables are securely connected and that everything is properly plugged in.

Once your modem is ready, the easiest way to set it up is to just click on the **Automatic Modem Set-Up** button.   The Juno software will then check your system and try to identify and configure your modem.   If Juno cannot positively identify your modem, you may be asked to choose your modem from a short list of modems in the **Modem Selection** dialog box.

You may run into one of the following problems:

- **No modems found on your computer.**   This means that Juno could not connect to your modem.   Your modem may not be turned on, the cable connecting it to your computer (if your modem is external) may not be securely fastened, or your modem may be connected to a communications port (com port for short) on your computer numbered higher than 10.   After checking your modem to make sure it is hooked up properly, if you still experience problems connecting and know which com port your modem is on, you should choose **Manual Modem Set-Up** instead of **Automatic Modem Set-Up** and try setting the com port manually.

- **The port speed could not be determined**.   The port speed is not the same thing as the modem speed, although the two are related.   A modem with a speed of 28,800 bps (bits per second) may be able to reach port speeds of up to 57,600.   Your port speed may depend on the kind of serial port your computer has and on the cable that connects your modem to the port.   If you know what port speed your modem can use, you should choose **Manual Modem Set-Up** instead of **Automatic Modem Set-Up** and set the port speed manually.

- **The modem could not be identified or is not in the list of modems**.   There are so many modems out there that we can't be sure we're aware of all of them.   If Juno doesn't identify your modem, you should choose **Manual Modem Set-Up** instead of **Automatic Modem Set-Up**.

If you need more help, see **Manual Modem Set-Up**.

Manual Modem Set-Up

Juno needs some information about your modem so that it can connect your computer to Juno's central computers properly.   You will initially configure your modem during your account creation.   During account creation, **Auto-detect** is the default choice for the three options on this screen, to make the task of configuration easier.   Juno will save the configuration you select; after that, any additional accounts that you create on this machine will use this stored information for their defaults.

Before configuring, make sure that your modem is turned on and securely connected to both your computer and a phone jack.

If you wish to modify your modem configuration in future (for instance, if you get a new modem), you can do so by selecting **Modem Configuration** under the **Options** menu.

To set up your modem manually:

1. If you know the full name of the modem you are using, select it from the alphabetized list that appears below the **Modem** box.   Selecting the correct modem will speed up the configuration process.   If you do not know the name, or if your modem is not on the list, select **Auto-detect**.

2. Select the **Com Port**, the communications port on your computer to which your modem is connected. This will usually be one of Com1 through Com4, but can be as high as Com9.   To select the port, click on the square arrow button beside the **Port** box and choose the correct entry from the list that appears.   If you are not sure which port your modem is connected to, select **Auto-detect** from the top of the lis**detect**.

3. Select the highest possible **Port Speed** for your modem, or select **Auto-detect** if you do not know your modem's highest speed.   To select the speed, click on the square arrow button beside the box and choose the appropriate speed from the list that appears.

4. Click on the **Set Up Modem** button to confirm your selections or to have Juno perform the auto-detection.   This process may take a few minutes, but for most people should be faster.

If you are using the **Auto-detect** option to identify your modem, Juno will offer you a short list of the modems it believes are most likely to be yours.   If you do not see your modem on this list, you have two options:

- **Select a modem from the list of all modems.**   Click on the **All Modems** button and the **Select From Full Modem Database** dialog box will display the entire list of modems available in Juno's database, in alphabetical order.   Find your modem on this list and select it.   If it is still not listed, choosing the **Hayes Compatible** modem with the correct transmission speed for your modem may work.

- **Add an entry for your modem.**   If you have technical information about your modem, you can add an entry for it to the Juno database if one does not yet exist.   For more information, see **Adding a Modem Entry**.

When you have finished, click **Next** to continue if you are setting up your Juno account, or **OK** if you are reconfiguring your modem.

Adding a Modem Entry

Please note: adding an entry for your <u>modem</u> requires having some technical information about your modem and the correct modem commands to use it. You will need to have your modem manual available, or you may want to contact your modem manufacturer for assistance.

All modems have a built-in set of "modem commands," which the computer uses to tell the modem what settings to use to communicate with another modem. Connecting to Juno requires several specific settings. Adding a modem entry involves creating an "initialization string." This string combines the correct modem commands to tell your modem about the Juno settings.

Each different type of modem has a different set of commands, and therefore each one requires a different initialization string. The Juno software knows the correct initialization strings for many modems, but if your modem is not on the list, then you will need to put a new modem entry together with the help of your modem documentation and/or your modem manufacturer:

1. From the **Modem Set-Up** <u>dialog box</u>, click on the **Add** button. This will take you to the **Add Modem** dialog box.

2. At the top of the **Add Modem** dialog box, you will see the settings that Juno requires, along with the modem commands that are commonly used to tell modems about these settings. They are:

   - **Set factory defaults**: Your modem comes with a default configuration that is pre-set in the factory. This is the best starting point for setting up your modem properly, so the initialization string should instruct your modem to return to these default settings. The modem command for this is usually **&F**. Some modems (such as Practical Peripherals and Supra) use alternatives such as **&F0**, **&F1,** or **&F2**.

   - **Turn on hardware flow control**: Hardware flow control, also sometimes called hardware handshaking, controls how quickly information flows between the Juno modems and your own. The most common commands for this setting are **&K3** or **\Q3**, and frequent alternatives may be **&K** or **\Q** followed by a different number. US Robotics modems usually use **&R2&H1**, while MultiTech modems typically use **&E4**. One tip: the cable that connects your modem to your computer must be a serial cable capable of hardware handshaking. If you are having trouble with hardware flow control, you may want to check your cable and replace it if you find that it does not support hardware handshaking.

   - **Set DCD (Data Carrier Detect) to follow line carrier**: This command will set your modem to detect whether there is an active connection with the remote modem, so it will hang up if the connection fails. The code for this command is usually **&C1**, or sometimes **&C** with a different number.

   - **Set modem to disconnect on DTR (Data Terminal Ready) low signal**: This signal is needed in order for your computer to signal your modem when it needs to hang up. The command is usually **&D2** or another **&D** code.

   - **Turn compression off**: This command disables the data compression feature built in to many modems, which can slow down your connection. The command is often **%C0** or another **%C** option, although some modems may not even have this option. There are also several exceptions: US Robotics modems usually use **&K0**, many MultiTech modems use **&E14**, Practical Peripherals modems usually use **S46=0**, and Hayes-compatible modems generally use **S46=136**.

3. Before trying to put together a modem string from your manual, you may want to first try using the default Hayes-compatible initialization string in the box at the bottom of the **Add Modem** dialog box(**&F&K3&C1&D2%C0**).   Skip to step 9 if you are trying this string.

4. If the default string doesn't work, your modem requires different commands to initialize these settings. To start from a similar modem, which may have an initialization string closer to the one your modem needs, click on the square arrow button next to the **Starting Modem** box.   Choose the most similar modem you can find from the list of modems that appears. The initialization string for that modem will appear in the **New Configuration** box.

5. Type in the name of your modem in the **New Modem** box in the **Add Modem** dialog box..

6. Look in your modem manual and find the index of modem commands, which may also be called the list of AT commands.   The commands will look similar to those mentioned above or displayed in the bottom box.   Find the commands that correspond to each of the required settings listed under step 2 for your modem.

7. Compile the commands into a single line, the initialization string, with no spaces between the commands.   Your manual may include an "**AT**" in front of some of the commands: this text is not necessary, and you should omit it.   Follow the pattern you see in the default string.   Type this string into the **New Configuration** box.

8. Click on the **OK** button to return to the **Modem Set-Up** screen.   You should now see the entry that you have added in the list of modems, highlighted.

9. Click on the **Set Up Modem** button, and Juno will test the entry with your modem by dialing to Juno's central computers and transmitting a test message.

10. If you have problems with an entry, your modem may require additional settings in order to successfully communicate with Juno. You will be automatically brought to the **Fix Modem Configuration** dialog box, which will give you some information about the problems with your entry.

At this point, or if your documentation is unclear or missing, you should make note of the specific settings listed above, under step 2, that Juno requires.   Then you can call your modem manufacturer's technical support line and tell them what information you need.   They should be able to give you the correct initialization string for your particular modem, which you should then type in as the added entry.

Glossary of Terms

Dialog Box

Folder

Internet

Menu Bar

Modem

Program Manager

Scroll

Title Bar

Dialog Box

A dialog box is a small window that pops up in front of the main window of a program, when you do something such as click on a button or choose a menu option.   The dialog box prompts you to choose options or enter text.

Folder

A folder in Juno is like a physical folder that you might use to hold papers.   You create folders in Juno to store copies of the messages you have received and sent.

You can create a different folder for each person with whom you correspond (for instance, "Mom," "John," "Jane," etc.).   Or you may want to create different folders for categories such as "Business," "Personal," and "News," or for different times such as "January 1997," "February 1997," and "March 1997."   You can create up to 256 folders.   You can also choose to create no folders, instead keeping all your messages in your **Inbox**.

Once you have created folders, you can move or copy messages into them, rename them, or delete them.   See **How to Use Folders** for more details.

Internet

The Internet is a global network of computers, linked together to exchange information.   The network includes computers from educational institutions, businesses, governments, and home users.

Menu Bar

The menu bar is the horizontal line of words near the top of many Windows screens, just below the colored <u>title bar</u>.   When you click on one of the words, a vertical menu drops down.   You can then choose one of the items on the vertical menu by clicking on it.

You may also select one of the words on the menu bar from your keyboard by holding down the "Alt" key and hitting the key corresponding to the letter in that word that is underlined.

Modem

A modem is a device that enables your computer to exchange information with other computers by connecting to them over your phone line.   Some modems are internal, meaning that they are inside the main case of your computer and are already connected to the computer.   Other modems are external, meaning that they are separate objects that you connect to your computer using a cable.   You must have a modem, either internal or external, connected to your computer and to your phone line in order to use Juno.

Program Manager

The main window which appears when you start Windows 3.1.   There is no Program Manager in Windows 95.

Scroll

Most commonly, to scroll means to use one of the gray "scroll bars" along the edges of many boxes and windows.   If you click the arrows at the top or bottom of the scroll bar the text in the box or window advances up or down, line by line.   If you click your cursor in the bar itself, you move the text a boxful or windowful at a time.   If you click and drag the square gray button in the scroll bar, the text will move incrementally, up or down, as quickly as you move the mouse.

Title Bar

The title bar is a colored bar at the very top of most Windows screens.   It often displays the name of the program or file you are currently using.