## Accessing a Web site from a message

While reading a message, double-click a URL, for example, http://www.ccmail.com. Your World Wide Web browser starts, and the Web site appears. (If you use more than one browser, the last one you used starts.)

**Note** The URL must begin with "http:" or "https:". There can't be any characters other than a space immediately before the "h."

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{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_READING_A_MESSAGE_STEPS',0)} See related topics

**Advanced properties**

| Option | Meaning |
| --- | --- |
| Reestablish connection every *x* messages | Specifies how many messages to download at one time. If you download messages in small batches, you'll have fewer messages to download twice if you lose your connection. |
| Connection timeout | Specifies how long to wait before canceling a connection if the <u>server</u> does not respond. |
| Text character set | Changes the character set for messages that you send. Some recipients might need to receive messages in a simple character set. |
| Send text using 8-bit encoding | Changes the character encoding for messages that you send. Use the default setting (8-bit encoding) to accommodate the widest range of e-mail readers. |
| Enable <u>APOP</u> detection | When selected, Lotus Mail detects if your server supports APOP password encryption. See <u>Enabling APOP detection for additional security</u>. |
| Enable full POP3/SMTP logging | Creates a log file (XPPOP.LOG) that records Lotus Mail activity. Use the log file for troubleshooting connection problems. (This option slows Lotus Mail performance.) |
| Split message if over a specified size | Sets the size for splitting large messages that you send. See <u>Sending large messages</u>. |

**Can I leave my messages on the server?**

By default, Lotus Mail downloads your messages and removes them from the <u>server</u>. To leave copies of your messages on the server, see <u>Leaving your messages on the server</u>.

**Tip** Lotus Mail runs faster if you don't leave messages on the server.

**Changing the connection timeout**
You can change how long to wait before canceling a connection when the <u>server</u> does not respond.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Enter a number in the "Connection timeout" box. The default is 120 seconds.
6. Click OK.
7. Click Close.

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{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_THE_TEXT_CHARACTER_S ET_WHEN_YOU_SEND_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWORKING_CONNECTION_STEPS;H_ CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STEPS;H_CHANGING_YOUR_INTER NET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MANY_MESSAGES_TO_DOWNLOA D_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_TO_YOUR_INTERNET_SERVICE_ PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} <u>See related topics</u>

**Details: Changing the text character set when you send**

**Character set options**

| Character set | Description |
| --- | --- |
| ISO-8859-1 | ISO Latin-1, 8 bit |
| ISO-8859-2 | ISO Latin-2 (E. Europe), 8 bit |
| ISO-8859-3 | ISO Latin-3, 8 bit |
| ISO-8859-4 | ISO Latin-4, 8 bit |
| ISO-8859-5 | Cyrillic, 8 bit |
| ISO-8859-6 | Arabic, 8 bit |
| ISO-8859-7 | Greek, 8 bit |
| ISO-8859-8 | Hebrew, 8 bit |
| ISO-8859-9 | ISO Latin-5, 8 bit (Turkish) |
| ISO-2022-JP | 7bit multibyte (RFC 1468) |
| UTF-7 | Japanese Unicode Transformation Format |
| UTF-8 | More generic Unicode Transformation Format |
| BIG-5 | Taiwan Chinese - traditional |

**Using the default option**

The default option ("*") automatically chooses the character set for the appropriate language.

| Language | Character set |
| --- | --- |
| Japanese | ISO-2022-JP |
| Turkish | ISO-8859-9 |
| Hebrew | ISO-8859-8 |
| Greek | ISO-8859-7 |
| Arabic | ISO-8859-6 |
| Russian   (Cyrillic) | ISO-8859-5 |
| Croatian, Czech, Hungarian, Polish, Slovakian, Slovenian or Romanian | ISO-8859-2 |
| All other languages | ISO-8859-1 |

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{button ,AL(`H_CHANGING_THE_TEXT_CHARACTER_SET_WHEN_YOU_SEND_STEPS',1)} Go to procedure

{button ,AL(`H_CHANGING_THE_TEXT_CHARACTER_SET_WHEN_YOU_SEND_STEPS;H_CONNECTING_TO_ YOUR_INTERNET_SERVICE_PROVIDER_OVER;H_RECEIVING_MIME_MESSAGE_HEADERS_STEPS;H_CH OOSING_MIME_CHARACTER_ENCODING_STEPS',0)} See related topics

**Changing the text character set when you send**

Some of your recipients might not have mail readers that can display all of the formatting and character attributes in your message. If recipients have problems reading your messages, try changing the character set.

**Tip** In almost all cases, you should use the default ("*"). The default automatically uses the correct character set for your international configuration. If your recipients report that your messages include odd characters, try using a different character set.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Choose a character set from the "Text character set" list.
6. Click OK.
7. Click Close.

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{button ,AL(`H_CHANGING_THE_TEXT_CHARACTER_SET_WHEN_YOU_SEND_DETAILS',1)} See details

{button ,AL(`;H_CHANGING_THE_TEXT_CHARACTER_SET_WHEN_YOU_SEND_STEPS;H_CONNECTING_TO_ YOUR_INTERNET_SERVICE_PROVIDER_OVER;H_RECEIVING_MIME_MESSAGE_HEADERS_STEPS;H_CH OOSING_MIME_CHARACTER_ENCODING_STEPS',0)} See related topics

**Changing your Dial-Up Networking connection**

You might need to use a different Dial-Up Networking connection if you connect from a different place. For example, if you connect from a hotel you might need to add a prefix to the telephone number to place a call outside the hotel.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Connection tab.
5. Choose a Dial-Up Networking connection from the list.
6. (Optional) Click Add to create a new Dial-Up Networking connection.

   **Tip** In Windows 95, you can add a new connection or view connection properties without using Lotus Mail. To do so, choose My Computer, then choose Dial-Up Networking. See the Windows 95 online help for information.

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{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWOR KING_CONNECTION_STEPS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STE PS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MA NY_MESSAGES_TO_DOWNLOAD_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_T O_YOUR_INTERNET_SERVICE_PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} See related topics

**Changing your Internet service provider information**

Use this procedure if your Internet service provider connection information changes.   For example, you might switch to a different Internet service provider with a different POP3 host name.

Contact your Internet service provider for the information you need to change.

1.   Choose File - Tools - Services.

2.   Select "Lotus Mail Internet Transport."

3.   Click Properties.

4.   Change the properties as needed.

General properties
POP3 properties
SMTP properties
Connection properties
Advanced properties

5.   Click OK.

6.   Click Close.

The next time you log in to Lotus Mail, you will use the new service provider information.

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{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWOR
KING_CONNECTION_STEPS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STE
PS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MA
NY_MESSAGES_TO_DOWNLOAD_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_T
O_YOUR_INTERNET_SERVICE_PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} See
related topics

## Changing your Internet service provider password

This procedure changes only the password you use to connect to your Internet service provider (ISP). It does not change the password you use to log in to Lotus Mail.

**Note**  You must change your password with your ISP before you use the following procedure.   See the documentation for your ISP to find out how to change your ISP password.

1.  Choose File - Tools - Services.

2.  Select "Lotus Mail Internet Transport."

3.  Click Properties.

4.  Click the POP3 tab.

5.  Click Change Password.

6.  Enter your current password in the "Old password" box.

7.  Enter your new password in the "New password" box.

8.  Enter your new password again in the "Confirm new password" box.

9.  Click OK.

10. Click OK.

11. Click Close.

The new password takes effect immediately.

**Tip**  If you get a bad password message, ask your Internet service provider if you are set up for APOP usage. Most servers require extra setup to allow APOP. When you're set up correctly, Lotus Mail can determine how to transmit the password.

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{button ,AL(`;H_CHANGING_YOUR_PASSWORD_STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H _PASSWORDS_AND_SECURITY_OVER;H_SERVICE_PROVIDERS_OVER;H_STARTING_LOTUS_MAIL_STE PS;H_ENABLING_APOP_DETECTION_FOR_ADDITIONAL_SECURITY_STEPS',0)} See related topics

**Choosing how many messages to download**

You can specify how many messages to <u>download</u> at one time.

**Tip** If you lose your connection while downloading messages, you might have to download the same messages twice. If you download messages in small batches, you'll have fewer messages to download twice if you lose your connection.

1.  Choose File - Tools - Services.

2.  Select "Lotus Mail Internet Transport."

3.  Click Properties.

4.  Click the Advanced tab.

5.  Enter a number in the "Reestablish connection every" box.

6.  Click OK.

7.  Click Close.

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{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWOR KING_CONNECTION_STEPS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STE PS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MA NY_MESSAGES_TO_DOWNLOAD_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_T O_YOUR_INTERNET_SERVICE_PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} <u>See related topics</u>

## Choosing MIME character encoding

In most cases, you should use the default setting (8-bit encoding) to accommodate the widest range of e-mail readers. However, if your recipients report that   your messages aren't displayed correctly, you can change the character encoding so that your messages are formatted optimally for those readers.

1.  Choose File - Tools - Services.
2.  Select "Lotus Mail Internet Transport."
3.  Click Properties.
4.  Click the Advanced tab.
5.  Select or deselect "Send text using 8-bit encoding."
6.  Click OK.
7.  Click Close.

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{button ,AL(`;H_CHANGING_THE_TEXT_CHARACTER_SET_WHEN_YOU_SEND_STEPS;H_CHANGING_YOUR_
    DIAL_UP_NETWORKING_CONNECTION_STEPS;H_CONNECTING_TO_YOUR_INTERNET_SERVICE_PROVI
    DER_OVER;H_RECEIVING_MIME_MESSAGE_HEADERS_STEPS;H_CHOOSING_MIME_CHARACTER_ENC
    ODING_STEPS',0)} See related topics

**Details: Connecting automatically**

**Disabling automatic connection**

If you deselect "Connect at start-up," you can connect to send and receive messages by choosing Actions - Deliver Mail.



You can also override a disabled automatic connection by clicking the Connect icon in the status bar. This allows you to enable checking for new mail. To disconnect, click the Connect icon again.

When this icon appears in the status bar, Lotus Mail is connected to the server:



When this icon appears in the status bar, Lotus Mail is disconnected from the server:



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{button ,AL(`H_CONNECTING_AUTOMATICALLY_STEPS',1)} Go to procedure

{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWOR KING_CONNECTION_STEPS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STE PS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MA NY_MESSAGES_TO_DOWNLOAD_STEPS;H_CONNECTING_TO_YOUR_INTERNET_SERVICE_PROVIDER_ OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} See related topics

**Connecting automatically**

You can connect automatically when you start Lotus Mail. Automatic connection is disabled by default.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Connection tab.
5. Select "Connect at start-up."
6. (Optional) Select "Enable new mail check" and specify how frequently you want to check for new messages.
7. Click OK to close the Internet Configuration Properties dialog box.
8. Click OK.

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{button ,AL(`H_CONNECTING_AUTOMATICALLY_DETAILS',1)} See details

{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWOR KING_CONNECTION_STEPS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STE PS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MA NY_MESSAGES_TO_DOWNLOAD_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_T O_YOUR_INTERNET_SERVICE_PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} See related topics

**Connecting to send and receive messages**

To send and receive messages, you need to connect to your <u>Internet service provider</u>. (If you aren't already connected, when you send a message, the message goes to your Outbox and stays there until you connect to your Internet service provider.)

Choose Actions - Deliver Mail.



**Tip** You can connect every time you send a message or on a schedule. See <u>Connecting automatically</u>.

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{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_THE_TEXT_CHARACTER_S
ET_WHEN_YOU_SEND_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWORKING_CONNECTION_STEPS;H_
CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STEPS;H_CHANGING_YOUR_INTER
NET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MANY_MESSAGES_TO_DOWNLOA
D_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_TO_YOUR_INTERNET_SERVICE_
PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} <u>See related topics</u>

## Overview: Connecting to your Internet service provider

**What happens when you connect**
When you connect to your Internet service provider, you can download the messages that are stored on the server. You also need to connect to send messages.

**Connection options**
See the following topics:

■ Leaving your messages on the server
■ Connecting automatically
■ Disconnecting automatically
■ Sending large messages
■ Changing your Dial-Up Networking connection
■ Changing the connection timeout
■ Changing your Internet service provider information

**How Lotus Mail connects to your Internet service provider**
You can connect to your Internet service provider in the following ways:

• A LAN (Local Area Network) connection. Most companies have a connection to an Internet service provider that you can use over your LAN, or you might have your own on-site POP3 server. In either case, you need to configure your TCP/IP connection.

• A modem connection. If you work at home or on a notebook computer, Lotus Mail connects using a modem. You supply Lotus Mail with the telephone number to connect with your Internet service provider. When you connect, Lotus Mail automatically dials the number.

To connect to your Internet service provider, choose Actions - Deliver Mail.



**Leaving messages on the server**
By default, Lotus Mail downloads your messages and removes them from the server. To leave copies of your messages on the server, see Leaving your messages on the server.

**Tip** If you read your mail from more than one location, you might want to leave it on the server. However, this will eventually make Lotus Mail run slower.

**Sending and receiving MIME messages**
Lotus Mail can send and receive messages that use MIME encoding.

See Choosing MIME character encoding.

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{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_THE_TEXT_CHARACTER_S
ET_WHEN_YOU_SEND_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWORKING_CONNECTION_STEPS;H_
CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STEPS;H_CHANGING_YOUR_INTER
NET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MANY_MESSAGES_TO_DOWNLOA
D_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_TO_YOUR_INTERNET_SERVICE_
PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_TO_SEND_AND_RECE
IVE_MESSAGES_STEPS;',0)} See related topics

**Connection properties**

| Option | Meaning |
| --- | --- |
| Connect using modem | Specifies that you connect using a modem, as opposed to connecting over a LAN. |
| Use Dial-Up Networking connection | Lists your available Dial-Up Networking connections. You can change connections if you need to dial a different number, for example, if you're calling from a hotel that uses a dialing prefix to place an outside call. You can also add a new connection or view the properties of the current connection. |
| Disconnect if idle for | When selected, disconnects from your Internet service provider if you do not send or receive messages for a specified amount of time. |
| Connect at start-up | When selected, Lotus Mail connects to the server at start-up. If your computer is not always connected to a LAN, you should disable this option. This option is disabled by default. |
| Enable new mail check | When selected, checks for new messages on the server. This option is disabled by default. |
| Check for mail every | Specifies how often to connect. Available only if you select "Enable new mail check." |

**Creating a log file for troubleshooting**

**Note** Using this option will make Lotus Mail run slower. You should only use it for troubleshooting.

1. Choose File - Tools - Services.

2. Select "Lotus Mail Internet Transport."

3. Click Properties.

4. Click the Advanced tab.

5. Select "Enable full APOP/SMTP logging."

6. Click OK to close the Internet Configuration Properties dialog box.

7. Click OK.

The next time you log in, Lotus Mail creates the file XPPOP.LOG in the folder C:\Windows\Temp. This file shows a record of connection activity.

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{button ,AL(`;H_FREQUENTLY_ASKED_QUESTIONS_OVER;H_LOTUS_MAIL_ERROR_MESSAGES_OVER;H_RE PORTING_PROBLEMS_TO_YOUR_NETWORK_ADMINISTRATOR_OVER',0)} See related topics

**Disconnecting automatically**

You can automatically logout if you don't send or receive messages for a specified amount of time.

**Note** This option is only available for modem connections.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Connection tab.
5. Select "Disconnect if idle for."
6. Enter the number of minutes you want Lotus Mail to wait before disconnecting.
7. Click OK.
8. Click Close.

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{button ,AL(`;H_CHANGING_THE_CONNECTION_TIMEOUT_STEPS;H_CHANGING_YOUR_DIAL_UP_NETWOR KING_CONNECTION_STEPS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STE PS;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_PASSWORD_STEPS;H_CHOOSING_HOW_MA NY_MESSAGES_TO_DOWNLOAD_STEPS;H_CONNECTING_AUTOMATICALLY_STEPS;H_CONNECTING_T O_YOUR_INTERNET_SERVICE_PROVIDER_OVER;H_DISCONNECTING_AUTOMATICALLY_STEPS;',0)} See related topics

**Enabling APOP detection for additional security**

Lotus Mail supports the <u>APOP</u> command, which gives you additional e-mail security. To use APOP:

- You need to assign an APOP password with your Internet service provider.
- Your Internet service provider must support APOP.

**Caution** If you enable APOP detection, and your <u>server</u> does not support APOP, your Internet password might not work. In that case, you won't be able to connect to your Internet service provider.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the Advanced tab.
5. Select "Enable APOP detection."
6. Click OK to close the Internet Configuration Properties dialog box.
7. Click OK.

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{button ,AL(`;H_CHANGING_YOUR_PASSWORD_STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_PASSWORDS_AND_SECURITY_OVER;H_SERVICE_PROVIDERS_OVER;H_STARTING_LOTUS_MAIL_STEPS',0)} <u>See related topics</u>

**Details: Finding an address in an Internet Directory**

**Getting good search results**

An Internet Directory can contain millions of names. Therefore, it is common to find too many names when you search. This can lead to any of the following problems:

- You only get a partial list of the names that were found.
- The connection to the Internet Directory times out and disconnects.
- You get an error message saying the search can't be completed.

To get better search results, limit your search.   For example, if you want to find the address for "John Valentine," you are almost certain to encounter one of the problems listed above if you search for "John." Instead, you would limit the search by entering any of the following:

- Valentine
- J Valentine
- John Valentine
- Valentine, John
- Valentine, J

**Searching in a different Internet Directory**

To search in a different Internet Directory, choose File - Tools - Services and change the Server Hostname in the Internet Directory Access properties.

**Note** Changing the Internet Directory Access properties changes your Lotus Mail profile.   You might want to note the name of your current Internet Directory in case you need to use it again.

The following Internet Directories are among the most popular:

| Directory | Address |
|-----------|---------|
| Bigfoot | ldap.bigfoot.com |
| Four11 | ldap.four11.com |
| Infospace | ldap.infospace.com |
| WhoWhere | ldap.whowhere.com |

**Changing the search base**

You can change how you search an Internet Directory, for example, look for names in a different country. To do so, choose File - Tools - Services and change the Search Base in the Internet Directory Access properties.

For example, to change the country to Great Britain, enter c=gb in the Search Base box.

If your Internet Directory supports hierarchical searches, you can focus your search by entering more than one entry. For example, to search for a name at a particular company, you might enter the following: o=Lotus,c=us.

**Note** Changing the Internet Directory Access properties changes your Lotus Mail profile.   You might want to note your current search base in case you need to use it again.

**Changing the defaults for timing out and search results limits**

You can change the defaults for how long you can search before timing out and for how many names can be returned by a search. See the Lotus Mail installation instructions.

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{button ,AL(`H_FINDING_AN_ADDRESS_IN_AN_INTERNET_DIRECTORY_STEPS',1)} Go to procedure

{button ,AL(`;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALOG_BOX_STEPS;H_FINDING_AN_AD DRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MESSAGES_AND_ADDRESSES_OVER', 0)} See related topics

**Finding an address in an Internet Directory**

**Note** You can look for addresses in an <u>Internet Directory</u> only if you have installed the <u>Simple Internet Address Book Provider</u>.

1.  While <u>creating a message</u>, choose Actions - Address.

    [ Address ]

2.  Choose the Internet Directory from the "Show names from the" list.

3.  Click Find.

4.  Enter a name to search for.

    **Tip** Enter part of the name you are looking for, or enter the entire name.   For example, to find all addresses that contain "Bob," enter "Bob."

    ▢ <u>See details</u>

5.  Click OK.

    The names that match what you typed appear in the Address Book dialog box.

6.  (Optional) To find information on a name, select it and click Properties.

7.  (Optional) To add the name to your Personal Address Book, select the name, click Properties, and click Personal Address Book.

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{button ,AL(`H_FINDING_AN_ADDRESS_IN_AN_INTERNET_DIRECTORY_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALOG_BOX_STEPS;H_FINDING_AN_AD
    DRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MESSAGES_AND_ADDRESSES_OVER',
    0)} <u>See related topics</u>

**General properties**

| Option | Meaning |
| --- | --- |
| Display name | The name that recipients see when they receive a message from you. |
| E-mail address | Your e-mail address, for example, jvalentine@silver.com. |

## Leaving your messages on the server

You can choose to leave copies of your messages on the <u>server</u>. You might want to do this if you read mail from more than one place.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Click the POP3 tab.
5. Select "Leave original messages on server."
6. (Optional) Choose how long to leave the messages on the server.

   or

   Choose to never delete messages.

   **Tip** Deleting mesages from the server improves Lotus Mail performance.
7. Click OK.
8. Click Close.

**Note** Your Internet service provider or your network configuration might have restrictions on how many messages you can leave on the server.   It's a good idea to delete your old messages from the server.

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{button ,AL(`;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STEPS;H_CONNECTING _TO_SEND_AND_RECEIVE_MESSAGES_STEPS;H_CONNECTING_TO_YOUR_INTERNET_SERVICE_PROVI DER_OVER;H_READING_A_MESSAGE_STEPS;H_READING_MESSAGES_OVER;H_RECEIVING_MESSAGE S_OVER',0)} <u>See related topics</u>

## Lotus Mail error messages

If you can't solve the problem after trying the solutions in this topic, contact your network administrator or Internet service provider. See Overview: Reporting problems to your network administrator. If you don't have a network administrator, contact cc:Mail Support Services. See Readme.txt for information on contacting Support Services.

| Error message | Likely cause | Possible solution |
| --- | --- | --- |
| Action [rule action] in this rule needs more information. This action will be ignored. | You created a rule and assigned an action that needs more information. For example, a Confirm action needs confirmation text. The rule is saved without the action. | Use the rule as is, or edit the rule and enter the missing information. See Editing a rule. |
| Addressee is already in the list. | You tried to add a duplicate address. | Delete the duplicate address. |
| A fatal error has occurred. The program will be shut down. | Internal Error. | Contact your network administrator. |
| All Documents index needs to be updated. Rebuild index now? | You're using Lotus Mail on a non-cc:Mail service provider.   The All Documents folder needs to be refreshed. | You should refresh the All Documents folder to reflect changes since your last login. |
| An internal error has occurred in the cc:Mail Service Provider. Please note the operation that caused the error and contact your cc:Mail administrator. | Internal Error. | Contact your network administrator. |
| Attribute [number] is invalid. | This is an internal error. | Ask your network administrator to call Support Services. |
| Can't access stationery folder. | Internal Error. It is possible that your Mailbox might be corrupted. | Contact your network administrator. |
| Can't add attachments. | Internal Error. It is possible that the Mailbox might be corrupted. | Contact your network administrator. |
| Can't add word to | Internal memory error. | Check memory and system |

| | | |
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| the replace list. | | resource usage. |
| Can't add word to the skip list. | Internal memory error. | Check memory and system resource usage. |
| Can't add word to user dictionary. | Lotus Mail can't access your user dictionary file or write to it. | Verify that your user dictionary file exists and that you have adequate disk space. |
| | | See Details: Using a different dictionary for spell check. |
| Can't attach file [file name]. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. There is insufficient space on your temporary drive. | 2. Create more space on your temporary drive. |
| Can't change password. | Internal Error. | Contact your network administrator or Internet service provider. |
| Can't complete operation due to insufficient memory. | System resources are too low to complete the current task. | Close windows and applications that you aren't currently using, then try again. |
| Can't copy item. | 1. You exceeded the limit for this container or item. | 1. Delete items that you don't need before adding this item. |
| | 2. The item is corrupt. | 2. Verify that the item is not corrupt.   (Try to read the message.   If you see "Message cannot be read," the item is corrupt.   Notify your network administrator.) |
| Can't copy or move messages to this folder. | You tried to add a message to the wrong type of folder; for example, the top-level local archive. | Verify that you are copying or moving the message to the correct folder. |
| Can't create folder. | Internal Error. It is possible that the Mailbox might be corrupted. | Contact your network administrator. |
| Can't create | You tried to create an | Verify that the OLE |

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| object. Make sure the object type is entered in the registry. | OLE object for an application that is not registered. | application is installed correctly. If necessary, reinstall it. |
| Can't create this profile. | You didn't supply all of the necessary information when creating a profile. | Recreate the profile. |
| Can't delete item. | You tried to delete an item that you can't delete. | See Deleting a local archive. |
| Can't display object. The object type is not entered in the registry. | The message includes an OLE attachment from an application that is not installed on your computer. | Do one of the following: Install the appropriate application on your computer. Have the sender resend the message and attach the object as a file, not as an OLE object. |
| Can't edit this property. | You tried to change a message or address property that can't be changed. | Some properties are displayed for information only, not for editing. |
| Can't import an empty file. | You tried to import a file that has no text. | Verify that you are importing from the correct file. |
| Can't import the file. | You tried to import a file that is not a text file. | Verify that you are importing from the correct file. |
| Can't initialize OLE. | There was an error in the OLE sub-system. | Restart your computer. |
| Can't launch this file. Do you want to view it instead? | Your computer does not include the program with which the attachment was created. | View the attachment, or install the program that is needed to launch the attachment. |
| Can't load all of the attached objects. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. There is insufficient disk space. | 2. Delete some files on your hard disk and try again. |
| Can't load file viewer. Problem with SCCVW.DLL. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |

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| | 2. A program file (SCCVW.DLL) was installed in the wrong location, not installed, or deleted. | 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. |
| Can't load or initialize file viewer. Problem with SCCCH.DLL. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. A program file (SCCCH.DLL) was installed in the wrong location, not installed, or deleted. | 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. |
| Can't load shared component DLL. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. A program file was installed in the wrong location, not installed, or deleted. | 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. |
| Can't load SmartIcons DLL. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. A program file was installed in the wrong location, not installed, or deleted. | 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. |
| Can't load viewer for this file. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. A program file was installed in the wrong location, not installed, or deleted. | 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. |
| Can't load viewer for this file. Additional files needed. | A program file was installed in the wrong location, not installed, or deleted. | Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. Use the custom install option to select which Viewer files to install. |

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| Can't locate the Main Dictionary. | Lotus Mail can't locate the main dictionary files (.DIC) in the specified path. | Verify that the dictionary files exist and that you can access them. |
| Can't locate the User Dictionary. | Lotus Mail can't locate the user dictionary file in the specified path. | Verify that your dictionary file exists and that you can access it. |
| Can't log in. | You entered the wrong password. | Verify the password. |
| Can't modify view information. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. Internal Error. | 2. Contact your network administrator. |
| Can't move/copy message. | 1. You exceeded the limit for this container or item. | 1. Delete items that you don't need before adding this message. |
| | 2. The message could not be deleted (and therefore could not be moved). | 2. Check the file attributes to verify that the message can be deleted. |
| | 3. The message is corrupt. | 3. Verify that the message is not corrupt.  (Try to read the message.  If you see "Message cannot be read," the message is corrupt. Notify your network administrator.) |
| Can't move item. | 1. You exceeded the limit for this container or item. | 1. Delete items that you don't need before adding this item. |
| | 2. The item could not be deleted (and therefore could not be moved). | 2. Check the file attributes to verify that the item can be deleted. |
| | 3. The item is corrupt. | 3. Verify that the item is not corrupt.  (Try to read the message.  If you see "Message cannot be read," the item is corrupt.  Notify your network administrator.) |

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| Can't open address book. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. Internal error accessing your address book. | 2. Contact your network administrator. |
| Can't open this document or application. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. The application was installed incorrectly. | 2. Verify that the application was installed correctly. |
| Can't save message. | Systems resources are low. | Close windows and applications that you aren't currently using, then try again. |
| Can't save rule. | You have run out of space in your user directory. | Clear some space on the drive where your user directory resides, then try to save the rule again. |
| Can't save this file. | 1. There is insufficient space or you don't have the appropriate access privileges to save this file. | 1. Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges. |
| | 2. The file is corrupt, or there was an internal system error when you saved. | 2. Try to save the file again. |
| Can't send message. | Internal error. | Contact your network administrator. |
| Can't send message because there are no recognized recipients. | You tried to send a message with no addresses. | Add addresses to the message and resend it. |
| Can't sort Address Book entries. | You tried to sort Address Book entries. | You can sort entries in the Mailbox, but not in the Address Book. |

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| Can't sort messages. | Internal Error. | Contact your network administrator. |
| Can't spell check word. | Spell Check returned an error. | Save your message as a Draft, then exit Lotus Mail. Restart Lotus Mail and try again. |
| Can't start search. | System resources are too low to complete the current task. | Close windows and applications that you aren't currently using, then try again. |
| Can't start the application. | 1. No file association exists or the application you're trying to run is not installed properly. | 1. Check the file association. If the association is valid, verify that the application you're trying to use is installed correctly. |
| | 2. Lotus Mail can't load the application because of inadequate system resources. | 2. Close windows and applications that you aren't currently using, then try again. |
| Can't store view information. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. Internal Error. | 2. Contact your network administrator. |
| Can't use this password. | Your password is too short or includes invalid characters. | Change your password. See <u>Changing your password</u>. |
| Can't view file. Incorrect File ID. | Internal Error. | Contact your network administrator. |
| Can't view this file. Problem initializing display window. | System resources are too low to complete the current task. | Close windows and applications that you aren't currently using, then try again. |
| Can't write to disk. | 1. There is a disk error. | 1. Run the Windows 95 ScanDisk program to verify the disk. (From the Windows 95 Start menu, choose Programs - Accessories - System Tools - ScanDisk.) |

| | 2. There is insufficient space or you don't have the appropriate access privileges to save this file where it was previously saved. | 2. Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges. |
|---|---|---|
| Can't write to file due to insufficient disk space or access privileges. | There is insufficient space or you don't have the appropriate access privileges to save this file where it was previously saved. | Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges. |
| Critical problem in Mailbox, shutting down. | Internal Error. | Contact your network administrator. |
| Due to event type of rule, the invoking rule can't be executed. | You ran a rule that includes an action that can't be carried out. For example, the rule might specify to run another rule. If the second rule runs only on startup, it won't be able to run, since Lotus Mail is already started. | Edit the rule. See Editing a rule. |
| Duplicate addresses not added to list. | You tried to add an address that is already in the list. | Don't add duplicate addresses. |
| Error in [service provider name]. | This is an internal service provider error. | Contact your network administrator. |
| Failed to load resource DLL. | 1. System resources are too low to complete the current task. | 1. Close windows and applications that you aren't currently using, then try again. |
| | 2. A program file was installed in the wrong location, not installed, or deleted. | 2. Verify that Lotus Mail was installed correctly, or reinstall Lotus Mail. |
| [File name] can't be used as an archive name. | You entered an invalid name for a local archive. | Use a name that conforms to standard Windows file naming conventions. See Creating a new local archive. |

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| [File name] exists. Replace existing file? | You entered a file name that already exists. | Determine whether you want to overwrite the file or rename it. |
| Folder [folder name] is missing. Can't run rule. | A rule is defined to search in a folder that has been deleted or renamed. | Do one of the following:<br>• Create a folder using the name in the error message. See <u>Creating a new folder</u><br>• Edit the rule to look in another folder. <u>Editing a rule</u>.<br>• Delete the rule. See <u>Deleting a rule</u>. |
| General failure. | Internal Error. | Restart Lotus Mail. If the problem occurs again, contact your network administrator. |
| Insufficient disk space. | You don't have enough disk space to complete the operation. | Delete files that you don't need. |
| Insufficient memory. | System resources are too low to complete the current task. | Close windows and applications that you aren't currently using, then try again. |
| Log-in attempt failed.   Can't open Mailbox. Try again? | There is a network or Mailbox problem. | Verify your network connection.<br>If the problem persists, contact your network administrator or Internet service provider. |
| Log-in attempt failed.   Can't open the default Mailbox. | Your profile is corrupted, or there was an internal error. | Contact your network administrator. |
| Log-in attempt failed.   No Address Book is associated with this profile. | Your profile is corrupted, or there was an internal error. | Contact your network administrator. |
| Log-in attempt failed.   Out of memory. | System resources are too low to complete the current task. | Close windows and applications that you aren't currently using, then try again. |
| Log-in attempt failed.   Try | 1. You entered an invalid log-in name or | 1. Reenter your log-in name and password correctly. |

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| again? | password (or both). | |
| | 2. There was a network or Mailbox error. | 2. Check your network connection.<br><br>If the problem persists, contact your network administrator. |
| Maximum tree level exceeded - can't expand. | You have created more nested folders than Lotus Mail is capable of displaying. | Don't use the Expand All option. Instead, expand only those folders that you need to access. |
| Message cannot be read. | Your Mailbox is corrupt or you are experiencing a network failure. | Notify your network administrator. |
| [Message] has not yet been read.   It has either been deleted or moved to a place where it can no longer be tracked. No further notifications will be sent. | Your message was received, but was deleted or moved out of the Inbox without being read. | If necessary, resend the message. |
| No viewer available for this file type.<br>or<br>No viewer is registered for this object. | The file is not supported by a viewer. | Launch the attachment in its application, or view the file as an unrecognized format.<br><br>See <u>Launching an attachment</u> or <u>Viewing an unrecognized attachment format</u>. |
| Path [file path] does not exist. Do you want to continue? | You specified a path (volume and file folder) that does not exist. | Verify that you have the correct path and perform the task again. If necessary, enter a different path, or create a folder to make the current path valid. |
| Previous move or delete action in rule has caused the message to no longer exist. Can't run the rest of the rule. | You ran a rule with more than one action, one of which is to delete or move a message. There is at least one other action that can't be completed because the message it is supposed to act on has been deleted or moved. | Edit the rule and place the actions in the correct order.<br><br> See <u>Editing a rule</u>. |

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| Replace list full, word not added. | You have filled the Replace All list. | Use Replace instead of Replace All. |
| Rule is missing. Can't run invoking rule. | You ran a rule that specifies to run another rule that doesn't exist. See <u>Run rule rules action</u>. | Edit the rule that is causing the error message, or create the rule that it needs to run.<br>See <u>Editing a rule</u>   or <u>Creating a new rule</u>. |
| Search failed. | An error was encountered during a search. | You might have started a search while another search was still in progress. Make sure that no other searches are in progress. |
| Skip list full, word not added. | You have filled the Skip All list. | Use Skip instead of Skip All. |
| Some names could not be added to this Address Book. | The address you tried to add was invalid, or there is a problem with the post office. | Contact your <u>network administrator</u>. |
| Some names could not be added to this Mailing List. | The address you tried to add was invalid, or there is a problem with the post office. | Contact your <u>network administrator</u>. |
| Spelling errors were found, continue? | The automatic spell check found spelling errors in your message. | Correct the spelling or send the message as is. See <u>Spell checking new messages automatically</u>. |
| Stationery is missing. Can't run rule. | You ran a rule that uses a stationery message that doesn't exist. | Create the stationery message, or edit the rule.<br>See <u>Creating stationery</u>   or <u>Editing a rule</u>. |
| The file could not be opened. | 1. There is insufficient space or you don't have the appropriate access privileges to save this file. | 1. Make space for the file by deleting files you no longer need, or use the Save As command to save the file to a location where there is space and where you have the appropriate access privileges. |
| | 2. The file is corrupt, or there was an internal system error when you saved. | 2. Try to save the file again. |

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| The following recipient(s) could not be reached. | 1. Some addresses in the message are incorrect. | 1. Verify the addresses. |
| | 2. There was an error at the recipient's Mailbox. | 2. Contact your network administrator or Internet service provider. |
| The language library is the incorrect version for this application. Please contact your cc:Mail administrator. | Internal Error. | Contact your network administrator. |
| The maximum cc:Mail address length of 126 characters has been exceeded. | You entered an address that was longer than 126 characters. | Use fewer optional address properties. See <u>Creating an address</u>. |
| The version of the Windows Messaging subsystem (MAPI) installed on your computer is not current. You must upgrade MAPI before you can use this release of Lotus Mail. | You installed a version of Windows 95 that included an older version of <u>MAPI</u>. | Reinstall MAPI from your Lotus Mail installation disks or CD. |
| The viewer can't create the object. See your cc:Mail administrator. | Internal Error. | Contact your network administrator. |
| There are no recipients. | You sent a message with no recipients. | Add addresses to your message. |
| There is already stationery with this name. | You created stationery with the same name as an existing stationery. | Choose a different name, rename the existing stationery, or delete the existing stationery. See <u>Editing stationery</u>. |
| There is less than 2MB free disk space on this drive.   Make more space available or | Disk space is low. | Delete files you don't need. |

select another drive.

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| There is no application associated with the given file name extension. | No file association exists or the application you're trying to run is not installed properly. | Check the file association. If the association is valid, verify that the application you're trying to use is installed correctly. |
| There is not enough resource to create the viewer. | System resources are too low to complete the current task. | Close windows and applications that you aren't currently using, then try again. |
| There's already a folder at this level with this name. | You created a new folder, or renamed an existing folder, with a name of a folder that is already in the same nested level. | Give the folder a different name, or create a folder on a different level. See <u>Creating a new folder</u> or <u>Renaming a folder</u>. |
| This file is corrupt. | You tried to open a corrupt file in the Viewer window. | Delete the file. Verify that you have the correct file. |
| This file is empty. | You tried to open an empty file in the Viewer window. | Verify that you have the correct file. |
| This file is password-protected or encrypted. | You tried to open a protected or encrypted file in the Viewer window. | Remove the password protection or encryption. |
| This information is required. | You tried to create an address or similar item without supplying required information. | Enter the required information and try again. |
| This name is not valid. | You specified an invalid file name. | Verify that you have the correct file name and enter it again. |
| Too many attachments. A cc:Mail message can include up to 19 attachments. | You attached too many files to the message. | Send two or more messages with the attachments. Depending on the type of attachment and the size of the message, you might not be able to include 20 attachments in one message. |
| Unable to delete from archive. Do you want to | You ran a rule that includes an action to delete a message from | Edit the rule. See <u>Editing a rule</u>. |

| | | |
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| continue with the rule? | a local archive. Messages can't be deleted from a local archive. | |
| Unable to move from archive. Do you want to continue with the rule? | You ran a rule that includes an action to move a message from a local archive. Messages can't be moved from a local archive. | Edit the rule. See Editing a rule. |
| Unable to move or copy to source folder. Do you want to continue with the rule? | You ran a rule that moves or copies a message to the same folder it is being moved or copied from. | Edit the rule. See Editing a rule. |
| Unknown type of problem. | An unknown problem occurred while trying to view an attachment. The attachment might be corrupted. | Try to launch the attachment in its application, or ask the author to resend the attachment. |
| Unknown viewer problem. | An unknown problem occurred while trying to view an attachment. The attachment might be corrupted. | Try to launch the attachment in its application, or ask the author to resend the attachment. |
| You can't nest this folder - maximum level has been reached. | You tried to create more than 256 levels of nested folders. | Create the folder under a different folder. |
| You entered an incorrect login name. | You entered an incorrect Lotus Mail login name while creating a profile. | Verify that you have the correct login name. |
| You entered an incorrect password. | You entered an incorrect Lotus Mail password while creating a profile. | Verify that you have the correct password. |
| You entered the name of a user who has not logged on from this system. This will create a new profile for this user.   Do you want to | You entered the name of a new user, or entered your name incorrectly. | Click OK to create a new profile, or reenter your name. |

create a new profile?

| | | |
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| You must install the Windows Messaging subsystem (MAPI) before you can use cc:Mail. | You installed Windows 95 without installing MAPI. | Install the Exchange software from your Windows 95 CD-ROM or disks. |
| You must name a folder to save it. | You tried to create a folder with no name. | Enter a name for the folder. |
| You need a different version of the spell checker. See your cc:Mail administrator. | Lotus Mail can't find the correct spell check files. | Contact your network administrator to install the Lotus Mail spell checker. |
| Your account has been locked. See your cc:Mail administrator. | Several attempts were made to log in to Lotus Mail with your login name and an incorrect password. | Contact your network administrator. |
| Your [drive name] drive, where temporary files are created, is low on disk space.   This may cause some operations to fail. | Your temporary drive is full or nearly full. | Create more space on your temporary drive.   Exit Windows and delete files that you no longer need, then try again. |
| Your message did not reach some or all of the intended recipients. | 1. Some addresses were incorrect. | 1. Verify the addresses to which you sent the message. |
| | 2. There was an error at the recipient's Mailbox. | 2. Contact your network administrator. |
| Your password is either too short or has expired. You must change it. | Your password is too short or has expired. | Change your password. See Changing your password. |
| Your password has expired. You must change it. | Your password has expired. | Change your password. See Changing your password. |

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{button ,AL(`H_FREQUENTLY_ASKED_QUESTIONS_OVER;H_REPORTING_PROBLEMS_TO_YOUR_NETWORK _ADMINISTRATOR_OVER',0)} See related topics

## Overview: Maintaining Your Mailbox

**Administration tools**
Use these administration tools to maintain your Mailbox:

- Use "Check Mailbox" to check the integrity of your Mailbox.
- Use "Optimize Mailbox" to reconcile inconsistencies in your Mailbox and optimize your Mailbox files to free up space on your computer.

For instructions on using these tools, see <u>Maintaining your Mailbox</u>.

**When to use the tools**
For the best performance, use the administration tools on a regular basis, for example, every two months.

**Using rules to automate maintenance**
You can write a rule that automatically runs the Check and Optimize Mailbox tools on a schedule. To do so, use the Run Program rules action.

See <u>Creating a new rule</u>.

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{button ,AL(`H_MAINTAINING_YOUR_MAILBOX_STEPS',0)} <u>See related topics</u>

**Maintaining your Mailbox**

The administration tools run in a separate window.

**Tip** If you plan on using Optimize, you don't need to use Check Mailbox first.

1.  Choose File - Tools - Check Mailbox to check your Mailbox for any problems.

2.  Choose File - Tools - Optimize Mailbox to reconcile inconsistencies in the Mailbox and optimize the Mailbox files to free up space on your computer.

3.  Report any error messages to your network administrator.

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{button ,AL(`H_MAINTAINING_YOUR_MAILBOX_OVER;',0)} See related topics

**POP3 properties**

| Option | Meaning |
| --- | --- |
| POP3 Host | The name that identifies your Internet service provider (ISP) on the Internet. |
| | This name is typically based on the name of your ISP; for example, popd.*ProviderName*.com. |
| Login Name | Usually the same name that you use to log on to your ISP. |
| Password | Usually the same password that you use to log on to your ISP. |
| Leave original messages on server | When selected, leaves a copy of your messages on the server. See <u>Leaving your messages on the server</u>. |
| Delete originals after | Specifies how many days to wait before deleting copies of messages that have been downloaded. Available only if you leave messages on the server. |
| Never delete original messages | Specifies to never delete copies of messages that have been downloaded. Available only if you leave messages on the server. |

**Overview: Reporting problems to your network administrator**

When you report a problem to your network administrator or Internet service provider, provide the following information:

- Product name and release number
- Type of hardware
- Operating system and version number
- Exact text of the message you received
- What you were trying to do when you received the error

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{button ,AL(`;H_LOTUS_MAIL_ERROR_MESSAGES_OVER;H_FREQUENTLY_ASKED_QUESTIONS_OVER;H_RE
    PORTING_PROBLEMS_TO_YOUR_NETWORK_ADMINISTRATOR_OVER',0)} See related topics

**Sending large messages**

When you send large messages, you can specify how Lotus Mail sends them by changing the message split size.

**Tips**

- If your connection is unreliable and messages you send are frequently not received, try a larger size.
- If you use a slower modem, try a larger size.
- If your messages pass through servers or gateways that deliver messages based on priority or size, try a smaller size.

1. Choose File - Tools - Services.
2. Select "Lotus Mail Internet Transport."
3. Click Properties.
4. Select "Split messages I send over specified size."
5. Specify the maximum size.

   **Note**  The default size is 256000 bytes and the minimum size is 30720 bytes. The maximum size is 4294967295 bytes.
6. Click OK to close the Internet Configuration Properties dialog box.
7. Click OK.

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{button ,AL(`;H_CHANGING_YOUR_INTERNET_SERVICE_PROVIDER_INFORMATION_STEPS;H_CONNECTING_TO_SEND_AND_RECEIVE_MESSAGES_STEPS',0)} See related topics

**SMTP properties**

| Option | Meaning |
| --- | --- |
| SMTP host | The unique name that identifies a computer on a network. The SMTP host sends your e-mail. |
| | This name is usually similar to your POP3 host name. For example, if your POP3 host name is "popd.provider.com," your SMTP host name is usually "smtp.provider.com." |

**Where is my new mail?**

If you log in to Lotus Mail and don't see any new messages, you probably do not have an automatic connection enabled. Connecting automatically is disabled by default. See Connecting automatically.

**Action bar**

A row of icons at the top of the Mailbox and other windows. The icons are for the most common tasks for each window.

**Address book**
A directory of addresses and mailing lists.

**Address Book dialog box**

To open the Address Book dialog box, choose Actions - Address.



Use the Address Book dialog box to address messages. You have the following options:

- Select names from your Personal Address Book

- Address to a mailing list

**Address book pane**
The pane that lists address books in the Address Book window. (If you use more than one service provider, you might have more than one address book.)

**Address Book window**

To open the Address Book window, choose Window - Address Book.

The Address Book window is a container for addresses and mailing lists. Use this window to manage your Personal Address Book and to create mailing lists.

To add addresses to a message, use the Address Book dialog box.

**Address box**
Use the Address box to enter an address in a message.

To: ▾ |

**Address container**
A place for storing addresses, for example, your Personal Address Book.

**Address**
The unique identifier of a person to which you can send e-mail.

**Address list pane**

The pane that lists addresses in the Address Book window.

The address list pane presents several columns of information. You can drag the pane separator to adjust the size of the pane.

| | Name △ | Email Address |
|---|---|---|
| 👤 | Carol Masters | carol.masters@srg.4rg.com |
| 👤 | Corner Deli | cdeli@corner.com |
| 👤 | Denise Allison | denisea@silver.com |
| 👤 | Dennis | dennisa@silver.com |
| 👤 | Evelyn Woodbridge | evelynw@silver.com |
| 👤 | Johnny | bgoode@never.land.com |
| 👥 | **Party Committee** | |

**Address mode**

The address mode defines how a recipient is addressed.

- Use "To" for recipients who are directly involved in the message.
- Use "cc" for recipients who should know about the message.
- Use "bcc" to send the message without the recipient's name appearing in other recipients' messages.

Return receipts are not returned when a message is sent to cc or bcc addresses.

**All Documents folder**
Use the All Documents folder to see a list of all the messages and rules in your Mailbox. The Folders column shows the folder that the message is contained in.

| | |
|---|---|
| 🖴 | Inbox (0/13) |
| ✏ | Drafts (0/5) |
| 📑 | Sent Mail (0/5) |
| 🗑 | Trash (3/47) |
| 📤 | Outbox (0/3) |
| ▶ 📁 | Folders |
| 💡 | Rules (0/5) |
| 📑 | All Documents (3/63) |
| ▶ 📔 | Local Archives |
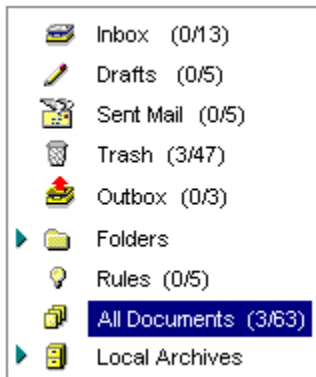
**APOP**

A method of encrypting passwords sent over the Internet. APOP ensures that other users cannot learn your password by intercepting your messages.

**Application**

A computer program used for a specific type of work.

Examples of applications include Lotus Mail, for e-mail; Lotus Notes, for workgroup information sharing; and Freelance Graphics, for creating and displaying presentations.

**Application icon**
The small picture that represents an application on your system.

**Arrow keys**

The four keys on the keyboard containing arrows pointing up, down, left, and right (, ↓, →, or ←).

You can use these keys to navigate around the elements in dialog boxes and windows.

**ASCII**

American Standard Code for Information Interchange.

A world-wide standard for the codes used by computers to represent common letters and numbers.

**Aspect ratio**

The proportion of a picture's width and height. A 2 x 1-inch rectangle has an aspect ratio of 2:1.

**Attachment**



A file that is sent along with message.

You can attach almost any type of file to a message, including a text file, a compressed file, or a program file. You can save an attachment to a disk.

**AT commands**

Standard commands used by Hayes-compatible modems to control how a modem functions.

**bcc**

When addressing a message, choose bcc to send the message as a blind copy. A blind-copy address does not appear in the other recipients' messages.

A return receipt is not returned when a message is sent to a blind-copy address.

See also cc.

**Bitmap**

A computer graphic format based on pixels (the dots that make up a computer screen image). A line in a bitmap is a row of pixels.

See also <u>vector graphics</u>.

**Bold text**
Text that is darker than normal text. **This is bold text**.

**cc**

When addressing a message, choose cc to send the message as a copy.

Return receipts are not returned on copied messages.

See also bcc.

**Check box**



A small box next to an option in a dialog box.

You select or deselect a check box option by clicking it. You can select any number of check boxes in a group. Selected options have a check in the box.

**Clipboard**

A temporary storage location you use to transfer information between documents, including documents created with different applications. For example, you can copy text from a word processor to the Clipboard, and then paste it into a message.

Cutting or copying information to the Clipboard replaces the current contents of the Clipboard.

**Collapse**
Hide the subordinate items in a list. For example, you can collapse a list of folders so that you see only the top-level folder.

**Column separator**

The vertical line between column titles at the top of some list panes. Use a mouse to drag a column separator and change the width of a column.

**Comparison factor**

Comparison factors help focus a search. For example, you can search for a message that contains the word "meeting" in the subject. In that case, the comparison factor is "contains." A similar comparison factor is "does not contain."

Comparison factors change to match the component you're searching for. For example, when you're searching for a message of a specific priority (Normal, Urgent, Low), the comparison-factor can be either "is" or "is not."   Since a priority cannot contain anything, "contains" cannot be a comparison factor for priority.

**Condition**

Use conditions to do the following:

- To focus a search; for example, to search for a message by a specific author.
- To specify which messages a rule acts on, for example, a rule that copies all messages by a specific author to a folder.

A condition has three parts:

- The message component; for example, a subject.
- The comparison; for example, "contains" or "does not contain."
- The setting to match; for example, a word in the subject.

For example, you could search for a message by specifying any of the following conditions:

Subject contains "golf"

Author contains "Valentine"

Date is before 6/30/1996

**Connect**

To connect to your Internet service provider, choose Actions - Deliver Mail.

**Container**

An area for storing messages, for example, the Inbox. Messages are stored in several containers; these containers are displayed in the folder pane
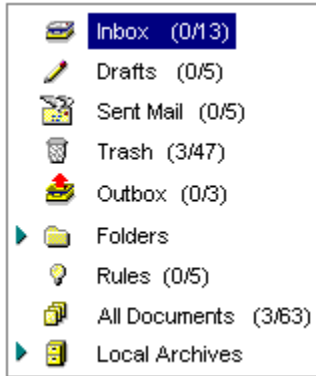
**Dialog box**

Contains buttons and options used for completing a command. For example, when you print, you use a dialog box to specify how many copies you want to print.

You close a dialog box by clicking OK or Cancel, or by pressing ESC. You move a dialog box by dragging its title bar.

**Double-click**

Quickly press and release the left mouse button twice to perform an action. For example, to open a message from the Inbox, double-click the message.

**Note**  If you're left-handed, use the Windows Control Panel, or your mouse setup software, to reset your mouse so that you double-click the right mouse button.

**Download**

To copy a message or a file to your computer from a remote location. For example, when you connect, messages are downloaded from your Internet service provider's server to your computer.

**Drafts folder**

You can save a message in the Drafts folder instead of sending it. You can then reopen the message later to complete it.

Inbox  (0/13)
Drafts  (0/5)
Sent Mail  (0/5)
Trash  (3/47)
Outbox  (0/3)
Folders
Rules  (0/5)
All Documents  (3/63)
Local Archives
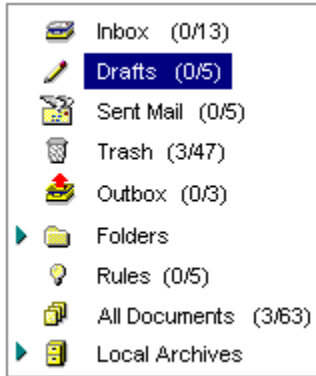
**Drag and drop**

Move or copy messages or addresses to another location by using the mouse.

To drag and drop an item, position the mouse pointer over the selection, press the mouse button, drag the mouse pointer to the new location, and release the mouse button.

There are many ways to use drag and drop, for example:

- Drag an address from an address book to a message
- Drag a file from a Windows folder to a message
- Drag a message to a folder or to a local archive
- Drag an address from one message to another

**Enable a rule**

You can enable or disable any rule at any time. When a rule is disabled, it does not run, even if it is set to run automatically.

**Expand**

Show the subordinate items in a hierarchical list, for example, show all the folders nested in a folder.

**File association**

Establish a connection between a file and an application so that you can open the file without starting the associated application first.

**File extension**

The last three letters of a file name, following the period.   For example, the file extension for Name.txt is "txt."

File extensions usually indicate a type of file. For example, text files usually have the file extension "txt."

**Folders container**

Use folders as a personal filing system for storing messages.

When you expand the Folders container, the names of all of your folders appear below it. Some folders might contain nested folders within them.

| | |
|---|---|
| Inbox | (0/13) |
| Drafts | (0/5) |
| Sent Mail | (0/5) |
| Trash | (3/47) |
| Outbox | (0/3) |
| Folders | |
| Rules | (0/5) |
| All Documents | (3/63) |
| Local Archives | |
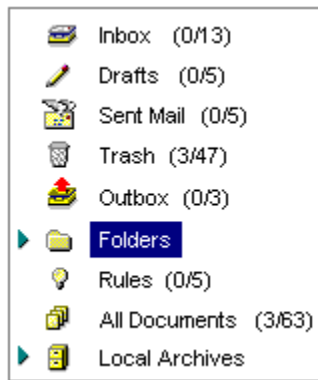
**Folder**

Folders provide a filing system for storing messages.

See also <u>local archive</u>.

| | |
|---|---|
| 🗎 | Inbox (0/13) |
| ✏ | Drafts (0/5) |
| 🗂 | Sent Mail (0/5) |
| 🗑 | Trash (3/47) |
| 📤 | Outbox (0/3) |
| ▶ 📁 | **Folders** |
| 💡 | Rules (0/5) |
| 🗐 | All Documents (3/63) |
| ▶ 🗄 | Local Archives |
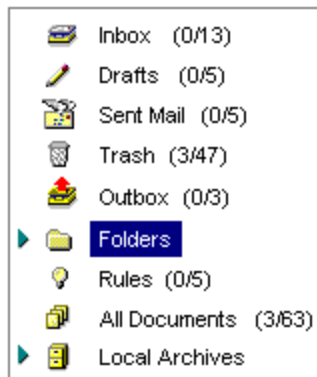
**Folder pane**
The folder pane displays message containers, for example, the Inbox, folders, and so forth.

| | |
|---|---|
| 📭 | Inbox   (0/13) |
| ✏️ | Drafts   (0/5) |
| 📑 | Sent Mail  (0/5) |
| 🗑️ | Trash  (3/47) |
| 📤 | Outbox  (0/3) |
| ▶ 📁 | Folders |
| 💡 | Rules  (0/5) |
| 🗂️ | All Documents  (3/63) |
| ▶ 📇 | Local Archives |
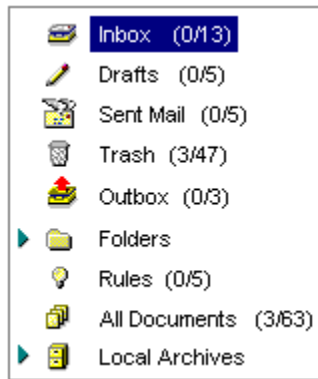
**Font**
The text properties that define the appearance of the text, for example, the size of the text.

**Forwarding history**

The forwarding history includes information about the message being forwarded, for example, the subject, author, and creation date.

To see the forwarding history of a message, select the message in the message list pane and choose File - Properties. Then click History.

**Forward message separator**
A line in a forwarded message that separates the original message from comments that you add.

**FTP**
File Transfer Protocol. A type of application used for transferring files on the Internet.

## Glossary

| A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| N | O | P | Q | R | S | T | U | V | W | X | Y | Z |

Click a term to see a definition. Click a letter in the alphabet bar to go to a particular letter or use the scroll bar to view additional terms.

**A**

Action bar

Address

Address book

Address Book dialog box

Address book pane

Address Book window

Address box

Address container

Address list pane

Address mode

All Documents folder

APOP

Application

Application icon

Arrow keys

ASCII

Aspect ratio

AT commands

Attachment

**B**

bcc

Bitmap

Bold text

**C**

cc

Check box

Clipboard

Collapse

Column separator

Comparison factor

Condition

Connect

Container

**D**

Dialog box

Double-click

Download

Drafts folder

Drag and drop

**Guide Me**

Help topics that present information on the current task. To use Guide Me, press F1 while viewing any window or dialog box.

**Help**

Online information you can display while you work in Lotus Mail.

You can get Help in the following ways:

- Press F1
- Choose a command in the Help menu
- Click the Help button in dialog boxes

**Hexadecimal**

A base-16 numbering system often used by programmers when working with computer data.

**Highlighting**
Calling attention to message text by changing its color. You can use highlighting to distinguish your comments when replying to or forwarding a message.
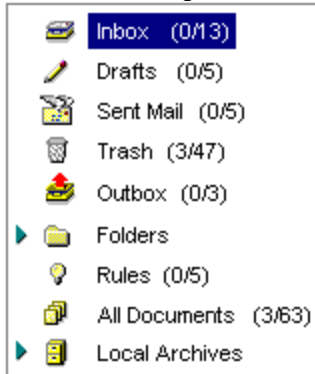
**Inbox**

The Inbox stores the messages you receive.

To open the Inbox, choose Window - Mailbox.



To read a message in the Inbox, double-click it.

**Insertion point**

A blinking, vertical line that indicates where the next character you type will appear, or shows the endpoint of the current selection.

**Internet**

A world-wide network of computers, based primarily on TCP/IP. You can send e-mail from to any Internet e-mail address.

**Jump**

Many Help topics contain jumps to related Help topics. Jumps appear as green text (gray on a monochrome system) with an underline. Wherever you see a jump in Help, you can click it to get more information.

**Keyboard shortcut**
A combination of keys you can press instead of choosing a command from a menu or dialog box. For example, CTRL+S saves a message to the Drafts folder.

**Landscape mode**

Printing with the top of the document along the long edge of the paper.

**LAN**
Local area network. A group of computers connected together. Computers on the same LAN can share files and programs.

**Launch**
To start an application.

You can launch an application by double-clicking an attachment in a message. For example, if you double-click a bitmap attachment, you launch a bitmap editing program such as Paintbrush.

**LDAP**

Lightweight Directory Access Protocol.   A method of searching for and organizing addresses on the Internet.

An LDAP address is a collection of attributes that serve to identify the address as a unique entity on the Internet. Each of the entry's attributes has a type and one or more values. For example, the "mail" attribute might contain the value "jvalentine@silver.com."

LDAP addresses are arranged in a structure that reflects political, geographic, and/or organizational boundaries. For example, you can search for addresses in a particular country, state, company, department, and so forth.

**List box**
A list of choices in a dialog box. A list box may include a scroll bar.

**List pane**
The lower part of some windows, where messages, addresses, or rules are listed.

**List view**

A customized view of an address list or message list. For example, you can create a list view of the Inbox message list that displays only those messages with a specific subject.

**Local archive**

Use local archives for long-term storage of messages on your hard disk. You can create as many local archives as your hard disk can hold.

You can copy and move messages between local archives and other folders. You cannot delete or move messages from local archives.

See also folder.
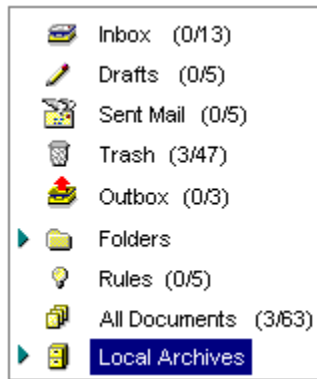
**Mailbox**

To open the Mailbox, choose Window - Mailbox.



The Mailbox includes your Inbox and all other folders and local archives used for storing messages.

**Mailing list**
A list of addresses. You use a mailing list to send messages to groups of people, such as "Sales Managers."

**Mail thread**

A group of related messages that includes:

- The original message
- Replies to the original message
- Replies to the replies

To see threads, choose View - Group Replies with Original. If the command is disabled, choose View - Design List View and add the column Group replies with Original.

**Note** Message threading only supports messages sent from certain e-mail applications. If one or more messages in a thread were sent from an e-mail program that does not support message threading, the messages will not be displayed.

**MAPI**

Message Application Programming Interface. The standard messaging software underlying many e-mail applications.

**Margin**

The left or right border of message text. You can change the margins by dragging the triangles on the ruler, or by choosing Text - Margins.

**Maximize button**

Click Maximize to enlarge a window to its largest possible size.
When a window is maximized, the Maximize button is replaced by the Restore button.
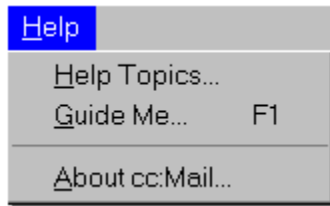
**Menu bar**

Use the menu bar to access menus. Each menu includes commands. For example, you use the File menu to save and print messages.

File  Edit  View  Create  Actions  Window  Help

**Menu**
A list of actions, or commands, that you choose from the menu bar at the top of a window.

Help

    Help Topics...
    Guide Me...        F1

    About cc:Mail...

**Message container**

A place where messages are stored. Message containers include the Inbox, the Drafts folder, the Sent Mail folder, the Trash folder,   folders, and local archives.

| | |
|---|---|
| 🖹 | Inbox   (0/13) |
| ✎ | Drafts   (0/5) |
| 🖼 | Sent Mail  (0/5) |
| 🗑 | Trash  (3/47) |
| 📤 | Outbox  (0/3) |
| ▶ 📁 | Folders |
| 💡 | Rules  (0/5) |
| 🗇 | All Documents   (3/63) |
| ▶ 🗐 | Local Archives |
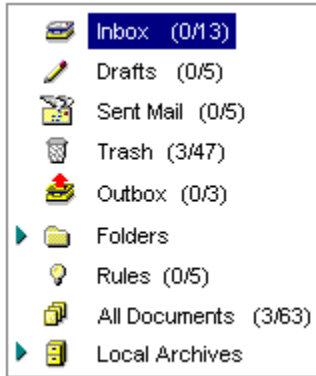
**Message**

The basic unit of exchange in e-mail programs. A message can include text, graphics, spreadsheets, and other types of attached files.

**Message header**

Information about a message, for example, the author, subject, recipients, and priority. The message header appears above the message text.

When you print a message, you can choose whether to include the message header.

**Message list pane**

The message list pane lists the messages stored in a container, for example, the Inbox, the Drafts folder, and so forth. You can read, reply to, forward, print, and store messages from the message list pane.

The message list pane shows several columns of information about each message and can be sorted by any column.

| ! | 📎 | Author | Received ▽ | Subject |
|---|---|--------|------------|---------|
| | | Teresa Rizzo | 4/25/96 | Re:New facilities in our future? |
| | 📎 | Denise Allison | 4/25/96 | Re:Saturday's Ball Game |
| | | Denise Allison | 4/25/96 | Re[2]:VP candidates |
| | | Denise Allison | 4/25/96 | Notification |
| | | Denise Allison | 4/25/96 | Notification |
| | | Denise Allison | 4/25/96 | Re:New facilities in our future? |
| | | Denise Allison | 4/25/96 | VP candidates |
| | 📎 | Denise Allison | 4/25/96 | Lunch? |
| | | Teresa Rizzo | 1/2/96 | Expense reports |
| | | Teresa Rizzo | 1/2/96 | VP candidates |

**Message text**

The body of your message. You can format text (change the fonts, indents, and margins), edit text, find and replace text, and spell check text.

**Message text pane**

The lower part of a message window where the contents of the message is displayed. The message text pane can contain message text, attachments, and embedded <u>OLE</u> objects.

**Message window**

A window used to create or read a message. You can have multiple Message windows open at the same time.

To open a Message window, choose Create - Message.

**Minimize button**

Click Minimize to reduce a window to an icon.

**Modem**

A hardware device used for converting data from your computer to data that can travel on telephone lines. You can use a modem to connect to your Internet service provider.

There are several types of modems, for example:

- An external modem is a free-standing device connected to your computer by a serial cable
- An internal modem is a circuit board installed inside your computer
- A PCMCIA modem is a modem on a credit-card sized circuit board that you can snap in and out of your computer
- A wireless modem uses radio waves instead of phone lines

**Mouse pointer**

The small picture on the screen that follows the movements of the mouse. The mouse pointer changes shape to indicate the kind of action that you can perform or that you are currently performing.

For example, the mouse pointer looks like an arrow when you can click something, and it looks like a text insertion point when you can enter text in a message.

**Network administrator**
The person who manages your network and Internet connections, updates, and problem-solving. If you connect to an Internet service provider in an office environment, your network administrator should know how to connect your computer to the Internet.

**Node address**

A number or combination of numbers and letters that uniquely identify your computer on a network. A node address is sometimes called an IP address.

A TCP/IP node address looks like this:

127.33.1.11

A NetWare SPX node address looks like this:

5000514.609cb1359b

**OLE**

Object Linking and Embedding. An OLE data object maintains a live link to its original application even when it is placed in another type of file. For example, you can embed a Lotus 1-2-3 OLE spreadsheet in a message, update the spreadsheet in Lotus 1-2-3, and the changes will be included in the spreadsheet embedded in your message.

Lotus Mail supports OLE 2.0.

**Opening a message**

1. In the <u>Mailbox</u>, click a message container, for example, the Inbox.

2. Double-click the message that you want to read.

**Operating System**
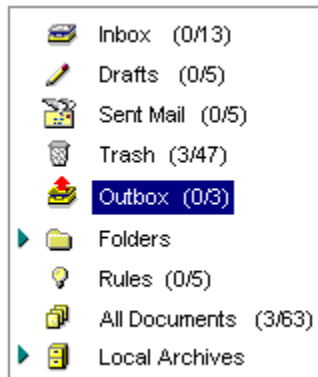The underlying software platform that your computer uses, for example, Windows 95.

**Option button**

A circle next to an option in some dialog boxes. You can select only one option. The selected option button is filled in.

**Outbox**
The Outbox stores the messages that you've sent until you're ready to connect to your Internet service provider.
When you connect, the messages are delivered from the Outbox to the recipients.

| | |
|---|---|
| 📥 | Inbox  (0/13) |
| ✏️ | Drafts  (0/5) |
| 📤 | Sent Mail  (0/5) |
| 🗑️ | Trash  (3/47) |
| 📤 | Outbox  (0/3) |
| ▶ 📁 | Folders |
| 💡 | Rules  (0/5) |
| 🗂️ | All Documents  (3/63) |
| ▶ 📇 | Local Archives |

**Pane**

A resizable area in a window.

Panes are divided from each other by a pane separator which you can drag to resize the panes.

For example, the Mailbox window contains the following panes:

- The folder pane, which shows the folders and other message containers in your Mailbox.
- The message list pane, which shows the messages stored in a container.

**Pane separator**

Use pane separators to resize panes in a window. To resize a pane, drag the pane separator to the left and right, or up and down.

**Path**

The volume (drive) and folder where a file is located.

Examples:

- The path for a file stored on the C: drive in the "Letters" folder is:

  C:\Letters

- The path for a file stored on the D: drive in the "Home" folder, which is contained in the "Letters" folder is:

  D:\Letters\Home

**Personal Address Book**

An address container for your personal use.

Use your Personal Address Book for the following tasks:

- Creating new addresses, for example, Internet addresses.
- Creating and editing mailing lists.

**Pica**

A unit of measurement for formatting text. A pica is approximately 1/6 of an inch.

Picas are typically used for specifying the amount of space between lines of text and between paragraphs.

**Pixel**
A dot of light that displays on a video monitor. The images on your monitor are made of pixels.

**PKZIP**

A popular file compression program. Compressed files are faster to send and use less disk space.

**Point**

A unit of measurement for the height of text characters. There are 72 points in an inch. Most text is between 8 and 12 points in height.

**Portrait mode**

Printing with the top of the document along the short edge of the paper.

**Preview pane**

A pane in the Mailbox that displays the first few lines of text in a message without opening the message.

To open the preview pane, choose View - Show Preview Pane.

**Priority**

The message priority (Urgent, Normal, or Low) shows recipients how important a message is.

To change the message priority, click Priority while creating a message.

**Profile**

Your enter a profile name whenever you start Lotus Mail. Your profile includes the following information:

- Your Lotus Mail user name
- Your Lotus Mail password
- Your Internet service provider user name
- Your Internet service provider password
- Your POP3 and SMTP host names or IP addresses

**Quick addressing**

When you enable quick addressing, addresses are filled in automatically as you type them into the Address box. Lotus Mail fills in an address only when you have entered enough characters to match a unique name.

For example, if there is only one name beginning with "R," that address is entered as soon as you type "R." If there are several names starting with "R," you need to keep typing until Lotus Mail can match a unique name.

See <u>Enabling quick addressing</u>.

You can choose to enable or disable quick addressing.

**Quick search**

A fast way to find messages and addresses. To use quick search, place the insertion point anywhere in a message or address list and type the first letters of the item you want to find.

**Reply message separator**
A line of text in a reply message that separates the original message from the comments that you add.

**Restore button**



Click Restore to restore a window to its previous size.

**Return receipt**

A receipt is a notification that a message you sent has been read by the recipient. A receipt is returned if the recipient does any of the following:

- Opens the message
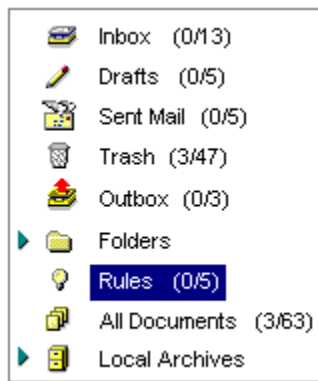- Previews the message
- Deletes the message

Receipts are not returned from recipients who received a copy (cc or bcc).

**Rich text**
Text formatting that supports multiple fonts, margins and indents, and embedded graphics.

**Rules folder**

The Rules folder includes all of your <u>rules</u>. To edit a rule, double-click it in the Rules list.

**Rule**

A set of instructions that automates a task. When you create a rule, you specify an event that triggers an action. Some popular rules include:

- Send a reply automatically when you receive a message.

  Event: On receiving message

  Action: Send reply (for example, "I'm on vacation.")

- Store messages from a specific author in a folder.

  Event: On receiving message from specific author

  Action: Move message to folder

- Send a message when you start Lotus Mail.

  Event: On startup

  Action: Send message (for example, "I'm in the office.")

**Rule Engine**

An application that runs rules. For example, if you have a rule that moves messages from your Inbox to a folder, the Rule Engine is responsible for running that rule.

If you don't use rules, you can save memory resources by disabling the Rule Engine.

**Notes**

- When the Rule Engine is disabled, you can still use rules that run manually and when sending a message.
- To enable the Rule Engine, restart Lotus Mail.

To disable the rule engine, double-click the Rule Engine icon in the Windows 95 task bar.

**Rule window**

Use the Rule window to create and edit rules.

To open the Rule window, choose Create - Rule.

**Run time**
An event that starts a rule, for example, a message arriving in the Inbox.

**Save as file**



Copy a message or attachment to a disk.

**Scroll bar**

Use scroll bars to view information that is displayed outside of the window borders.

You can scroll the contents of a window by clicking the arrows or dragging the scroll box.

You can scroll one screen at a time by clicking the scroll bar above or below the scroll box.

**Select**

You select an item when you want to do something with that item. For example, when you want to delete a message, you select the message and choose File - Delete.

**To select one item in a list**

Click the item.

**To select a range of consecutive items in a list**

1.  Click the first item.

2.  Hold down SHIFT and click the last item in the group that you want to select.

**To select several nonsequential items in a list**

1.  Click the first item.

2.  Hold down CTRL and click each additional item that you want to select.
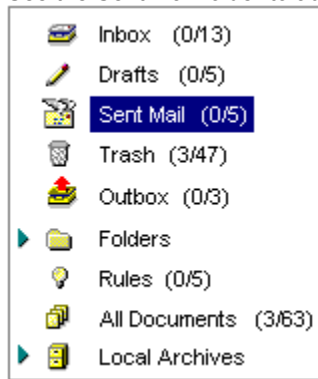
**Selecting text**

To select text, click and hold the mouse pointer at the beginning of the text you want to select, and drag the pointer to the end of the selection. When you release the mouse button, the text is selected.

**Selecting an attachment**

To select an attachment, click it.

**Sent Mail folder**

Use the Sent Mail folder to automatically store copies of messages that you send.

| | |
|---|---|
| Inbox | (0/13) |
| Drafts | (0/5) |
| Sent Mail | (0/5) |
| Trash | (3/47) |
| Outbox | (0/3) |
| Folders | |
| Rules | (0/5) |
| All Documents | (3/63) |
| Local Archives | |

**Server**

A computer that handles the sending and receiving of your messages. When you connect to send or receive, you make a connection to the server computer. Your server is typically your link to the Internet.

**Service provider**

The underlying software that an e-mail application runs on.

A mail service provider supplies one or more of the following services:

- Storing messages
- Sending and receiving messages
- Storing addresses

**SmartIcons**

SmartIcons® are buttons you can use as shortcuts for commands. You can change their size and specify which ones are displayed.

To use a SmartIcon, click it.

To find out what   a SmartIcon does, place your mouse pointer over it.

**Stationery**

Use stationery as templates for types of messages that you send frequently, such as status reports, meeting minutes, and so forth.

You can include any kind of message information in your stationery, such as recipients, a subject, message text, priority, and attachments.

**Status bar**

Use the status bar to find information about your current session.

Ready

**Store**



Move or copy a message to a folder or local archive.

**Subject box**

Use the Subject box to enter the subject of the message.

Although entering a subject is optional, it will help your recipients when they read their e-mail.

**Tip** You can use as many characters in the subject as you want, but recipients can only see the first 62 characters.

**Task bar**
A row of icons displayed at the top of the screen. Each icon opens a window or starts a command.

| Lotus cc:Mail | Inbox (34 unread) | Outbox (0 unsent) | Create Message |

**TCP/IP**

Transmission Control Protocol/Internet Protocol. A standard method of distributing data on a network. The Internet is based primarily on TCP/IP.

**Title bar**

The title bar contains the name of the application. It may also contain the name of the active window, for example, "Mailbox."

**Title bar icon**

Click the title bar icon to open the window pop-up menu. Use the window pop-up menu to close , move, or resize windows.

The title bar icon changes to reflect the window type. For example, a Message window displays a document icon.

**Tip** You can also open the window pop-up menu by clicking the right mouse button in the title bar.

**Tools menu**

To display the Tools menu, choose File - Tools.

Use the Tools menu for the following tasks:

- Setting user preferences
- Customizing SmartIcons
- Changing your password
- Changing how often you're notified of new messages
- Maintaining your Mailbox using Check Mailbox and Optimize Mailbox

**Transport service**
The part of an e-mail <u>service provider</u> that transmits and receives messages.

**Trash folder**

The Trash folder stores messages that you delete. You can then access the messages later if you decide that you need them after all.

**Undo**

A command used for negating the effects of the previous command. For example, if you delete text in a message, Undo will bring the text back.

**URL**

Uniform Resource Locator.   A standard method of identifying an object on the Internet. URLs are used on the World Wide Web to access Web sites. A typical URL looks like this: http://www.lotus.com.

**User preference**

Use preferences to customize how Lotus Mail works. For example, you set preferences to set the display font for Lotus Mail windows, and choose which window to display when you start Lotus Mail.

To set user preferences, choose File - Tools - User Preferences.

**Vector graphics**
A graphics file wherein images are defined by mathematic formulas. For example, a line in a vector graphic is defined by the coordinates of its two end points. Contrast with a bitmap graphic, where images are defined by the placement of individual dots.

**WAN**
Wide area network. A large network of connected computers, usually composed of smaller local area networks (LANs).

**What is the Rule Engine?**

The Rule Engine is a small application that runs rules. For example, if you have a rule that moves messages from your Inbox to a folder, the Rule Engine is responsible for running that rule.

If you don't use rules, you can save memory resources by disabling the Rule Engine.

**Notes**

- When the Rule Engine is disabled, you can still use rules that run manually and when sending a message.
- To enable the Rule Engine, restart Lotus Mail.

To disable the rule engine, double-click the Rule Engine icon in the Windows 95 task bar.

**Window**

A rectangular area of the screen where menus, icons, and messages are displayed.   Windows have standard controls, such as scroll bars, a <u>minimize button</u>, and a <u>maximize button</u>.

**Window pop-up menu**

Use the window pop-up menu to resize and close windows.

To open the window pop-up menu, click the title bar icon in the top left corner of the window.

**World Wide Web**

The collection of information that is distributed on a Web server and viewed using a Web browser.   See also <u>URL</u>.

**X.400**

A set of communication standards for e-mail services provided by data networks. X.400 is widely used in Europe and Canada.

**Active period options**

| Option | Result |
|--------|--------|
| Always | You can run the rule at any time. |
| From | You can run the rule only within the time period you specify. |

**Details: Adding "Rule:" to the subject when a rule sends a message**

Use this option if you use rules to send messages.

If you add "Rule:" to the subject of rule-created messages, other users can exclude rule-created messages from their own auto-response rules. This prevents a looping situation in which the rules of two users continuously generate messages back and forth.

See Example: Reply to messages based on date received.

_____

{button ,AL(`H_ADDING_RULE_TO_THE_SUBJECT_WHEN_A_RULE_SENDS_A_MESSAGE_STEPS',1)} Go to procedure

{button ,AL(`H_CONFIRMING_THAT_YOU_WANT_TO_DELETE_A_RULE_STEPS;H_CONFIRMING_THAT_YOU_WANT_TO_RUN_A_RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_RECEIVING_NOTIFICATION_OF_NEW_MESSAGES_STEPS;H_SHOWING_THE_STATUS_OF_A_RULE_WHILE_IT_RUNS_STEPS',0)} See related topics

**Adding "Rule:" to the subject when a rule sends a message**

1.   Choose File - Tools - User Preferences.



2.   Click Rules in the Preference list.



3.   Select "Prefix Subject with Rule: when rule sends message."

4.   Click OK.

---

{button ,AL(`H_ADDING_RULE_TO_THE_SUBJECT_WHEN_A_RULE_SENDS_A_MESSAGE_DETAILS',1)} See details

{button ,AL(`;H_ADDING_RULE_TO_THE_SUBJECT_WHEN_A_RULE_SENDS_A_MESSAGE_STEPS;H_CONFIR MING_THAT_YOU_WANT_TO_DELETE_A_RULE_STEPS;H_CONFIRMING_THAT_YOU_WANT_TO_RUN_A_ RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_SHOWING_THE_STATUS_OF_A_RULE_W HILE_IT_RUNS_STEPS;',0)} See related topics

**Add recipient rules action**
The Add recipient action adds a recipient to each message you send that matches the specified conditions.

**When the Add recipient action is available**
The Add recipient action is only available "On sending message."

**Adding one recipient**
Specify the <u>address mode</u> and type the recipient's name.

**Tip** Use  and ↓ to scroll through names.

**Adding multiple recipients**
To add multiple recipients, press ENTER and add another recipient.

You can add multiple recipients at one time by using the <u>Add recipient via stationery</u> action.

**Add recipient via stationery rules action**
The Add recipient via stationery action adds recipients to each message you send that matches the specified conditions. Recipients are copied from an existing stationery message.

**When the Add recipient via stationery action is available**
The Add recipient via stationery action is available only "On sending message."

**Adding one recipient**
Use the Add recipient action to add a recipient whose address is not in a stationery message.

**Creating a stationery message**
You must prepare the stationery message that includes the recipients before you use this action. See Creating stationery.

**Alert rules action**

The Alert action displays an alert dialog box containing text that you specify.

**Note** You *must* provide text or the Alert action will not be saved with the rule.

**When the Alert action is available**

The Alert action is available for all run times.

## Overview: Automating tasks with rules

**What can I use rules for?**

Use rules to automate many   tasks and to manage your messages. Some common uses for rules include the following:

- Automatically file your incoming messages in specific folders.
- Notify you whenever you receive a message from a particular sender.
- Automatically send a prepared message to anyone who sends you mail while you're on vacation.

To automate a task, you choose a rule action:

| Task | Rule action |
|---|---|
| Copy or move messages to a folder or local archive | Copy to<br>Move to |
| Automatically reply to messages you receive | Reply using a stationery message |
| Automatically store messages you send | Store to |
| Automatically add recipients to messages you send | Add recipient<br>Add recipient via stationery |
| Automatically forward messages you receive | Forward<br>Forward using recipients from stationery |
| Automatically send a message | Send a stationery message |
| View, launch, and save attachments | Open in window<br>Launch attachments<br>Save attachments in |
| Print messages | Print |
| Delete messages | Delete |
| Specify how rules are run | Alert<br>Beep<br>Confirm |
| Mark messages as read | Mark as read |
| Run other rules and programs | Run rule<br>Run program<br>Log out |

**Examples**

| | |
|---|---|
| ![Deliver Mail] | Move old messages to an archive |
| ![Deliver Mail] | Move specific incoming messages |
| ![Deliver Mail] | Reply to and forward specific messages |
| ![Deliver Mail] | Reply to messages based on date received |
| ![Deliver Mail] | Reply to messages based on subject |
| ![Deliver Mail] | Send a message at startup |
| ![Deliver Mail] | Store specific messages and display alert |
| ![Deliver Mail] | Store specific outgoing messages |

**Creating rules**

For an overview of creating a rule, see Overview: Creating a rule.

To create a rule, see Creating a new rule.

**Disabling the Rule Engine**

If you don't use rules, you can save memory resources by disabling the Rule Engine.

**Notes**

• When the Rule Engine is disabled, you can still use rules that run manually and when sending a message.

• To enable the Rule Engine, restart Lotus Mail.

To disable the rule engine, double-click the Rule Engine icon in the Windows 95 task bar.

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{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
   PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
   ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
   LES_STEPS',0)} See related topics

**Beep rules action**

The Beep action plays a beep sound.

**When the Beep action is available**

The Beep action is available for all run times.

**Confirming that you want to delete a rule**

1.   Choose File - Tools - User Preferences.



2.   Click Rules in the Preference list.



3.   Select "Confirm to delete a rule."

4.   Click OK.

---

{button ,AL(`;H_ADDING_RULE_TO_THE_SUBJECT_WHEN_A_RULE_SENDS_A_MESSAGE_STEPS;H_CONFIR
MING_THAT_YOU_WANT_TO_DELETE_A_RULE_STEPS;H_CONFIRMING_THAT_YOU_WANT_TO_RUN_A_
RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_SHOWING_THE_STATUS_OF_A_RULE_W
HILE_IT_RUNS_STEPS;',0)} See related topics

**Confirming that you want to run a rule**

1. Choose File - Tools - User Preferences.



2. Click Rules in the Preference list.



3. Select "Confirm to execute a rule."

4. Click OK.

---

{button ,AL(`;H_ADDING_RULE_TO_THE_SUBJECT_WHEN_A_RULE_SENDS_A_MESSAGE_STEPS;H_CONFIR
MING_THAT_YOU_WANT_TO_DELETE_A_RULE_STEPS;H_CONFIRMING_THAT_YOU_WANT_TO_RUN_A_
RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_SHOWING_THE_STATUS_OF_A_RULE_W
HILE_IT_RUNS_STEPS;',0)} See related topics

**Confirm rules action**

The Confirm action displays a confirmation dialog box with text that you specify. The dialog box also contains Yes, No, and Cancel buttons so that you can confirm that you want to run the rule.

- To cancel the current rule and run the remaining rules, click No.
- To cancel the current rule and the remaining rules, click Cancel.

**Note**  You *must* provide text or the Confirm action will not be saved with the rule.

**When the Confirm action is available**

The Confirm action is available for all run times.

**Statements in a Confirm rule**

A rule with a Confirm action usually has at least two statements:

- Display the confirmation alert.
- Specify one or more additional actions to perform if you click Yes.

**Copy to rules action**
The Copy to action copies each message that matches the specified conditions to the location that you specify.

**When the Copy to action is available**
The Copy to action is available for all run times except "On sending message."

**Details: Creating a new rule**

**Refining the search location**
- To select all folders, select "All Folders."
- To select a single folder, select the folder in the list and then select Nonrecursive.
- To select a folder and all the folders it contains, select the folder in the list and select Recursive.

**Some rules don't need conditions**
You might not need to indicate conditions.   For instance, you might want an action to occur whenever a message is received, without testing new messages for any specific conditions.

**Testing the new rule**
When you test a rule, it searches in the specified containers, applies the specified conditions, and displays a list of messages that passed the test. The actions specified for these rules are not performed during the test.

You can test the following types of rules:
- Rules that run when you start Lotus Mail or exit from Lotus Mail
- Rules that run on a schedule

You can't test rules that are triggered by messages ("On receiving a message," or "On sending a message"), or rules that are defined without search locations.

**Running the new rule immediately**
You can immediately run any rule defined to run "On startup" or "On exit."

You cannot run a rule immediately if it is defined to run "On sending message" or "On receiving message." In these cases, you have to send or receive a message to run the rule.

---

{button ,AL(`H_CREATING_A_NEW_RULE_STEPS',1)} Go to procedure

{button ,AL(`H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STEPS;H_DISABLING_A_RULE_STEPS;H_
    EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H
    _RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RULES_STEPS',0)} See related topics

**Creating a new rule**

1. Choose Create - Rule.



2. In the "Description" box, type a brief description of your rule.

3. Select Enabled to enable the rule.

   **Tip** You can disable a rule at any time.

4. Select when to run the rule.

 Options

5. Define the active period for the rule.

 Options

6. Click the What to Do tab to continue creating the rule.

7. Select a search location from the "Find messages in" box.

   **Tip** Depending on what your rule does, it might not require search locations.

8. Use the menus in the "With conditions" box to define the conditions you want to apply to this rule.

   • To add more than one condition, press ENTER.

   • To delete a condition, select it and choose Edit - Clear.

 Tips for entering conditions

9. Select an action from the "Actions to perform" box.

   See Rules actions.

10. (Optional) Choose Rules - Test Rule to test the rule.

   or

   (Optional) Choose Rules - Run Rule to immediately run the rule.

11. Choose Rules - Save Rule.

   The new rule appears in the rules list.

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{button ,AL(`H_CREATING_A_NEW_RULE_DETAILS',1)} See details

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
   PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
   ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
   LES_STEPS',0)} See related topics

## Overview: Creating a rule

### About creating a rule
When you create a rule, you specify what the rule does, when it runs, and which messages it acts on.

### What do I want the rule to do?
Just about all basic mail tasks can be run with rules: storing messages, searching for messages, deleting, even replying to and forwarding messages. The actions that you can define vary according to the purpose of the rule. For example, a rule that works with messages will have actions that apply to messages (delete, store, reply, and so forth).

See Overview: Automating tasks with rules.

**Tip** With some actions, you need to prepare ahead of time before you create the rule. For example, if the rule is going to store messages in a folder, make sure the folder already exists.

### When do I want the rule to run?
Rules can run automatically, for example, when you start Lotus Mail, or when you exit from Lotus Mail. For example, if you're creating a rule that automatically deletes messages, you probably want the rule to run when you exit.

Rules can also be run manually. For example, you might have a rule that sends a pre-defined message, but there is no specific time you want to send it.

You can also define an active period for the rule. For example, you can run a rule only on certain days of the week, or for a week while you're on vacation.

No matter when you specify a rule to run, you can always disable it and enable it at any time.

### What do I want the rule to act on?
Many rules search for messages. You can search in the Inbox, and in any folder or local archive.   For example, you can search for the subject "Stock price" in any message in any folder, or only in a specific folder.

### How specific should the rule be?
You can set up a number of conditions that need to be met before a rule can run. For example, a very focused rule might require the messages it acts on to meet the following conditions:

"All messages in the Inbox, received before a certain date, sent by a specific person about a certain subject, that do not exceed a certain size."

For more information, see Tips for entering conditions.

### Editing a rule
You can always edit a rule to change any of its components.

See Editing a rule.

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
   PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
   ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
   LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE
   S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_
   DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST
   ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN
   G_MESSAGES_EX',0)} See related topics

**Delete rules action**

The Delete action deletes messages that match the specified conditions.

**When the Delete action is available**

The Delete action is available for all run times except "On sending message."

**Note** A delete action should always follow any other actions that affect messages in a rule. For example, if you create a rule to automatically reply to a message and then delete it, the reply action must come first, since you can't reply to a message that has been deleted.

**Deleting a rule**

1.  Click the Rules folder in the <u>Mailbox</u>.



2.  Select the rule (or rules) that you want to delete from the rules list.

3.  Choose Edit - Clear.



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{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
    PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
    ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
    LES_STEPS',0)} <u>See related topics</u>

**Disabling a rule**

The Enabled column in the rules list tells you whether each rule is enabled or disabled.

1. Click the Rules folder in the <u>Mailbox</u>.



2. Double-click the rule you want to disable.

3. Deselect Enabled.

4. Choose Rules - Save Rule.

**Note** Rules that are defined to run manually are always enabled.

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
LES_STEPS',0)} <u>See related topics</u>

**Editing a rule**

1. Click the Rules folder in the <u>Mailbox</u>.



2. Double-click the rule that you want to edit.

3. Use the controls in the Rule window to edit each element of the rule.

   **Tip** If you want to save the rule as a new rule, be sure to enter a new rule name.

4. Choose Rules - Save Rule to overwrite the rule.
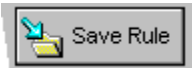


or

Choose Rules - New Rule to save a new copy of the rule.
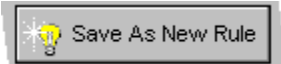


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{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
LES_STEPS',0)} <u>See related topics</u>

**Editing or creating a rule**

**To edit a rule**

To edit a rule, open the Rules folder in the <u>Mailbox</u> and double-click the rule.



**To create a rule**

To create a rule, choose Create - Rule.

**Enabling a rule**

The Enabled column in the rules list tells you whether each rule is <u>enabled</u> or disabled.

1.  Click the Rules folder in the <u>Mailbox</u>.



2.  Double-click the rule you want to enable.

3.  Select "Enabled."

4.  Choose Rules - Save Rule.

**Note** Manual rules are always enabled.

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
LES_STEPS',0)} <u>See related topics</u>

**Forward rules action**

The Forward action forwards each incoming message that matches the specified conditions to one recipient.

**When the Forward action is available**

The Forward action is available for all run times except "On sending message."

**Forward using recipients from stationery rules action**

The Forward using recipients from stationery action forwards each incoming message that matches the specified conditions to the recipients listed in a specified <u>stationery</u> message.

**When the Forward using recipients from stationery action is available**

The Forward using recipients from stationery action is available for all run times except "On sending message."

You must prepare the stationery message that contains the addresses to forward to before you use this action. See <u>Creating stationery</u>.

## Launch attachments rules action

The Launch attachments rules action launches all the attachments in messages that match the specified conditions.

When an attachment launches, the application it was created in starts and displays the attachment.

### When the Launch attachments action is available

The Launch attachments action is available for all run times except "On sending message."

**Log out rules action**

The Log out rules action exits from Lotus Mail.

**When the Log out action is available**

The Log out action is available for all run times except "On sending message."

**Mark as read rules action**

The Mark as read action marks each message as read that matches the specified conditions.

**When the Mark as read action is available**

The Mark as read action is available for all run times except "On sending message."

**Example: Move old messages to an archive**
This sample rule runs each time you exit and automatically moves any messages that have been in the Inbox for more than 90 days to a local archive.

**Name:**
Archive old messages in Inbox

**When to run:**
On exit

**Find messages in:**
Inbox

**Conditions:**
Age (in days) is more than "90 days"

**Actions to perform:**
Move to local archive "c:\Lotus\ccmaili32\rizzo\MAY.CCA"

_____

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
   PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
   ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
   LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE
   S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_
   DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST
   ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN
   G_MESSAGES_EX',0)} See related topics

**Example: Move specific incoming messages**
This sample rule runs each time you recieve a message and automatically moves any messages from a particular author to a specified folder.

**Name:**
File messages from Patty

**When to run:**
On receiving message

**Conditions:**
Author is "Patty Roberts"

**Actions to perform:**
Move to Folder "Patty's Msgs"

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STEPS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RULES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGES_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_STARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOING_MESSAGES_EX',0)} See related topics

## Move to rules action

The Move to action moves each message that matches the specified conditions to a specified container.

**When the Move to action is available**

The Move to action is available for all run times except "On sending message."

**Open in window rules action**
The Open in window rules action opens an attachment in the Viewer window.

**When the Open in window action is available**
The Open in window action is available for all run times except "On sending message."

**Print rules action**

The Print action prints each message that matches the specified conditions.

**When the Print action is available**

The Print action is available for all run times.

**Receiving notification after a rule is run**

1.  Choose File - Tools - User Preferences.



2.  Click Rules in the Preference list.



3.  Select "Notify after execution."

4.  Click OK.

---

{button ,AL(`;H_ADDING_RULE_TO_THE_SUBJECT_WHEN_A_RULE_SENDS_A_MESSAGE_STEPS;H_CONFIR
MING_THAT_YOU_WANT_TO_DELETE_A_RULE_STEPS;H_CONFIRMING_THAT_YOU_WANT_TO_RUN_A_
RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_RECEIVING_NOTIFICATION_OF_NEW_ME
SSAGES_STEPS;H_SHOWING_THE_STATUS_OF_A_RULE_WHILE_IT_RUNS_STEPS;',0)} See related topics

**Example: Reply to and forward specific messages**
This sample rule illustrates multiple conditions and multiple actions. The rule runs each time you receive a message; it then checks for a specific recipient (John Valentine) and subject (Sales figures).

**Name:**
Forward sales figures

**When to run:**
On receiving message

**Conditions:**
To contains "John Valentine"
AND Subject contains "Sales figures"

**Actions to perform:**
Reply to sender using <u>stationery</u> message "Important"
Forward: To "Allison, Denise"

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{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_ DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN G_MESSAGES_EX',0)} <u>See related topics</u>

**Example: Reply to messages based on date received**

This sample rule runs each time you receive a message. The rule checks the date that each message was received, and if that date falls within a specified period, it replies with a  stationery message.

**Tip** This rule also includes a condition to determine if the received message was itself generated by a rule. This provision prevents a looping situation in which the rules of two users continuously generate messages back and forth.

**Name:**

I'm out of town

**When to run:**

On receiving message

**Conditions:**

Send date is after "6/1/96"
AND Send date is before "6/7/96"
AND Subject does not contain "Rule: "

**Actions to perform:**

Reply to sender using stationery message "Out of town"

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE
S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_
DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST
ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN
G_MESSAGES_EX',0)} See related topics

**Example: Reply to messages based on subject**
This sample rule runs each time you receive a message. It looks for two specific words in the subject of the message, and if it finds either of those words, it replies with a stationery message.

**Name:**
Reply to reports or requests

**When to run:**
On receiving message

**Conditions:**
Subject contains "report"
OR Subject contains "request"

**Actions to perform:**
Reply to sender using stationery message with subject "Thanks."

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE
S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_
DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST
ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN
G_MESSAGES_EX',0)} See related topics

**Reply using a stationery message rules action**

The Reply using a stationery message action replies to each incoming message that matches the specified conditions with a specified <u>stationery</u> message.

**When the Reply using a stationery message action is available**

The Reply using a stationery message action is available for all run times except "On sending message."

**Before defining the rule**

You must prepare the stationery message used for the reply before you create this rule. See <u>Creating stationery</u>.

**Rules actions**

You can specify any of the following actions:

Add recipient

Add recipient via stationery

Alert

Beep

Confirm

Copy to

Delete

Forward

Forward using recipients from stationery

Launch attachments

Log out

Mark as read

Move to

Open in window

Print

Reply using a stationery message

Run rule

Run program

Save attachments in

Send a stationery message

Store to

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE
S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_
DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST
ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN
G_MESSAGES_EX',0)} See related topics

**Details: Running a rule manually**

**When you can run rules manually**
You can run any rule manually if the run time is any of the following:

- Manually
- On startup
- On exit
- On a schedule

**When you can't run rules manually**
You cannot run a rule manually if the run time is any of the following:

- On receiving message
- On sending message

---

{button ,AL(`H_RUNNING_A_RULE_MANUALLY_STEPS',1)} Go to procedure

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_VIEWING_EXISTING_RULES_STEPS',0)} See related topics

**Running a rule manually**

1.  Click the Rules folder in the Mailbox.



2.  Select the rule (or rules) that you want to run.

3.  Click Run Rule.



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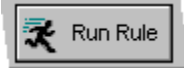
{button ,AL(`H_RUNNING_A_RULE_MANUALLY_DETAILS',1)} See details

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
LES_STEPS',0)} See related topics

**Run program rules action**

The Run program action starts a program that you specify.

To specify a program, browse for files containing the extension "exe."

 Tips for finding a file

**When the Run program action is available**

The Run program action is available for all run times.

**Run rule rules action**
The Run rules action runs a specified rule.

**When the Run rule action is available**
The Run rule action is available for all run times.

**Run time options**

The run time specifies when a rule starts.

| Option | When the rule starts |
|---|---|
| On receiving message | Each time you receive a new message that matches the specified conditions. |
| On sending message | Each time you send a message. |
| On exit | When you exit Lotus Mail. |
| On startup | When you log in. |
| Manually | You must use the Run Rule button in the Rules window to execute the rule. |
| On the following daily schedule | On the daily schedule and time you indicate. |
| On the following monthly schedule | On the day and time you indicate. |
| On the following weekly schedule | On the day and time you indicate. |

**Save attachments in rules action**

The Save attachments in rules action saves all the attachments in messages that match the specified conditions.

**Note** You must specify a file folder in which to save the attachments.

**When the Save attachments in action is available**

The Save attachments in action is available for all run times except "On sending message."

**Example: Send a message at startup**
This sample rule sends a stationery message each time you log in. In this example, the stationery message is addressed to Denise Allison and consists of only the subject, "I'm here!"

**Description:**
I'm here, Denise

**When to run:**
On startup

**Actions to perform:**
Send stationery message "I'm here!"

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{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STEPS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RULES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGES_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_STARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOING_MESSAGES_EX',0)} See related topics

**Send a stationery message rules action**
The Send a stationery message action sends a specified <u>stationery</u> message.

**When the Send a stationery message action is available**
The Send a stationery message action is available for all run times.

**Creating a stationery message**
You must prepare the stationery message that will be sent before you create a rule that uses this action. See <u>Creating stationery</u>.

**Showing the status of a rule while it runs**

1.  Choose File - Tools - User Preferences.



2.  Click Rules in the Preference list.



3.  Select "Display status window while running."

4.  Click OK.

---

{button ,AL(`;H_ADDING_RULE_TO_THE_SUBJECT_WHEN_A_RULE_SENDS_A_MESSAGE_STEPS;H_CONFIR
MING_THAT_YOU_WANT_TO_DELETE_A_RULE_STEPS;H_CONFIRMING_THAT_YOU_WANT_TO_RUN_A_
RULE_STEPS;H_AUTOMATING_TASKS_WITH_RULES_OVER;H_SHOWING_THE_STATUS_OF_A_RULE_W
HILE_IT_RUNS_STEPS;',0)} See related topics

**Example: Store specific messages and display alert**
This sample rule runs each time a message is received. The rule checks for messages from a particular sender and performs several actions, including storing the message and alerting the user.

**Name:**
Messages from the boss

**When to run:**
On receiving message

**Conditions:**
Author is "PRoberts@silver.com"

**Actions to perform:**
Move to Folder "Msgs from the Boss"
Beep
Beep
Alert "Wake up! It's a message from your boss!!"

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE
   PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM
   ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU
   LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE
   S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_
   DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST
   ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN
   G_MESSAGES_EX',0)} See related topics

**Example: Store specific outgoing messages**
This sample rule runs each time you send a message. The rule checks the message to see if it contains a specific subject (Presentations) and is addressed to a particular user (Teresa Rizzo). If so, the rule stores a copy of the message in a specified folder.

**Name:**
Store Teresa's presentations

**When to run:**
On sending message

**Conditions:**
Subject contains "Presentations"
AND To is "Teresa Rizzo at Silver-HQ"

**Actions to perform:**
Store to Folder "Teresa's Presentations"

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{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU LES_STEPS;H_MOVE_OLD_MESSAGES_TO_AN_ARCHIVE_EX;H_MOVE_SPECIFIC_INCOMING_MESSAGE S_EX;H_REPLY_TO_AND_FORWARD_SPECIFIC_MESSAGES_EX;H_REPLY_TO_MESSAGES_BASED_ON_ DATE_RECEIVED_EX;H_REPLY_TO_MESSAGES_BASED_ON_SUBJECT_EX;H_SEND_A_MESSAGE_AT_ST ARTUP_EX;H_STORE_SPECIFIC_MESSAGES_AND_DISPLAY_ALERT_EX;H_STORE_SPECIFIC_OUTGOIN G_MESSAGES_EX',0)} See related topics

**Store to rules action**
The Store to rules action stores a message in the folder or local archive that you specify.

**When the Store to action is available**
The Store to action is available only when the rule is run "On sending message."

**Viewing existing rules**

Click the Rules folder in the Mailbox.



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{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS;H_AUTOM ATING_TASKS_WITH_RULES_OVER;H_RUNNING_A_RULE_MANUALLY_STEPS;H_VIEWING_EXISTING_RU LES_STEPS',0)} See related topics

**Adding addresses to your Personal Address Book automatically**
You can automatically add the addresses from every message you receive to your <u>Personal Address Book</u>. The addresses are added when you open the message.

1.  Choose File - Tools - User Preferences.



2.  Click Read/Reply/Forward in the Preference list.



3.  Select "Add author to Personal Address Book."

4.  Click OK.

**Tip** To delete an address from your Personal Address Book, select it and press DELETE.

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{button ,AL(`;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_COPYING_AN_ADDRES
    S_TO_YOUR_PERSONAL_ADDRESS_BOOK_STEPS;H_CREATING_A_FRIENDLY_NAME_STEPS;H_CREATI
    NG_A_MAILING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_WORKING_WITH_ADDRESS_CONTA
    INERS_OVER',0)} <u>See related topics</u>

**Copying an address to your Personal Address Book**

**Note** This feature is only available if you have more than one address book.

1.  In the Address Book window, click an address book in the address book pane.

2.  Select the address or addresses that you want to copy to your Personal Address Book.

3.  Choose Actions - Copy to Personal Address Book.

Copy to Personal Address Book

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{button ,AL(`H_COPYING_AN_ADDRESS_TO_YOUR_PERSONAL_ADDRESS_BOOK_DETAILS',1)} See details

{button ,AL(`;H_ADDING_ADDRESSES_TO_YOUR_PERSONAL_ADDRESS_BOOK_AUTOMATICALLY_STEPS;H _CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_COPYING_AN_ADDRESS_TO_YOU R_PERSONAL_ADDRESS_BOOK_STEPS;H_CREATING_A_FRIENDLY_NAME_STEPS;H_CREATING_A_MAI LING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_WORKING_WITH_ADDRESS_CONTAINERS_OV ER',0)} See related topics

**Details: Creating an address**

**Deleting an address**
To delete an address, select it and press DELETE.

---

{button ,AL(`H_CREATING_AN_ADDRESS_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_MAINTAINING_YOUR_MOBILE_ADDRESS_BOOKS_OVER;H_CCMAIL_ADDRESSES_OVER;H_C
OPYING_AN_ADDRESS_TO_YOUR_PERSONAL_ADDRESS_BOOK_STEPS;H_CREATING_A_FRIENDLY_NA
ME_STEPS;H_CREATING_A_MAILING_LIST_STEPS;H_EDITING_A_MAILING_LIST_STEPS;H_EDITING_AN_
ADDRESS_STEPS;H_UPDATING_YOUR_MOBILE_PUBLIC_ADDRESS_BOOK_STEPS;H_LOTUS_MAIL_ADD
RESSES_OVER',0)} <u>See related topics</u>

**Creating an address**

You can create addresses and add them to your Personal Address Book.

1. In the Address Book window, click Personal Address Book in the address book pane.
2. Choose Create - Address Book Entry.
3. Select "Lotus Mail Internet Address."
4. Click OK.
5. Enter the person's name in the "Name" box. This can be any name; for example, "John Valentine," "John," "JV," and so forth.
6. Enter the e-mail address in the "E-Mail address" box; for example "jvalentine@silver.com."
7. (Optional) Enter a comment.
8. Click OK.

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{button ,AL(`H_CREATING_AN_ADDRESS_DETAILS',1)} See details

{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_COPYING_AN_ADDRESS_TO_YOUR_PERSONAL_ADDRESS_
  BOOK_STEPS;H_CREATING_A_FRIENDLY_NAME_STEPS;H_CREATING_A_MAILING_LIST_STEPS;;H_CRE
  ATING_AN_ADDRESS_STEPS;H_EDITING_A_MAILING_LIST_STEPS;H_EDITING_AN_ADDRESS_STEPS;H_
  UPDATING_YOUR_MOBILE_PUBLIC_ADDRESS_BOOK_STEPS;H_MAINTAINING_YOUR_MOBILE_ADDRES
  S_BOOKS_OVER;H_LOTUS_MAIL_ADDRESSES_OVER',0)} See related topics

**Details: Creating a mailing list**

**How mailing list addresses are shown**
Mailing list addresses are shown in the Address Book window in bold text with a mailing list icon.

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{button ,AL(`H_CREATING_A_MAILING_LIST_STEPS',1)} Go to procedure

{button ,AL(`H_CREATING_AN_ADDRESS_STEPS;H_DELETING_A_MAILING_LIST_STEPS;H_EDITING_A_MAIL
ING_LIST_STEPS;H_MAILING_LISTS_OVER;H_SENDING_A_MESSAGE_TO_A_MAILING_LIST_STEPS;H_VI
EWING_THE_ADDRESSES_IN_A_MAILING_LIST_STEPS',0)} See related topics

**Creating a mailing list**

A mailing list is a group of <u>addresses</u>. When you address to a mailing list, everyone in the list receives your message.

1. Choose Window - Address Book.
2. Select Personal Address Book.
3. Choose Create - Mailing List.
4. Enter a name for the mailing list in the "Name" box.
5. (Optional) Add comments and a friendly name.
6. Click Add/Remove Members.
7. Select one or more names from the list of names on the left.
8. Click Add.
9. Click OK to return to the New Mailing List Properties dialog box.
10. Click OK.

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{button ,AL(`H_CREATING_A_MAILING_LIST_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_DELETING_A_M AILING_LIST_STEPS;H_EDITING_A_MAILING_LIST_STEPS;H_MAILING_LISTS_OVER;H_SENDING_A_MES SAGE_TO_A_MAILING_LIST_STEPS;H_VIEWING_THE_ADDRESSES_IN_A_MAILING_LIST_STEPS',0)} <u>See related topics</u>

**Deleting a mailing list**

1. Open the Address Book window.

2. Select the mailing list you want to delete.

3. Choose Edit - Clear.

---

{button ,AL(`;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_DELETING_A_M
AILING_LIST_STEPS;H_EDITING_A_MAILING_LIST_STEPS;H_MAILING_LISTS_OVER;H_SENDING_A_MES
SAGE_TO_A_MAILING_LIST_STEPS;H_VIEWING_THE_ADDRESSES_IN_A_MAILING_LIST_STEPS',0)} See
related topics

**Details: Editing an address**

**Comments**
Comments are optional.

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{button ,AL(`H_EDITING_AN_ADDRESS_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_MAINTAINING_YOUR_MOBILE_ADDRESS_BOOKS_OVER;H_CCMAIL_ADDRESSES_OVER;H_C
OPYING_AN_ADDRESS_TO_YOUR_PERSONAL_ADDRESS_BOOK_STEPS;H_CREATING_A_FRIENDLY_NA
ME_STEPS;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_EDITING_A_M
AILING_LIST_STEPS;H_UPDATING_YOUR_MOBILE_PUBLIC_ADDRESS_BOOK_STEPS;H_LOTUS_MAIL_A
DDRESSES_OVER',0)} <u>See related topics</u>

**Editing an address**

1. In the Address Book window, select the address you want to edit.
2. Choose File - Properties.

Edit/View Properties

3. Edit the address.

Deliver Mail   See details

4. Click OK.

---

{button ,AL(`H_EDITING_AN_ADDRESS_DETAILS',1)} See details

{button ,AL(`;H_MAINTAINING_YOUR_MOBILE_ADDRESS_BOOKS_OVER;H_CCMAIL_ADDRESSES_OVER;H_C OPYING_AN_ADDRESS_TO_YOUR_PERSONAL_ADDRESS_BOOK_STEPS;H_CREATING_A_FRIENDLY_NA ME_STEPS;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_EDITING_A_M AILING_LIST_STEPS;H_EDITING_AN_ADDRESS_STEPS;H_UPDATING_YOUR_MOBILE_PUBLIC_ADDRESS _BOOK_STEPS;H_LOTUS_MAIL_ADDRESSES_OVER',0)} See related topics

**Editing a mailing list**

1. In the Address Book window, double-click the mailing list you want to edit.

2. To rename the mailing list, change the name in the "Name" box.

3. To add or remove names, click Add/Remove Members.

4. To add a name, select one or more names from the list of names on the left and click Add.

5. To remove a name, select it from the list on the right and click Remove.

6. Click OK.

---

{button ,AL(`;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_DELETING_A_M
    AILING_LIST_STEPS;H_EDITING_A_MAILING_LIST_STEPS;H_MAILING_LISTS_OVER;H_SENDING_A_MES
    SAGE_TO_A_MAILING_LIST_STEPS;H_VIEWING_THE_ADDRESSES_IN_A_MAILING_LIST_STEPS',0)} See
    related topics

**Enabling quick addressing**

With quick addressing, names from an address book are filled in for you as you type an address.

1.  Choose File - Tools - User Preferences.



2.  Click Prepare in the Preference list.



3.  Select "Quick addressing."

4.  Click OK.

---

{button ,AL(`;H_ADDING_ADDRESSES_TO_YOUR_PERSONAL_ADDRESS_BOOK_AUTOMATICALLY_STEPS;H_CHOOSING_AN_ADDRESS_BOOK_FOR_QUICK_ADDRESSING_STEPS;H_COPYING_AN_ADDRESS_TO_YOUR_PERSONAL_ADDRESS_BOOK_STEPS;H_ENABLING_QUICK_ADDRESSING_STEPS;',0)} See related topics

**Viewing the addresses in a mailing list**

1. In the Address Book window, click an address book in the address book pane.

2. Select a mailing list.

3. Choose File - Properties.

---

{button ,AL(`;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AN_ADDRESS_STEPS;H_DELETING_A_M
AILING_LIST_STEPS;H_EDITING_A_MAILING_LIST_STEPS;H_MAILING_LISTS_OVER;H_SENDING_A_MES
SAGE_TO_A_MAILING_LIST_STEPS;H_VIEWING_THE_ADDRESSES_IN_A_MAILING_LIST_STEPS',0)} See
related topics

## Overview: Working with address containers

You work with addresses in two places:

- The Address Book dialog box
- The Address Book window

### About the Address Book dialog box

Use the Address Book dialog box to enter addresses while you're preparing messages.

To open the Address Book dialog box, choose Actions - Address while creating a message.



### About the Address Book window

Use the Address Book window for the following tasks:

- Managing your Personal Address Book
- Working with mailing lists
- Finding out how many addresses are in your Personal Address Book

To open the Address Book window, choose Window - Address Book.



**Tip** You can drag an address from the Address Book window to a message.

---

{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_S
   TEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_WORKING_WITH_ADDRESS_CONTAINERS_
   OVER;H_MAINTAINING_YOUR_MOBILE_ADDRESS_BOOKS_OVER;H_LOTUS_MAIL_ADDRESSES_OVER',0
   )} See related topics

**Adding an address using drag and drop**

1.  Open the message or address book to which you want to copy the address.

2.  Open the message or address book that contains the address.

3.  Arrange the windows so both are visible.

4.  Select one or more addresses and <u>drag</u> them to the desired location.

---

{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_CHOOSING_AN_ADDRESS_BOOK_FOR_QUICK_ADDRESSIN G_STEPS;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_CONFIRMING_TO_DEL ETE_AN_ADDRESS_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_LOTUS_MAIL_ADDRES SES_OVER',0)} <u>See related topics</u>

**Details: Choosing an address from the Address Book**

**Finding an address**
To find an address, click Find. See <u>Finding an address in the Address Book dialog box</u>.

**Creating a new address**
Click New to create a new address. See <u>Creating an address</u>.

**Editing an address**
To edit an address, select the address and click Properties.

See the following topics:

<u>Editing an address</u>

<u>Editing a mailing list</u>

---

{button ,AL(`H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_ADDING_AN_ADDRESS_USING_DRAG_AND_DROP_STEPS;H_CCMAIL_ADDRESSES_OVER;H
_CHOOSING_AN_ADDRESS_BOOK_FOR_QUICK_ADDRESSING_STEPS;H_CONFIRMING_TO_DELETE_AN
_ADDRESS_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_LOTUS_MAIL_ADDRESSES_O
VER;H_FINDING_AN_ADDRESS_IN_AN_INTERNET_DIRECTORY_STEPS',0)} <u>See related topics</u>

**Choosing an address from the Address Book**

1. While creating a message, choose Actions - Address.



2. (Optional) If you use more than one address book, for example, if your profile includes an LDAP service provider, choose an address book.

3. Select a name from the "Address" list, or type the name in the "Address" box.

4. Click To, cc, or bcc.

5. Click OK.

─────────────────────────────────────────────────────────────────────

{button ,AL(`H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_DETAILS',1)} See details

{button ,AL(`;H_ADDING_AN_ADDRESS_USING_DRAG_AND_DROP_STEPS;H_CCMAIL_ADDRESSES_OVER;H _CHOOSING_AN_ADDRESS_BOOK_FOR_QUICK_ADDRESSING_STEPS;H_CHOOSING_AN_ADDRESS_FR OM_THE_ADDRESS_BOOK_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRESS_STEPS;H_CREATING_A ND_SENDING_A_MESSAGE_STEPS;H_LOTUS_MAIL_ADDRESSES_OVER;H_FINDING_AN_ADDRESS_IN_ AN_INTERNET_DIRECTORY_STEPS',0)} See related topics

**Confirming to delete an address**

1.  Choose File - Tools - User Preferences.



2.  Click Confirmation in the Preference list.



3.  Select "Confirm to delete an address."

    **Tip** You can set other confirmation options at the same time. See <u>Confirmation options</u>.

4.  Click OK.

_____

{button ,AL(`;H_CHANGING_THE_DEFAULT_MESSAGE_PRIORITY_STEPS;H_CHANGING_THE_MESSAGE_PRI
    ORITY_STEPS;H_CONFIRMING_TO_CANCEL_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_AD
    DRESS_STEPS;H_CONFIRMING_TO_SEND_A_MESSAGE_STEPS;H_GETTING_A_RETURN_RECEIPT_AUT
    OMATICALLY_STEPS;H_SPECIFYING_WHERE_TO_START_WHEN_YOU_CREATE_A_MESSAGE_STEPS',0)
    } <u>See related topics</u>

# Overview: Lotus Mail addresses

## Address information in the Address Book window

The following table describes the information in the address list pane.   Depending on the information supplied when the address was created, some information might not be included.

| Column | Information |
| --- | --- |
| Type | The address type, for example, a user. |
| Name | The person's name. |
| E-mail Address | The address to which a message is sent. |
| Comment | Comments about the person. |
| First Name | The person's first name. |
| Initials | The person's initials. |
| ASCII Name | A version of the user's name that can be displayed in e-mail systems that use 7-bit (128-character) ASCII. |
| MHS Common Name | A name to be used in a message header. |
| Transmittable Name | A name that cannot be altered by another user. |
| Send Rich Text | Whether or not the person's mail system supports rich text formatting, including OLE   objects. |
| Last Name | The person's last name. |
| Address Type | The type of mail service provider. |
| Last logged in | The date of the last time the person logged into Lotus Mail. |

{button ,AL(`H_ADDING_AN_ADDRESS_USING_DRAG_AND_DROP_STEPS;H_CHOOSING_AN_ADDRESS_BOOK_FOR_QUICK_ADDRESSING_STEPS;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRESS_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_MAINTAINING_YOUR_MOBILE_ADDRESS_BOOKS_OVER;H_WORKING_WITH_ADDRESS_CONTAINERS_OVER;;H_CREATING_AN_ADDRESS_STEPS;H_EDITING_AN_ADDRESS_STEPS',0)} See related topics

## Using the Address Book window

**What do you want to do?**

![Deliver Mail button] Create an address in my Personal Address Book

![Deliver Mail button] Create a mailing list

![Deliver Mail button] Edit a mailing list

![Deliver Mail button] Find an address

![Deliver Mail button] Find out about the Address Book window

![Deliver Mail button] Find out why I can't...

---

{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_WORKING_WITH_ADDRESS_CONTAINERS_OVER;H_LOTUS_ MAIL_ADDRESSES_OVER',0)} See related topics

## Addressing messages

**What do you want to do?**

[Deliver Mail] Choose an address

[Deliver Mail] Send a message to a mailing list

[Deliver Mail] Find an address in an Internet Directory

[Deliver Mail] Create an address in my Personal Address Book

[Deliver Mail] Create a mailing list

[Deliver Mail] Edit a mailing list

---

{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_WORKING_WITH_ADDRESS_CONTAINERS_OVER;H_LOTUS_ MAIL_ADDRESSES_OVER',0)} See related topics

## Confirming rule alerts

You have received a confirmation that a specific rule has been run. Click OK to close the dialog box.

To turn a rule alert on or off, see Editing a rule.

## Confirming rule alerts

You have received a confirmation that a specific rule has been run. Click OK to close the dialog box.

To turn a rule alert on or off, see Editing a rule.

## Viewing message properties

Use message properties to find information about a message.

**Message properties**
Displays information about the message, for example, the subject, the author, and so forth.

**Recipient properties**
Displays the message recipients.

**Attachment properties**
Displays the attachment file names and sizes.

**History properties**
Displays the past recipients of the message.
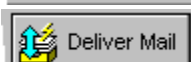
**Working with attachments**

**What do you want to do?**

[Deliver Mail]  Save an attachment

[Deliver Mail]  View an attachment

[Deliver Mail]  Launch an attachment

[Deliver Mail]  Launch an attachment using an OLE server

[Deliver Mail]  View a compressed attachment
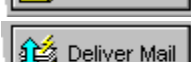
[Deliver Mail]  Find out about the options in this dialog box

---

{button ,AL(`;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_LAUNCHING_ATTACHMENTS_OVER;H_VIEWING_ATTACHMENTS_OVER',0)} See related topics

## Attachment properties

Attachment properties lists and describes all of the attachments in a message.

## Viewing message properties

Use message properties to find information about a message.

**Message properties**
Displays information about the message, for example, the subject, the author, and so forth.

**Recipient properties**
Displays the message recipients.

**Attachment properties**
Displays the attachment file names and sizes.

**History properties**
Displays the past recipients of the message.

## Setting attachment viewer Clipboard options

Use the following options when want to you copy attachments to the Clipboard from the viewer:

[Deliver Mail]  Copy an attachment to the Clipboard in a different format

[Deliver Mail]  Change the Clipboard font

[Deliver Mail]  Copy an entire spreadsheet or database attachment to the Clipboard

[Deliver Mail]  Copy a spreadsheet or database attachment to the Clipboard using optimized tabs

[Deliver Mail]  Copy a spreadsheet or database attachment to the Clipboard as a table

[Deliver Mail]  Copy a database attachment to the Clipboard with field names

## Setting attachment viewer display options
See the following topics for attachment display options:

**Attachment display options**

| Deliver Mail |  Change the display font

| Deliver Mail |  Change the display quality for a word processor attachment

| Deliver Mail |  Change the display size for a graphics attachment

| Deliver Mail |  Improve the color of a graphics attachment

| Deliver Mail |  Rotate a graphics attachment

| Deliver Mail |  Display gridlines in a spreadsheet or database attachment

| Deliver Mail |  View an unrecognized attachment format

**More attachment options**

| Deliver Mail |  Overview: Attachment print options

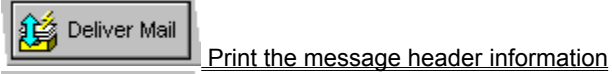| Deliver Mail |  Overview: Attachment Clipboard options

## Setting attachment viewer print options
Use the following options when you print attachments from the viewer:

**Printing all types of attachments**

[Deliver Mail]  Change the print page margins

[Deliver Mail]  Change the printer font

[Deliver Mail]  Print the message header information

[Deliver Mail]  Print to a file

[Deliver Mail]  Provide a print job name

**Printing graphics attachments**

[Deliver Mail]  Change the print size

[Deliver Mail]  Print a border around the image

**Printing spreadsheet or database attachments**

[Deliver Mail]  Print gridlines in a spreadsheet or database attachment

[Deliver Mail]  Print field names in a database attachment

[Deliver Mail]  Print row and column names in a spreadsheet attachment

## Choosing the correct name

You entered an unrecognized address. You may have made an error typing the address, or the address might not be in your address books.

**To type the correct address**
Click Cancel to return to the message and reenter the address.

**To choose from names in the Personal Address Book**
Click Show More Names.

**To create a new address**
Select "Create a new address for" and click OK.

---

{button ,AL(`;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;',0)} <u>See related topics</u>

## Choosing a folder

Select the folder and click OK.

**Tip** To expand folders, click the triangle next to the folder name.

▶ 📁 Folders

---

{button ,AL(`;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEND_STEPS;H_SAVING_MESSAGES_OVER',
0)} See related topics

## Choosing a directory

Use this dialog box to choose a folder in which to save attachments.

**To choose a drive**

Choose from the "Drives" list.

**To choose a folder**

To expand and collapse folders, double-click in the list.

To choose a folder, select the folder from the list.

**To choose a folder from an unlisted drive**

Click Network. Use the Map Network Drive dialog box to choose a drive letter and the network drive you want to save the attachment to.

**Designing a list view**

**What do you want to do?**

[Deliver Mail] Change the columns in the Mailbox

[Deliver Mail] Change the columns in the Address Book window

[Deliver Mail] Show only a specific type of message in the Mailbox

---

{button ,AL(`;H_CUSTOMIZING_CCMAIL_STEPS;H_USING_SMARTICONS_INSTEAD_OF_MENUS_OVER;H_CU STOMIZING_LOTUS_MAIL_STEPS',0)} See related topics

## Confirming a rule action

You can specify whether to run a rule action:

- Click Yes to confirm the current action.
- Click No to cancel the current action and go to the next.
- Click Cancel to cancel all of the actions in this rule.

To turn rule confirmation on or off, see <u>Confirming that you want to run a rule</u>.

## Confirming a rule action

You can specify whether to run a rule action:

- Click Yes to confirm the current action.
- Click No to cancel the current action and go to the next.
- Click Cancel to cancel all of the actions in this rule.

To turn rule confirmation on or off, see <u>Confirming that you want to run a rule</u>.

## Connecting to send and receive mail

When you use Lotus Mail, you are usually not connected to your Internet service provider all of the time. You can connect now, or later. You can connect at any time by choosing Actions - Deliver Mail.

## Creating a message

**What do you want to do?**

[Deliver Mail] Attach a file to this message

[Deliver Mail] Check the spelling in this message

[Deliver Mail] Find specific text in this message

[Deliver Mail] Print this message

[Deliver Mail] Mark this message urgent

[Deliver Mail] Request a return receipt

[Deliver Mail] Save this message

[Deliver Mail] Find out why I can't...

## Customize SmartIcons

**What do you want to do?**

 Modify a set of SmartIcons

 Change the size of SmartIcons

 Show descriptions of SmartIcons

 Create a new set of SmartIcons

 Delete a set of SmartIcons

 Find out about SmartIcons

---

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
_ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
_CS;',0)} See related topics

## Folder properties

Use Folder properties to see the following information:

- How many messages are in the folder.
- How many unread messages are in the folder.
- For local archives, the <u>path</u> of the local archive file.
- For local archives, the size of the local archive file.
- For rules, the number of rules in your Rules list.

## Retaining the forwarding history

The forwarding history includes information about the message being forwarded, for example, the subject, author, and creation date.

## Viewing message properties

Use message properties to find information about a message.

**Message properties**

Displays information about the message, for example, the subject, the author, and so forth.

**Recipient properties**

Displays the message recipients.

**Attachment properties**

Displays the attachment file names and sizes.

**History properties**

Displays the past recipients of the message.

## Login

**What do you want to do?**

| Deliver Mail | Create a login profile |
| Deliver Mail | Remove a login profile |
| Deliver Mail | Create a default login name |
| Deliver Mail | Change my password |

## Setting login options

**What do you want to do?**

| Deliver Mail | Create a login profile |
| Deliver Mail | Remove a login profile |
| Deliver Mail | Create a default login name |
| Deliver Mail | Change my password |
| Deliver Mail | Find out about login options |

## Working with your Mailbox

### What do you want to do?

[Deliver Mail]  Create and send a message

[Deliver Mail]  Read a message

[Deliver Mail]  Preview unopened messages

[Deliver Mail]  Find a message

[Deliver Mail]  Reply to a message

[Deliver Mail]  Forward a message

[Deliver Mail]  Print a message

[Deliver Mail]  Save or store a message

[Deliver Mail]  Delete a message

[Deliver Mail]  Find out about the Mailbox

[Deliver Mail]  Find out why I can't...

---

{button ,AL(`;H_CHANGING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_READING_MESSAGES_OVE R',0)} See related topics

## Viewing message properties

Use message properties to find information about a message.

**Message properties**
Displays information about the message, for example, the subject, the author, and so forth.

**Recipient properties**
Displays the message recipients.

**Attachment properties**
Displays the attachment file names and sizes.

**History properties**
Displays the past recipients of the message.

**Internet Header**
Displays information about Internet messages.

## Setting attachment viewer Clipboard options

Use the following options when you want to copy attachments to the Clipboard from the viewer:

Deliver Mail  Copy an attachment to the Clipboard in a different format

Deliver Mail  Change the Clipboard font

Deliver Mail  Copy an entire spreadsheet or database attachment to the Clipboard

Deliver Mail  Copy a spreadsheet or database attachment to the Clipboard using optimized tabs

Deliver Mail  Copy a spreadsheet or database attachment to the Clipboard as a table

Deliver Mail  Copy a database attachment to the Clipboard with field names

## Setting attachment viewer display options
See the following topics for attachment display options:

**Attachment display options**

[Deliver Mail]  Change the display font

[Deliver Mail]  Change the display quality for a word processor attachment

[Deliver Mail]  Change the display size for a graphics attachment

[Deliver Mail]  Improve the color of a graphics attachment

[Deliver Mail]  Rotate a graphics attachment

[Deliver Mail]  Display gridlines in a spreadsheet or database attachment

[Deliver Mail]  View an unrecognized attachment format

**More attachment options**

[Deliver Mail]  Overview: Attachment print options

[Deliver Mail]  Overview: Attachment Clipboard options

## Setting attachment viewer print options

Use the following options when you print attachments from the viewer:

**Printing all types of attachments**

![Deliver Mail] Change the print page margins

![Deliver Mail] Change the printer font

![Deliver Mail] Print the message header information

![Deliver Mail] Print to a file

![Deliver Mail] Provide a print job name

**Printing graphics attachments**

![Deliver Mail] Change the print size

![Deliver Mail] Print a border around the image

**Printing spreadsheet or database attachments**

![Deliver Mail] Print gridlines in a spreadsheet or database attachment

![Deliver Mail] Print field names in a database attachment

![Deliver Mail] Print row and column names in a spreadsheet attachment

## Naming stationery
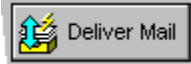
Enter the name for new stationery.

To create a message using your new stationery, choose Create - Other Message. Choose the stationery from the list.

---

{button ,AL(`H_DELETING_STATIONERY_STEPS;H_EDITING_STATIONERY_STEPS;H_SETTING_THE_DEFAUL T_STATIONERY_STEPS;H_CREATING_A_MESSAGE_USING_STATIONERY_STEPS',0)} See related topics

**Creating a new address book entry**

**What do you want to do?**

 Create an address

 Create a mailing list

## Using the Outbox

**What do you want to do?**

[Deliver Mail button] Delete a message

[Deliver Mail button] Create and send a message

[Deliver Mail button] Read a message

[Deliver Mail button] Find out why I can't...

## Selecting what to print

**To print the list of messages in the message list pane**
Choose "Message list," then click OK.

**To print selected messages**
Choose "Message with all attachments," then click OK.

**To set print options**
Click Options.

---

{button ,AL(`;H_PRINTING_A_HELP_TOPIC_STEPS;H_PRINTING_A_LIST_OF_MESSAGES_STEPS;H_PRINTIN G_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_STEPS;H_ PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTING_AN_UNOPENED_MESSAGE_STEPS',0)} See related topics

## Reading a message

**What do you want to do?**

| Deliver Mail | Reply to this message |

| Deliver Mail | Forward this message |

| Deliver Mail | Delete this message |

| Deliver Mail | Print this message |

| Deliver Mail | Save this message |

| Deliver Mail | Find specific text in this message |

| Deliver Mail | View an attachment |

| Deliver Mail | Launch an attachment |

| Deliver Mail | Find out why I can't... |

## Viewing message properties

Use message properties to find information about a message. Some information might be displayed in the message list pane already.

**Message properties**
Displays information about the message, for example, the subject, the author, and so forth.

**Recipient properties**
Displays the message recipients.

**Attachment properties**
Displays the attachment file names and sizes.

**History properties**
Displays the past recipients of the message.

**Renaming**

**What do you want to do?**

Deliver Mail    Rename a folder

## Setting page options

**What do you want to do?**

![Deliver Mail] Change the page size

![Deliver Mail] Change the page margins

![Deliver Mail] Change the measurement unit for text

![Deliver Mail] Set the default for how text wraps

---

{button ,AL(`;H_CHANGING_FONTS_MARGINS_AND_TABS_OVER',0)} See related topics

## Working with rules

**What do you want to do?**

[Deliver Mail] Create a rule

[Deliver Mail] Run a rule

[Deliver Mail] Edit a rule

[Deliver Mail] Disable a rule

[Deliver Mail] Delete a rule

[Deliver Mail] Enable a rule
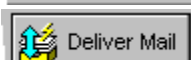
[Deliver Mail] Find out about rules

## Rules properties

Use the Rules property sheet to view information about a rule.

| Property | Describes |
|---|---|
| Description | The name of the rule. |
| Trigger | When the rule runs. |
| Enable | Whether the rule is currently enabled or disabled. |
| Last time | The last time the rule ran. |

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STEPS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS',0)} See related topics

## Viewing search results

The window displays the following:

- Search results when you search for messages in more than one <u>container</u>.
- The results when you test a rule.

**Search results**

The window displays all the messages found in the containers you specified. If you didn't find the message you want, close this window and change your <u>search conditions</u>.

**Testing a rule**

Check that the messages displayed are those that correspond to the conditions specified in the rule you tested.

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STE PS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS',0)} <u>See related topics</u>

## Viewing the status of a rule while it runs

While a rule runs, Lotus Mail informs you of its progress. Depending on your user setup, a Rule Notification dialog box may appear, indicating when the rule started and finished.

To turn this option on or off, see <u>Showing the status of a rule while it runs</u>.

---

{button ,AL(`;H_CREATING_A_NEW_RULE_STEPS;H_CREATING_A_RULE_OVER;H_DELETING_A_RULE_STEPS;H_DISABLING_A_RULE_STEPS;H_EDITING_A_RULE_STEPS;H_ENABLING_A_RULE_STEPS',0)} <u>See related topics</u>

## Saving a set of SmartIcons

What do you want to do?

[Deliver Mail] Modify a set of SmartIcons

[Deliver Mail] Create a new set of SmartIcons

[Deliver Mail] Find out about SmartIcons

## Setting search conditions

**What do you want to do?**

[Deliver Mail]  Specify search conditions to find a message

[Deliver Mail]  Delete a search condition

[Deliver Mail]  Find a message

[Deliver Mail]  See examples of how to find a message

---

{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_MESSAGES_AND_ADDRESSES_OVER;H_USING_ QUICK_SEARCH_TO_FIND_A_MESSAGE_STEPS',0)} See related topics

## Choosing a folder

**Tip** To expand a folder, click the triangle next to the folder's name.

**Deliver Mail**

**To select all folders**

1.  Select "All Folders."
2.  Click OK.

**To select a single folder**

1.  Select a folder in the list.
2.  Select "Nonrecursive."
3.  Click OK.

**To select a folder and all the folders it contains**

1.  Select a folder in the list.
2.  Select "Recursive."
3.  Click OK.

## Selecting a name

**To choose an address**
Select it from the list and click OK.

**To choose a different address book**
Select an address book from the "Show Names from the" box.

Show Names from the: | cc:Mail Personal Address Book ▾

**To find an address**
Click Find.

**To create a new address**
Click New.

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{button ,AL(`;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;',0)} See related topics

**Opening a new window**
To open a window, select it and click OK.

## Service providers

**What do you want to do?**

[Deliver Mail]  Change my password

[Deliver Mail]  Change how often to be notified of new messages

[Deliver Mail]  Find out about service providers

[Deliver Mail]  Configure my Internet service provider connection

## Using stationery

**What do you want to do?**

[Deliver Mail] Create a message using stationery

[Deliver Mail] Create new stationery

[Deliver Mail] Edit existing stationery

[Deliver Mail] Delete stationery

[Deliver Mail] Set the default stationery

## Storing messages

**What do you want to do?**

[Deliver Mail]  Store a message in a folder

[Deliver Mail]  Store a message in a local archive

[Deliver Mail]  Find out about storing messages

**Using saved subjects**

**What do you want to do?**

[Deliver Mail] Choose a saved subject for this message

[Deliver Mail] Save a subject

[Deliver Mail] Delete a saved subject

**Task Bar**

**What do you want to do?**
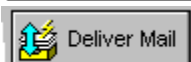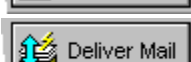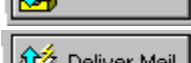
| Deliver Mail | Read a message |

| Deliver Mail | Create and send a message |

| Deliver Mail | Find a message |

| Deliver Mail | Save or store a message |

| Deliver Mail | Reply to a message |

| Deliver Mail | Forward a message |

| Deliver Mail | Find out why I can't... |

## Sending messages from your Outbox

If you don't connect and send your Outbox messages, the recipients won't receive them.

You can exit from Lotus Mail and send the messages the next time you log in.

**Viewing attachments**

**What do you want to do?**

[Deliver Mail] Find text in an attachment

[Deliver Mail] Find out about display options

[Deliver Mail] Find out about print options

[Deliver Mail] Find out about Clipboard options

[Deliver Mail] Save the files in a compressed attachment

[Deliver Mail] Use the keyboard to view an attachment

[Deliver Mail] Use the keyboard to view a graphics or fax attachment

[Deliver Mail] Find out about viewing attachments

**Details: Attaching a file**

**Deleting an attachment**
To delete an attachment before sending the message, select the attachment and press DELETE.

**Renaming an attachment**
See <u>Renaming an attachment</u>.

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{button ,AL(`H_ATTACHING_A_FILE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND_EMBEDDING_AN_OLE_OBJEC
  T_STEPS;H_DELETING_AN_ATTACHMENT_STEPS;H_EDITING_AN_ATTACHMENT_STEPS;H_EMBEDDING
  _AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_RENAMING_AN_ATTA
  CHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Attaching a file**

1. While <u>creating a message</u>, choose File - Attach.



2. Type a file name, or <u>select</u> a file from the file list.

   If the file name is not listed, look in a different folder.

 <u>Tips for finding a file</u>

3. Click Open to attach the file.

**Tip** You can drag and drop files from a Windows file folder to a message, and from one message to another. You can also drag and drop attachments from a message to a Windows file folder.

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{button ,AL(`H_ATTACHING_A_FILE_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_DELETING_AN_ ATTACHMENT_STEPS;H_EDITING_AN_ATTACHMENT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJEC T_STEPS;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_RENAMING_AN_ATTACHMENT_STEPS;H_VIEWIN G_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

## Overview: Attaching files to messages

### Attaching a file

You can attach any type of file to a message. An attachment appears in a message as an icon. Recipients of your message can read and save the attachments you send them.

See Attaching a file.

### Embedding OLE objects

You can embed OLE objects from OLE server applications. OLE objects maintain a live link between the OLE application and the message. Therefore, if you edit an OLE object, it is updated in the OLE application and in the message where it is embedded.

For example, you can create stationery that includes an embedded OLE spreadsheet. Whenever you update the spreadsheet in the spreadsheet application, it is updated in your stationery message as well.

See the following topics:

  Creating and embedding an OLE object

  Embedding an existing OLE object

### Pasting objects from the Clipboard

You can paste text and graphics from other applications directly into a message. Pasted text and graphics become part of the message; they are not attachments.

See Pasting text and graphics into a message.

### Limits

- You can attach up to 20 files to a message; however, the exact number of files you can attach depends on the size of your message and the type of attachments. If you attach too many files, you see a warning message.

- Some e-mail programs can't display OLE attachments. Check with your recipients before sending a message with an OLE attachment.

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{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND _EMBEDDING_AN_OLE_OBJECT_STEPS;H_DELETING_AN_ATTACHMENT_STEPS;H_EDITING_AN_ATTAC HMENT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNCHING_AN_ATTACHMENT_ STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_TEXT_AND_GRAPHICS_IN TO_A_MESSAGE_STEPS;H_RENAMING_AN_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEP S',0)} See related topics

**Details: Creating and embedding an OLE object**

**Display As Icon option**
If you choose to display the object as an icon, the object itself does not appear in the message. Instead, an icon for the object's application appears. The recipient can launch the embedded object from the icon.

**Updating and saving objects**
The command for updating varies depending on the application. It is usually in the File menu.

To save the object as a file on your hard disk, use the Save or Save As command.

**Adding an object type**
The Object Type box displays all of the OLE object types available on your system. To add an object type, you need to install the associated application.

**Pasting an embedded object**
Use Edit - Paste Special to embed objects from the Clipboard. To do so, you must copy or cut data from an application that supports OLE objects.

**Limits**
- You should only send OLE objects to recipients who have the associated OLE applications installed on their computers. You can't view or launch an OLE object without the OLE object's application.
- You can't drag and drop an OLE object from one message to another.
- Some e-mail programs can't display OLE attachments. Check with your recipients before sending a message with an OLE attachment.

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{button ,AL(`H_CREATING_AND_EMBEDDING_AN_OLE_OBJECT_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS;',0)} <u>See related topics</u>

**Creating and embedding an OLE object**

1. While <u>creating a message</u>, choose Create - Object.

2. Click Create New.

3. (Optional) Click Display As Icon to display the embedded object as an icon.

4. Choose an object type, for example, a 1-2-3 Worksheet.

5. Click OK to start the OLE application.

6. Use the application to create the OLE object.

7. Update the object, and then exit from the application.

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{button ,AL(`H_CREATING_AND_EMBEDDING_AN_OLE_OBJECT_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND _EMBEDDING_AN_OLE_OBJECT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNC HING_AN_ATTACHMENT_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_ TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS;',0)} <u>See related topics</u>

**Deleting an attachment**

1.  In the message text pane, select the attachment that you want to delete.

2.  Choose Edit - Clear.

---

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_DELETING_AN_
  ATTACHMENT_STEPS;H_EDITING_AN_ATTACHMENT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJEC
  T_STEPS;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_RENAMING_AN_ATTACHMENT_STEPS;H_VIEWIN
  G_AN_ATTACHMENT_STEPS',0)} See related topics

**Editing an attachment**

1. Double-click the attachment to launch it.

2. Make your changes.

3. (Optional) Save the attachment to your hard disk.

4.  Exit from the application.

5. Click Yes to save the changes you made to the attachment.

When you send the message, you are asked if you want to keep the changes you made to the attachment.

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{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_DELETING_AN_ ATTACHMENT_STEPS;H_EDITING_AN_ATTACHMENT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJEC T_STEPS;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_RENAMING_AN_ATTACHMENT_STEPS;H_VIEWIN G_AN_ATTACHMENT_STEPS',0)} See related topics

**Details: Embedding an existing OLE object**

**Display As Icon option**
If you choose to display the object as an icon, the object itself does not appear in the message. Instead, an icon for the object's application appears. The recipient can launch the embedded object from the icon.

**Pasting an embedded object**
Use Edit - Paste Special to embed objects from the Clipboard. To do so, you must copy or cut data from an application that supports OLE objects.

**Limits**
  • You should only send OLE objects to recipients who have the associated OLE applications installed on their computers. You can't view or launch an OLE object without the OLE object's application.

  • You can't drag and drop an OLE object from one message to another.

  • Some e-mail programs can't display OLE attachments. Check with your recipients before sending a message with an OLE attachment.

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{button ,AL(`H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS',1)} Go to procedure

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND _EMBEDDING_AN_OLE_OBJECT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNC HING_AN_ATTACHMENT_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_ TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS;',0)} See related topics

**Embedding an existing OLE object**

1.  While <u>creating a message</u>, choose Create - Object.

2.  Click Create from File.

3.  Enter a file name in the File box.

    or

    Click Browse to find the file.

 <u>Tips for finding a file</u>

4.  (Optional) Click Display As Icon to display the embedded object as an icon.

5.  Click OK.

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{button ,AL(`H_EMBEDDING_AN_EXISTING_OLE_OBJECT_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND
_EMBEDDING_AN_OLE_OBJECT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNC
HING_AN_ATTACHMENT_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_
TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS;',0)} <u>See related topics</u>

**Details: Pasting an OLE object into a message**

**Choosing a file format**
You can choose any type of OLE file type available on your computer. For example, to embed a Lotus 1-2-3 spreadsheet, choose the 1-2-3 Worksheet file type.

**Display As Icon option**
If you choose to display the object as an icon, the object itself does not appear in the message. Instead, an icon for the object's application appears. The recipient can open the embedded object from the icon.

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{button ,AL(`H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS',1)} Go to procedure

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND _EMBEDDING_AN_OLE_OBJECT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNC HING_AN_ATTACHMENT_STEPS;H_PASTING_TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS;',0)} See related topics

**Pasting an OLE object into a message**

1.  While creating a message, open the application that contains the object that you want to paste into your message.
2.  Copy the object to the Clipboard.
3.  Place the insertion point at the location in the message where you want to paste the OLE object.
4.  Choose Edit - Paste Special.
5.  (Optional) Choose a file format to use when pasting the object.
6.  (Optional) Choose Display as Icon to display the pasted OLE object as an icon in the message.
7.  Click OK.

_____

{button ,AL(`H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_DETAILS',1)} See details

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND _EMBEDDING_AN_OLE_OBJECT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNC HING_AN_ATTACHMENT_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_ TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS;',0)} See related topics

**Pasting text and graphics into a message**

1.  While <u>creating a message</u>, open the application that contains the data that you want to paste into your message.

2.  Copy the data to the Clipboard.

3.  Place the insertion point at the location in the message where you want to paste the text or graphic.

4.  Choose Edit - Paste.

The pasted data becomes part of the message. It is not an attachment.

**Tip** Use Paste Special to embed an OLE object. See <u>Pasting an OLE object into a message</u>.

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{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_CREATING_AND_EMBEDDING_AN_OLE_OBJECT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJECT_STEPS;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS;',0)} <u>See related topics</u>

**Renaming an attachment**

1. Select the attachment.

2. Choose Edit - Attachment Object - Rename.

3. Enter a new name in the "Label" box.

4. Click OK.

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{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_ATTACHING_FILES_TO_MESSAGES_OVER;H_DELETING_AN_ ATTACHMENT_STEPS;H_EDITING_AN_ATTACHMENT_STEPS;H_EMBEDDING_AN_EXISTING_OLE_OBJEC T_STEPS;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_RENAMING_AN_ATTACHMENT_STEPS;H_VIEWIN G_AN_ATTACHMENT_STEPS',0)} See related topics

**Attachment Archive options**

| Option | Result |
| --- | --- |
| Don't sort files | The files are sorted as they are stored in the compressed file. |
| Sort files by name | The files are sorted by name. |
| Sort files by size | The files are sorted by size. |
| Sort files by date & time | The files are sorted by date and time. |

**Attachment Clipboard options**

| Option | Result |
| --- | --- |
| Text | Copies data in <u>ASCII</u> format. |
| Rich Text Format | Supports word processing documents in the RTF format. |
| Ami Text Format, Professional Write Plus, Wordstar for Windows, Legacy | Supports the word processor format you select. |
| Bitmap | Supports a device-dependant <u>bitmap</u> file. Use this option for Windows Paintbrush files. |
| Device Independent Bitmap | Supports a device-independent bitmap graphic file. Use this option for bitmaps that can be opened under more than one operating system. |
| Metafile | Supports a Windows standard, <u>vector-based</u> graphics format.   You can't use this format to copy part of an image. |
| Palette | Supports the set of colors used in creating the graphic.   To copy the palette for a True Color graphic, your computer must support 256 colors. |

## Overview: Attachment Clipboard options
You can use the following options when you copy attachments to the Clipboard.

[Deliver Mail]  Copy an attachment to the Clipboard in a different format

[Deliver Mail]  Change the Clipboard font

[Deliver Mail]  Copy an entire spreadsheet or database attachment to the Clipboard

[Deliver Mail]  Copy a spreadsheet or database attachment to the Clipboard using optimized tabs

[Deliver Mail]  Copy a spreadsheet or database attachment to the Clipboard as a table

[Deliver Mail]  Copy a database attachment to the Clipboard with field names

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{button ,AL(`;H_ATTACHMENT_CLIPBOARD_OPTIONS_OVER;H_CHANGING_THE_CLIPBOARD_FONT_FOR_A
N_ATTACHMENT_STEPS;H_COPYING_A_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_WITH_FIELD_
NAMES_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_AS
_A_TABLE_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_
USING_OPTIMIZED_TABS_STEPS;H_COPYING_AN_ATTACHMENT_TO_THE_CLIPBOARD_IN_A_DIFFEREN
T_FORMAT_STEPS;H_COPYING_AN_ENTIRE_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_C
LIPBOARD_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} See related topics

**Attachment display options**

| Option | Result |
| --- | --- |
| Text options | Displays the file as <u>ASCII</u> text. |
| Hexadecimal | Displays the file in <u>hexadecimal</u> format. |
| Do not view | Does not display files of unknown formats. |

**Overview: Attachment display options**
You can use the following options when you view attachments:

[Deliver Mail]  Change the display font

[Deliver Mail]  Change the display quality for a word processor attachment

[Deliver Mail]  Change the display size for a graphics attachment

[Deliver Mail]  Improve the color of a graphics attachment

[Deliver Mail]  Rotate a graphics attachment

[Deliver Mail]  Display gridlines in a spreadsheet or database attachment

[Deliver Mail]  View an unrecognized attachment format

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{button ,AL(`;H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_FONT_FOR_AN_ATT
ACHMENT_STEPS;H_CHANGING_THE_DISPLAY_QUALITY_FOR_A_WORD_PROCESSOR_ATTACHMENT_
STEPS;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_DISPLAYING_GRI
DLINES_IN_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A
_GRAPHICS_ATTACHMENT_STEPS;H_ROTATING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_A
TTACHMENT_STEPS',0)} See related topics

**Attachment page margins**

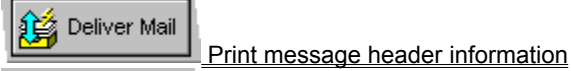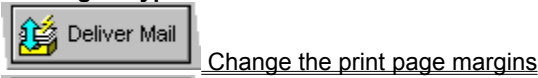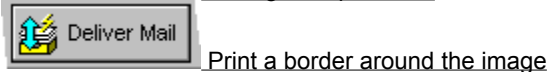| Option | Result |
|--------|--------|
| Top | Sets how close the text can be to the top of the page. |
| Bottom | Sets how close the text can be to the bottom of the page. |
| Left | Sets how close the text can be to the left side of the page. |
| Right | Sets how close the text can be to the right side of the page. |

## Overview: Attachment print options

You can use the following options when you print attachments:

**Printing all types of attachments**

[Deliver Mail]  Change the print page margins

[Deliver Mail]  Change the printer font

[Deliver Mail]  Print message header information

[Deliver Mail]  Print to a file

[Deliver Mail]  Provide a print job name

**Printing graphics attachments**

[Deliver Mail]  Change the print size

[Deliver Mail]  Print a border around the image

**Printing spreadsheet or database attachments**

[Deliver Mail]  Print gridlines in a spreadsheet or database attachment

[Deliver Mail]  Print field names in a database attachment

[Deliver Mail]  Print row and column names in a spreadsheet attachment

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{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI
NT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACH
MENT_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_
ATTACHMENT_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STEPS;H_PRINTING_FIELD_NAMES_
FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FOR_A_SPREADSHEET_OR_DATAB
ASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMATION_STEPS;H_PRINTING_ROW
_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS',0)} See related topics

## Overview: Attachment viewer options

To use the viewer options, click the right mouse button while <u>viewing an attachment</u>. These features are not available for message text or embedded objects.

See the following topics for more information on attachment viewer options:

  <u>Overview: Attachment display options</u>

  <u>Overview: Attachment print options</u>

  <u>Overview: Attachment Clipboard options</u>

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{button ,AL(`;H_ATTACHMENT_VIEWER_OPTIONS_OVER;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_VIEWI NG_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_VIEWING_ATTACH MENTS_OVER',0)} <u>See related topics</u>

**Changing print page margins for an attachment**

1.  While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2.  Choose Options - Print.

3.  Change the page margins.

 <u>Options</u>

4.  Click OK.

**Tip** To change page margins in message text, see <u>Changing page margins</u>.

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{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI NT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACH MENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN _ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STE PS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FO R_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMA TION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS; H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Changing the Clipboard font for an attachment**

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Options - Clipboard.

3. Click Change.

4. Choose a <u>font</u> family, style, and size.

5. Click OK to return to the Clipboard Options dialog box.

6. Click OK.

**Note** You cannot set Clipboard options for message text.

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{button ,AL(`;H_ATTACHMENT_CLIPBOARD_OPTIONS_OVER;H_CHANGING_THE_CLIPBOARD_FONT_FOR_A
N_ATTACHMENT_STEPS;H_COPYING_A_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_WITH_FIELD_
NAMES_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_AS
_A_TABLE_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_
USING_OPTIMIZED_TABS_STEPS;H_COPYING_AN_ATTACHMENT_TO_THE_CLIPBOARD_IN_A_DIFFEREN
T_FORMAT_STEPS;H_COPYING_AN_ENTIRE_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_C
LIPBOARD_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} <u>See related topics</u>

**Changing the display font for an attachment**

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Options - Display.

3. Click Change.

4. Choose a <u>font</u> family, style, and size.

5. Click OK to return to the Clipboard Options dialog box.

6. Click OK.

---

{button ,AL(`;H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_FONT_FOR_AN_ATT
ACHMENT_STEPS;H_CHANGING_THE_DISPLAY_QUALITY_FOR_A_WORD_PROCESSOR_ATTACHMENT_
STEPS;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_DISPLAYING_GRI
DLINES_IN_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A
_GRAPHICS_ATTACHMENT_STEPS;H_ROTATING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_A
TTACHMENT_STEPS',0)} <u>See related topics</u>

**Changing the display quality for a word processor attachment**

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Draft, Normal, or Preview. The default is Normal.

![Deliver Mail button] <u>Options</u>

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{button ,AL(`;H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_FONT_FOR_AN_ATT
ACHMENT_STEPS;H_CHANGING_THE_DISPLAY_QUALITY_FOR_A_WORD_PROCESSOR_ATTACHMENT_
STEPS;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_DISPLAYING_GRI
DLINES_IN_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A
_GRAPHICS_ATTACHMENT_STEPS;H_ROTATING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_A
TTACHMENT_STEPS',0)} <u>See related topics</u>

**Changing the display size of a graphics attachment**

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose from the following options:

   • Choose Show Full Screen to display the image using the entire screen.

   **Tip** Press ESC to return to normal view.

   • Choose Size to resize the image in the window.

    Options

   • Choose Zoom to zoom in or out on the image.
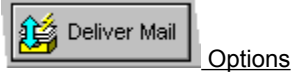
    Options

**Tip** Use the scroll bars to view the entire image.

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{button ,AL(`;H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_FONT_FOR_AN_ATT
ACHMENT_STEPS;H_CHANGING_THE_DISPLAY_QUALITY_FOR_A_WORD_PROCESSOR_ATTACHMENT_
STEPS;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_DISPLAYING_GRI
DLINES_IN_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A
_GRAPHICS_ATTACHMENT_STEPS;H_ROTATING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_A
TTACHMENT_STEPS',0)} <u>See related topics</u>

**Changing the print font for an attachment**

1.  While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2.  Choose Options - Print.

3.  In the Default Font section, click Change.

4.  Choose a <u>font</u> family, style, and size.

5.  Click OK to return to the Print Options dialog box.

6.  Click OK.

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{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI
NT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACH
MENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN
_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STE
PS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FO
R_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMA
TION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS;
H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Changing the print size for a graphics attachment**

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Options - Print.

3. Click More.

4. In the Bitmap or Drawing section, choose one of the following options:
   - Choose "Original aspect ratio" to size the image to the page margins, maintaining proportions.
   - Choose "Stretch to Margins" to size the image to the page margins, stretching the image if necessary.

5. Click OK to return to the Print Options dialog box.

6. Click OK.

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{button ,AL(`H_ATTACHMENT_PRINT_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS _ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_ROTATI NG_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI NT_SIZE_FOR_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_A TTACHMENT_STEPS;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS_OVER',0)} <u>See related topics</u>

**Copying an attachment to the Clipboard in a different format**

Use this option to customize the format of the information that you copy to the Windows Clipboard from the Viewer window.

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Options - Clipboard.

3. Choose a format.

 Options

4. Click OK.

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{button ,AL(`;H_ATTACHMENT_CLIPBOARD_OPTIONS_OVER;H_CHANGING_THE_CLIPBOARD_FONT_FOR_A N_ATTACHMENT_STEPS;H_COPYING_A_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_WITH_FIELD_ NAMES_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_AS _A_TABLE_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_ USING_OPTIMIZED_TABS_STEPS;H_COPYING_AN_ATTACHMENT_TO_THE_CLIPBOARD_IN_A_DIFFEREN T_FORMAT_STEPS;H_COPYING_AN_ENTIRE_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_C LIPBOARD_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} <u>See related topics</u>

**Copying an entire spreadsheet or database attachment to the Clipboard**

Use this option to copy all of the cells in a spreadsheet or database attachment to the Clipboard, including empty cells.

1. While viewing an attachment, click the right mouse button in the Viewer window.
2. Choose Options - Clipboard.
3. Click More.
4. In the Spreadsheet or Database section, select "Copy using tabs."
5. Click OK to return to the Clipboard Options dialog box.
6. Click OK.

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{button ,AL(`;H_ATTACHMENT_CLIPBOARD_OPTIONS_OVER;H_CHANGING_THE_CLIPBOARD_FONT_FOR_A
N_ATTACHMENT_STEPS;H_COPYING_A_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_WITH_FIELD_
NAMES_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_AS
_A_TABLE_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_
USING_OPTIMIZED_TABS_STEPS;H_COPYING_AN_ATTACHMENT_TO_THE_CLIPBOARD_IN_A_DIFFEREN
T_FORMAT_STEPS;H_COPYING_AN_ENTIRE_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_C
LIPBOARD_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} See related topics

**Copying a database attachment to the Clipboard with field names**

1.  While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2.  Choose Options - Clipboard.

3.  Click More.

4.  Select "Include field names."

5.  Click OK to return to the Clipboard Options dialog box.

6.  Click OK.

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{button ,AL(`;H_ATTACHMENT_CLIPBOARD_OPTIONS_OVER;H_CHANGING_THE_CLIPBOARD_FONT_FOR_A
N_ATTACHMENT_STEPS;H_COPYING_A_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_WITH_FIELD_
NAMES_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_AS
_A_TABLE_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_
USING_OPTIMIZED_TABS_STEPS;H_COPYING_AN_ATTACHMENT_TO_THE_CLIPBOARD_IN_A_DIFFEREN
T_FORMAT_STEPS;H_COPYING_AN_ENTIRE_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_C
LIPBOARD_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} <u>See related topics</u>

**Copying a spreadsheet or database attachment to the Clipboard as a table**

Use this option to copy a spreadsheet or database attachment as a table instead of as text positioned with tabs.

1.  While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.
2.  Choose Options - Clipboard.
3.  Click More.
4.  In the Spreadsheet or Database section, select "Copy as table."
5.  Click OK to return to the Clipboard Options dialog box.
6.  Click OK.

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{button ,AL(`;H_ATTACHMENT_CLIPBOARD_OPTIONS_OVER;H_CHANGING_THE_CLIPBOARD_FONT_FOR_A
    N_ATTACHMENT_STEPS;H_COPYING_A_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_WITH_FIELD_
    NAMES_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_AS
    _A_TABLE_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_
    USING_OPTIMIZED_TABS_STEPS;H_COPYING_AN_ATTACHMENT_TO_THE_CLIPBOARD_IN_A_DIFFEREN
    T_FORMAT_STEPS;H_COPYING_AN_ENTIRE_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_C
    LIPBOARD_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} <u>See related topics</u>

**Copying a spreadsheet or database attachment to the Clipboard using optimized tabs**

Use this option to copy only filled cells to the Clipboard. Empty cells are replaced by tabs.

1.  While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.
2.  Choose Options - Clipboard.
3.  Click More.
4.  In the Spreadsheet or Database section, select "Copy using optimized tabs."
5.  Click OK to return to the Clipboard Options dialog box.
6.  Click OK.

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{button ,AL(`;H_ATTACHMENT_CLIPBOARD_OPTIONS_OVER;H_CHANGING_THE_CLIPBOARD_FONT_FOR_A
   N_ATTACHMENT_STEPS;H_COPYING_A_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_WITH_FIELD_
   NAMES_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_AS
   _A_TABLE_STEPS;H_COPYING_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_CLIPBOARD_
   USING_OPTIMIZED_TABS_STEPS;H_COPYING_AN_ATTACHMENT_TO_THE_CLIPBOARD_IN_A_DIFFEREN
   T_FORMAT_STEPS;H_COPYING_AN_ENTIRE_SPREADSHEET_OR_DATABASE_ATTACHMENT_TO_THE_C
   LIPBOARD_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} <u>See related topics</u>

**Displaying gridlines in a spreadsheet or database attachment**

1. While viewing an attachment, click the right mouse button in the Viewer window.

2. Choose Options - Display.

3. Click More.

4. Select "Show gridlines."

5. Click OK to return to the Display Options dialog box.

6. Click OK.

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{button ,AL(`;H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_FONT_FOR_AN_ATT
ACHMENT_STEPS;H_CHANGING_THE_DISPLAY_QUALITY_FOR_A_WORD_PROCESSOR_ATTACHMENT_
STEPS;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_DISPLAYING_GRI
DLINES_IN_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A
_GRAPHICS_ATTACHMENT_STEPS;H_ROTATING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_A
TTACHMENT_STEPS',0)} See related topics

**Display quality options**

| Option | Result |
| --- | --- |
| Draft | Displays the file using the default Viewer font. Text wraps to fit the window. OLE and graphic objects appear as empty rectangles. The document prints in draft quality. |
| Normal | All supported formatting is preserved. Text wraps to fit the window. |
| Preview | All supported formatting is preserved. Text wraps according to how the document prints. |

**Font options**

Select the font family, style, and size.

Which fonts are available depends on whether you're selecting a print font or a screen font.

The Sample box shows an example of the font you select.

**Graphics sizing options**

| Option | Result |
| --- | --- |
| Original Size | Displays the image the same size as it was created. |
| Fit to Window | Displays the image as large as possible while still fitting in the window. |
| Fit to Window Height | Displays the image so that its height is equal to the height of the window. Part of the image may be outside of the window. |
| Fit to Window Width | Displays the image so that its width is equal to the width of the window. Part of the image may be outside of the window. |

**Graphics zoom options**

| Option | Result |
|---|---|
| In | Enlarges the image. |
| Out | Shrinks the image. |
| Selection | Enlarges the selected area of the image. |
| Reset | Returns the image to its original size. |

**Improving the color of a graphics attachment**

Use this option when a bitmap attachment includes more colors than your computer can display.

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Dither. This option remains on until you turn it off.

**Tip** This option is dimmed if dithering would not enhance the bitmap.

{button ,AL(`;H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_FONT_FOR_AN_ATT
ACHMENT_STEPS;H_CHANGING_THE_DISPLAY_QUALITY_FOR_A_WORD_PROCESSOR_ATTACHMENT_
STEPS;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_DISPLAYING_GRI
DLINES_IN_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A
_GRAPHICS_ATTACHMENT_STEPS;H_ROTATING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_A
TTACHMENT_STEPS',0)} <u>See related topics</u>

**Details: Launching an attachment**

**Viewing an attachment**

You can only launch an attachment if its <u>application</u> is installed on your computer. If you can't launch an attachment, you can usually view it.

To view an attachment, select it and choose Edit - Attachment Object - View.

**Editing an attachment**

When you launch an attachment, you can use the application to make changes to the attachment. You can then save your changes and resend the changed attachment in a reply or forward message. See <u>Editing an attachment</u>.

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{button ,AL(`H_LAUNCHING_AN_ATTACHMENT_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_LAUNCHING_AN_ATTACHMENT_USING_AN_OLE_SERVER_STEPS;H_LAUNCHING_ATTACHME NTS_OVER;H_PLAYING_A_SOUND_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Launching an attachment**

When you launch an <u>attachment</u>, you start the <u>application</u> used to create the attachment.

1. Locate the attachment in the message text pane.

2. Double-click the attachment to launch it.

   If your computer doesn't include the application needed to launch the attachment, you are asked to find the application. If you can't find it, you are asked if you want to view the attachment instead.

   <u>See details</u>

3. Exit from the application.

**Tip** If there is no Launch command available for an attachment, the attachment is an OLE object. You need to install the application in which it was created in order to launch it.

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{button ,AL(`H_LAUNCHING_AN_ATTACHMENT_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_LAUNCHING_AN_ATTACHMENT_USING_AN_OLE_ SERVER_STEPS;H_LAUNCHING_ATTACHMENTS_OVER;H_PLAYING_A_SOUND_ATTACHMENT_STEPS;H_ VIEWING_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Details: Launching an attachment using an OLE server**

**Viewing an OLE object**
You cannot open an OLE object in the Viewer window.

**Printing the OLE object**
When you launch an OLE attachment, you print the attachment with the OLE server application.

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{button ,AL(`H_LAUNCHING_AN_ATTACHMENT_USING_AN_OLE_SERVER_STEPS',1)} Go to procedure

{button ,AL(`;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_LAUNCHING_ATTACHMENTS_OVER;H_PLAYING_A
_SOUND_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS',0)} See related topics

**Launching an attachment using an OLE server**

1.  Double-click the <u>OLE</u> attachment in the message text pane to launch it.

    The OLE application starts and the OLE object appears in the application.

2.  To close the OLE application, exit from the application.

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{button ,AL(`H_LAUNCHING_AN_ATTACHMENT_USING_AN_OLE_SERVER_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_LAUNCHING_AN_ATTACHMENT_USING_AN_OLE_
SERVER_STEPS;H_LAUNCHING_ATTACHMENTS_OVER;H_PLAYING_A_SOUND_ATTACHMENT_STEPS;H_
VIEWING_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

## Overview: Launching attachments

### Finding an attachment in a message

Attachments can be placed anywhere in the message text pane. If you don't see an attachment in a message, scroll down to find it.

You can also click the attachment button in the message header to see a list of all the attachments in the message.



### Viewing and launching an attachment

If the application that an attachment was created in is installed on your computer, you can launch the attachment in its application.

If you don't have the application, you can usually view the attachment in the Viewer window.

### Launching an OLE attachment

When you launch an OLE attachment, the attachment's application starts. You can edit the OLE object and save it in the application. See Launching an attachment using an OLE server.

OLE server applications are registered automatically when you install them.

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{button ,AL(`;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_LAUNCHING_AN_ATTACHMENT_USING_AN_OLE_
SERVER_STEPS;H_LAUNCHING_ATTACHMENTS_OVER;H_PLAYING_A_SOUND_ATTACHMENT_STEPS;H_
VIEWING_AN_ATTACHMENT_STEPS',0)} See related topics

**Playing a sound attachment**

You can play a sound attachment only if your computer has sound equipment and drivers.

1. Double-click the attachment.

   The sound application for your system starts.

2. Play the sound file.

3. When you finish listening to the attachment, close the sound application to return to the message.

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{button ,AL(`;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_LAUNCHING_AN_ATTACHMENT_USING_AN_OLE_ SERVER_STEPS;H_LAUNCHING_ATTACHMENTS_OVER;H_PLAYING_A_SOUND_ATTACHMENT_STEPS;H_ VIEWING_AN_ATTACHMENT_STEPS',0)} See related topics

**Printing an attachment to a file**

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Options - Print.

3. Enter a file name in the Job Name box. Precede the file name with %F, for example, %FName.txt.

4. Click OK.

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{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STEPS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FOR_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMATION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS;H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Printing a border around a graphics attachment**

1.  While viewing an attachment, click the right mouse button in the Viewer window.

2.  Choose Options - Print.

3.  Click More.

4.  Select "Print border."

5.  Click OK to return to the Print Options dialog box.

6.  Click OK.

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{button ,AL(`H_ATTACHMENT_PRINT_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHICS _ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_ROTATI NG_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI NT_SIZE_FOR_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_A TTACHMENT_STEPS;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS_OVER',0)} See related topics

**Printing field names for a database attachment**

1.  While viewing an attachment, click the right mouse button in the Viewer window.

2.  Choose Options - Print.

3.  Click More.

4.  Select "Print field names."

5.  Click OK to return to the Print Options dialog box.

6.  Click OK.

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{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI
NT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACH
MENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN
_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STE
PS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FO
R_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMA
TION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS;
H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} See related topics

**Printing gridlines for a spreadsheet or database attachment**

1.  While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2.  Choose Options - Print.

3.  Click More.

4.  Select "Print gridlines."

5.  Click OK to return to the Print Options dialog box.

6.  Click OK.

---

{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STEPS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FOR_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMATION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS;H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Printing message header information**

The message header includes information such as the author and subject.

1.  While viewing an attachment, click the right mouse button in the Viewer window.

2.  Choose Options - Print.

3.  In the Header & Header Font section, select "Print header."

4.  (Optional) Click Change to change the font for the message header.

![Deliver Mail]  Options
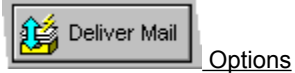
5.  Click OK.

**Tip** To print message header information when you print message text, see Printing an open message or Printing an unopened message.

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{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI NT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACH MENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN _ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STE PS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FO R_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMA TION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS; H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} See related topics

**Printing row and column names for a spreadsheet or database attachment**

1.   While viewing an attachment, click the right mouse button in the Viewer window.

2.   Choose Options - Print.

3.   Click More.

4.   Select "Print row & column names."

5.   Click OK to return to the Print Options dialog box.

6.   Click OK.

---

{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI
     NT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACH
     MENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN
     _ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STE
     PS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FO
     R_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMA
     TION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS;
     H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} See related topics

**Providing a print job name for an attachment**

1. While <u>viewing an attachment</u>, click the right mouse button in the Viewer window.

2. Choose Options - Print.

3. Enter a file name in the Job Name box.

   **Tip** To print to a file, precede the file name with %F.

4. Click OK.

---

{button ,AL(`;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_FONT_FOR_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRINT_SIZE_FOR_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STEPS;H_PRINTING_FIELD_NAMES_FOR_A_DATABASE_ATTACHMENT_STEPS;H_PRINTING_GRIDLINES_FOR_A_SPREADSHEET_OR_DATABASE_ATTACHMENT_STEPS;H_PRINTING_MESSAGE_HEADER_INFORMATION_STEPS;H_PRINTING_ROW_AND_COLUMN_NAMES_FOR_A_SPREADSHEET_ATTACHMENT_STEPS;H_PROVIDING_A_PRINT_JOB_NAME_FOR_AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Rotating a graphics attachment**

1. While underline viewing an attachment, click the right mouse button in the Viewer window.

2. Choose Rotation.

3. Choose the amount you want to rotate the image. Rotation turns the image to the right.

---

{button ,AL(`H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_SIZE_OF_A_GRAPHIC S_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A_GRAPHICS_ATTACHMENT_STEPS;H_ROTAT ING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_CHANGING_THE_PRI NT_SIZE_FOR_A_GRAPHICS_ATTACHMENT_STEPS;H_PRINTING_A_BORDER_AROUND_A_GRAPHICS_A TTACHMENT_STEPS;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS_OVER',0)} See related topics

**Sorting the file list in a compressed attachment**

You can choose the order in which to display the files contained in a compressed attachment.

1.  While viewing an attachment, click the right mouse button in the Viewer window.

2.  Choose Options - Display.

3.  Click More.

4.  Choose an Archive option.

Deliver Mail    Options

5.  Click OK to return to the Display Options dialog box.

6.  Click OK.

---

{button ,AL(`;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SORTING_THE_FILE_LIST
_IN_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_A_COMPRESSED_ATTACHMENT_STEPS;H_VIE
WING_ATTACHMENTS_OVER',0)} See related topics

## Using keys to view file attachments

**Tip** You can also use the scroll bar to view attachments.

| Key | Action |
| --- | --- |
| PgUp | Moves up one screen |
| PgDn | Moves down one screen |
|  | Moves up |
| ↓ | Moves down |
| → | Moves right |
| ← | Moves left |
| Home | Moves to the beginning of the line |
| End | Moves to the end of the line |
| Ctrl+C | Copies selected text to the Clipboard |

---

{button ,AL(`;H_COMMAND_SHORTCUTS_OVER;H_USING_KEYS_TO_SELECT_AND_EDIT_TEXT_OVER;H_US
ING_KEYS_TO_VIEW_FILE_ATTACHMENTS_OVER;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATT
ACHMENTS_OVER',0)} See related topics

## Using keys to view graphics and fax attachments

If you can't see the entire graphics or fax attachment in the Viewer window, use the keys in the following table.

| Key(s) | Action |
| --- | --- |
| + (on keypad) | Zooms in (maximum 1/1 ratio for fax). |
| – (on keypad) | Zooms out (minimum 1/4 ratio for fax). |
| 1 | Sets display to actual size. |
| 2 | Sets display to 1/2 size. |
| 3 | Sets display to 1/3 size. |
| 4 | Sets display to 1/4 size. |
| PgUp | Moves view up 1/2 window. |
| PgDn | Moves view down 1/2 window. |
| | Scrolls toward the top of the image. |
| ↓ | Scrolls toward the bottom of the image. |
| → | Scrolls toward the right side of the image. |
| ← | Scrolls toward the left side of the image. |
| Home | Moves to the top of the image. |
| End | Moves to the end of the image. |
| Ctrl+Home | Moves to the left edge of the image. |
| Ctrl+End | Moves to the right edge of the image |
| F | Flips a fax image 180 degrees. |
| * (on keypad) | Flips a fax image 180 degrees. |
| Ctrl+PgUp | Moves a fax image left 1/2 window. |
| Ctrl+PgDn | Moves a fax image right 1/2 window. |

---

{button ,AL(`;H_COMMAND_SHORTCUTS_OVER;H_USING_KEYS_TO_SELECT_AND_EDIT_TEXT_OVER;H_US
ING_KEYS_TO_VIEW_FILE_ATTACHMENTS_OVER;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATT
ACHMENTS_OVER;H_ATTACHMENT_DISPLAY_OPTIONS_OVER;H_CHANGING_THE_DISPLAY_SIZE_OF_A
_GRAPHICS_ATTACHMENT_STEPS;H_IMPROVING_THE_COLOR_OF_A_GRAPHICS_ATTACHMENT_STEP
S;H_ROTATING_A_GRAPHICS_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} See
related topics

**Viewing an attachment**

To view an attachment, click the attachment to select it, then choose Edit - Attachment Object - View.

Viewing an attachment opens the attachment in a separate window.

**Details: Viewing an attachment**
Use the keyboard to view attachments if they are too large to fit in the Viewer window. See the following topics:

 Using keys to view file attachments

 Using keys to view graphics and fax attachments

---

{button ,AL(`H_VIEWING_AN_ATTACHMENT_STEPS',1)} Go to procedure

{button ,AL(`;H_ATTACHMENT_VIEWER_OPTIONS_OVER;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_VIEWI
NG_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_ATTACHMENTS_OVER',0)} See related topics

**Viewing an attachment**

When you view an attachment, you open it in a Viewer window.

1.  Select the attachment.

2.  Choose Edit - Attachment Object - View.

**Tip** If there is no View command available for an attachment, the attachment is an OLE object. If the OLE object appears as an icon, you will need the application it was created in to view it.

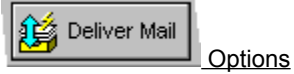───────────────────────────────────────────────────────────────────

{button ,AL(`H_VIEWING_AN_ATTACHMENT_DETAILS',1)} See details

{button ,AL(`;H_ATTACHMENT_VIEWER_OPTIONS_OVER;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_VIEWING_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_VIEWING_ATTACHMENTS_OVER',0)} See related topics

## Viewing an unrecognized attachment format

If an attachment is in an unknown format you can usually still view it by using an alternative format.

1. While viewing an attachment, click the right mouse button in the Viewer window.

2. Choose Options - Display.

3. Choose a display option in the "View unknown files as" section.

 Options

4. Click OK.

---

{button ,AL(`;H_ATTACHMENT_VIEWER_OPTIONS_OVER;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_VIEWING_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_VIEWING_ATTACHMENTS_OVER',0)} See related topics

## Overview: Viewing attachments

### Finding an attachment in a message
Attachments can be placed anywhere in a message. If you don't see an attachment in a message, scroll down to find it.

You can also click the attachment button in the message header to see a list of all the attachments in the message.



### Viewing and launching attachments
If the application that an attachment was created in is installed on your computer, you can launch the attachment in its application.

If you don't have the application, you can usually view the attachment in the Viewer window.

### Viewing an unrecognized attachment format
If an attachment is in an unknown format you can usually still view it by using an alternative format. See Viewing an unrecognized attachment format.

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{button ,AL(`;H_ATTACHMENT_VIEWER_OPTIONS_OVER;H_LAUNCHING_AN_ATTACHMENT_STEPS;H_VIEWI
    NG_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_VIEWING_ATTACH
    MENTS_OVER',0)} See related topics

**Details: Viewing a compressed attachment**

**Saving compressed file attachments as uncompressed files**
You can save compressed file attachments created with PKZIP to a disk in uncompressed form. See Saving files from a compressed attachment.

**Viewing other types of compressed files**
If the file was compressed using a program other than PKZIP, save the file and uncompress it. See Saving an attachment.

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{button ,AL(`H_VIEWING_A_COMPRESSED_ATTACHMENT_STEPS',1)} Go to procedure

{button ,AL(`H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SORTING_THE_FILE_LIST_
    IN_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_ATTACHMENTS_OVER',0)} See related topics

**Viewing a compressed attachment**

If a file was compressed using PKZIP, you can view the list of files it contains.

Select the compressed file attachment and choose Edit - Attachment Object - View. The Viewer window displays the list of attachments in the compressed file.

**Tip** To sort the files differently, see Sorting the file list in a compressed attachment.

---

{button ,AL(`H_VIEWING_A_COMPRESSED_ATTACHMENT_DETAILS',1)} See details

{button ,AL(`H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SORTING_THE_FILE_LIST_ IN_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_A_COMPRESSED_ATTACHMENT_STEPS;H_VIE WING_ATTACHMENTS_OVER',0)} See related topics

**Attachment options**

| Option | Purpose |
| --- | --- |
| Save | Saves the attachment to a disk. You can specify where to save the attachment. |
| View | Displays the attachment in the Viewer window. Click View if you want to see the attachment without opening another program. |
| Launch | Opens the attachment in its application. For example, launching a 1-2-3 spreadsheet starts Lotus 1-2-3 and displays the spreadsheet attachment. |
| Close | Closes this dialog box. |

**Login options**

**Make default name/profile**

Select this option to set the current login name as the default. Each time you start Lotus Mail, the default name appears in the Login/Profile name box.

**Log in to each service separately**

Select this option if you are using multiple e-mail <u>service providers</u> and you want to use different services from each one. For example, you can specify to use the Mailbox from one service provider and the Address Book from another.

**Can I automatically sort messages as I receive them?**
Yes. To automatically copy or move messages to folders and local archives as you receive them, and to perform other mail-management tasks, use rules.

See Overview: Automating tasks with rules.

**Can I open an attachment from an application that I don't have on my computer?**

You can view a wide variety of files including spreadsheets, graphics, database, word processing files, and PKZIP files.

See Viewing an attachment.

**Frequently asked questions**

**Questions about Lotus Mail features**

Where is my new mail?

What is the Outbox?

Can I leave my messages on the server?

Can I open an attachment from an application that I don't have on my computer?

Can I automatically sort messages as I receive them?

How are folders different from local archives?

What is the Rule Engine?

**Questions about common problems**

How can I make Lotus Mail work faster?

Why can't I use some of my keyboard shortcuts?

Why can't I find a menu or command?

Why can't I find an attachment in a message?

Why can't I find a folder?

Why can't I delete a message from a local archive?

Why aren't my messages listed in the correct order?

Why can't I find a message in the Drafts folder?

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{button ,AL(`;H_CCMAIL_CONCEPTS_OVER;H_CCMAIL_MOBILE_CONCEPTS_OVER;H_REPORTING_PROBLE
MS_TO_YOUR_CCMAIL_ADMINISTRATOR_OVER',0)} See related topics

**How are folders different from local archives?**

Folders store messages in your Mailbox. Folders are most often used for temporary storage. You can delete messages from folders as you would delete messages from the Inbox.

Local archives store messages anywhere on a disk. Local archives are most often used for permanent storage. You can't delete individual messages from a local archive; but you can delete an entire local archive file.

**How can I make Lotus Maill work faster?**

You can work with your e-mail faster if you limit the number of messages in your Inbox. In addition to manually deleting messages when you no longer need them, you can do the following:

- Store messages in folders and local archives. See <u>Overview: Saving messages</u>.
- Delete old messages in the <u>Trash</u> and <u>Sent Mail</u> folders. See <u>Emptying the Trash folder automatically</u> and <u>Emptying the Sent Mail folder automatically</u>.
- Create a rule to automatically move old messages from your Inbox to a local archive. See <u>Overview: Automating tasks with rules</u> and <u>Example: Move old messages to an archive</u>.
- Create a rule to automatically move specific messages, for example, from a list server, to a folder. See <u>Overview: Automating tasks with rules</u> and <u>Example: Move specific incoming messages</u>.

**What is the Outbox?**

The Outbox stores messages that you send until you connect. You can create and send numerous messages, then connect to send all of the messages in the Outbox at one time.

**Why aren't my messages listed in the correct order?**
You can sort messages according to any column in the message list pane. For example, you can sort by date received, alphabetically by author, by priority, and so forth.

To sort messages by a column, click that column heading.

**Why can't I delete a message from a local archive?**
You cannot move or delete messages from a local archive. However, you can create a new local archive, copy the messages that you want to keep into it, and then delete the old local archive along with the messages you don't want.

**Why can't I find an attachment in a message?**

Attachments can be placed anywhere in a message. If you don't see an attachment in a message, scroll down to find it.

You can also click the attachment button in the message header to see a list of all the attachments in the message.

**Why can't I find a folder?**
The folder might be nested inside another folder. To see all your folders, choose View - Expand All.

**Why can't I find a menu or command?**
Menus and commands are enabled and disabled according to the tasks you can perform at the current time. For example, the Text menu appears when you are creating or editing a message, since that's the only time you need to format text.

**Why can't I find a message in the Drafts folder?**
If you can't find a message in the Drafts folder, it might be because the message was saved without a recipient or subject. In that case, the message is displayed in the list with little or no information to identify it. In most cases, the message was saved with the date, in which case you can use the date to identify which message to open.

**Why can't I use my some of my keyboard shortcuts?**
Some shortcuts might work differently from what you are used to. For example, CTRL+S now saves your message to the Drafts folder.

## Overview:   Lotus Mail

Lotus Mail is an Internet e-mail program. You can use Lotus Mail with any Internet service provider that uses a POP3 server to transfer your mail. You can download messages wherever Lotus Mail is installed: on your computer at work, or on your notebook computer. You can send mail to an Internet address without using an Internet gateway.

**Receiving messages**

Just like paper mail, you receive e-mail in your Inbox. The list of messages in your Inbox shows who sent each message, when you received it, and what each message is about.

**Reading messages**

To read a message, you double-click it in the Mailbox. The message opens in its own window. Unlike paper mail, you can preview messages without opening them. By previewing messages, you can quickly see which messages should be read first.

**Replying to and forwarding messages**

With e-mail, you can reply to or forward a message with one mouse click. When you reply, you can include the original message in your reply.

**Creating messages**

Just like paper mail, you can create a message from scratch, or use stationery.

In paper mail, you can send things along with a message, for example, books and other documents. You can do the same in e-mail. You can attach almost any type of file to a message: spreadsheets, graphics, audio files, and so forth. E-mail is one of the fastest, most reliable ways to distribute files.

**Addressing messages**

With e-mail, you can send the same message to many people at the same time. You can create mailing lists to send mail to specific groups of people, for example, all the people in the building where you work.

As with paper mail, each person has a unique address. You store addresses in address books, and you can create, edit, and delete addresses any time.

**Saving and storing messages**

Lotus Mail provides several ways to save your messages. You can save them as files on your hard disk, or store them in folders. You can use folders to organize your stored messages, for example, you can save all messages about a certain subject in one place.

**Common terms**

- Message
- Address
- Address book
- Mailing list
- Network administrator
- Mailbox
- Inbox
- Folder
- Local archive
- Outbox
- Internet service provider
- POP3
- Server

{button ,AL(`H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_FREQUENTLY_ASKED_QUESTIONS_OVER;H_READING_A_MESSAGE_STEPS',0)} See related topics

## Changing command line options

Use command line options to customize how Lotus Mail starts.

1. Exit from Lotus Mail.
2. Choose Start from the Windows 95 taskbar.
3. Choose Settings - Taskbar.
4. Click the Start Menu Programs tab.
5. Click Advanced.
6. Expand the folders to display the Lotus Mail entry in the list on the right.
7. Select the Lotus Mail entry.
8. Choose File - Properties.
9. Click the Shortcut tab.
10. Enter the command line option after "WMail32.EXE," for example, C:\Lotus\Mail32\WMail32.exe /n.

    **Caution** Do not change any of the text up to and including "WMail32.EXE."

 Options

11. Click OK.

---

{button ,AL(`H_CHOOSING_YOUR_MOBILE_MAILBOX_AS_YOUR_DEFAULT_MAILBOX_STEPS;H_LOGGING_I
N_WITHOUT_A_PASSWORD_STEPS;H_STARTING_A_MOBILE_CONNECTION_STEPS;H_STARTING_CCMA
IL_STEPS;H_STARTING_LOTUS_MAIL_STEPS',0)} See related topics

**Details: Changing your password**

**If you use a different service provider**
The way you change your password might be different depending on which <u>service provider</u> you use.

---

{button ,AL(`H_CHANGING_YOUR_PASSWORD_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_PASSWORDS_AND_SECURITY_OVER;H_S TARTING_CCMAIL_STEPS;H_STARTING_LOTUS_MAIL_STEPS',0)} <u>See related topics</u>

**Changing your password**

Use this procedure to change your Lotus Mail password.

To change the password that you use to connect to your Internet service provider, see <u>Changing your Internet service provider password</u>.

1. Choose File - Tools - Services.
2. Select "Lotus Mail."
3. Click Properties.
4. Click Change Password.
5. Enter your current password in the "Old password" box.
6. Enter your new password in the "New password" box.
7. Enter your new password again in the "Confirm password" box.
8. Click OK.
9. (Optional) Select "Remember password" if you want to log in without entering your password.
10. Click OK.

The new password takes effect immediately.

---

{button ,AL(`H_CHANGING_YOUR_PASSWORD_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_CHANGING_YOUR_PASSWORD_STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H
_PASSWORDS_AND_SECURITY_OVER;H_STARTING_CCMAIL_STEPS;H_STARTING_LOTUS_MAIL_STEPS
;H_ENABLING_APOP_DETECTION_FOR_ADDITIONAL_SECURITY_STEPS',0)} <u>See related topics</u>

**Closing a window**

Click the Close button in the top-right corner of the window.



**Alternatives**

- Press ALT+F4 or ESC.
- Choose Close from the window pop-up menu.

---

{button ,AL(`;H_MOVING_A_WINDOW_OR_DIALOG_BOX_STEPS;H_MOVING_AROUND_IN_DIALOG_BOXES_O
   VER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_RESIZING_PANES_AND_COLUMNS_STEPS;H_RESIZI
   NG_WINDOWS_STEPS',0)} See related topics

**Command line options**

| Option | Result |
|---|---|
| /n | Starts Lotus Mail and opens a new Message window. |
| /a | Starts Lotus Mail and opens the Address Book window. |
| /i | Starts Lotus Mail and opens the Inbox. |
| /j | Starts Lotus Mail and opens the Mailbox. |
| *FileName* | Starts Lotus Mail, automatically opens a new message, and attaches the file you specified. (Enter the complete file name and path, for example, C:\FolderName\FileName.) |

## Command shortcuts

**Keyboard shortcuts**

| Menu | Command | Shortcut |
|------|---------|----------|
| Text | Center text | Ctrl+E |
| Edit | Clear | Delete |
| File | Close | Alt+F4, Esc |
| View | Collapse All | Shift – |
| Edit | Copy | Ctrl+C |
| Edit | Cut | Ctrl+X |
| Actions | Delete then Go to Next | Ctrl+Alt+→ |
| Actions | Delete then Go to Previous | Ctrl+Alt+← |
| View | Expand All | Shift + |
| Edit | Find | Ctrl+F |
| Edit | Find Next | F3 |
| Actions | Go to Next Message | Alt+→ |
| Actions | Go to Previous Message | Alt+← |
| Help | Guide Me | F1 |
| Text | Left align | Ctrl+L |
| Create | Message | Ctrl+M |
| Edit | Paste | Ctrl+V |
| File | Print | Ctrl+P |
| View | Refresh | F9 |
| Edit | Replace | Ctrl+H |
| Text | Right align | Ctrl+R |
| File | Save Draft | Ctrl+S |
| View | Search Bar | Ctrl+Q |
| Edit | Select All | Ctrl+A |
| Edit | Undo | Ctrl+Z |

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{button ,AL(`;H_COMMAND_SHORTCUTS_OVER;H_MOVING_AROUND_IN_DIALOG_BOXES_OVER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_USING_KEYS_TO_SELECT_AND_EDIT_TEXT_OVER;H_USING_KEYS_TO_VIEW_FILE_ATTACHMENTS_OVER;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS_OVER;H_SHOWING_SMARTICONS_STEPS;H_SHOWING_THE_ACTION_BAR_STEPS;',0)} See related topics

**Confirming to copy or move items in a list**

1.   Choose File - Tools - User Preferences.



2.   Click Confirmation in the Preference list.



3.   Select "Confirm to copy" or "Confirm to move."

   **Tip** You can set other confirmation options at the same time. See Confirmation options.

4.   Click OK.

---

{button ,AL(`;H_CONFIRMING_TO_COPY_OR_MOVE_ITEMS_IN_A_LIST_STEPS;H_COPYING_AND_MOVING_I
   TEMS_IN_A_LIST_STEPS;H_EXPANDING_AND_COLLAPSING_CONTAINERS_STEPS;H_SELECTING_AND_
   DESELECTING_ITEMS_IN_A_LIST_STEPS',0)} See related topics

**Confirming to exit from Lotus Mail**

1. Choose File - Tools - User Preferences.



2. Click Confirmation in the Preference list.



3. Select "Confirm to exit Lotus Mail."

   **Tip** You can set other confirmation options at the same time. See <u>Confirmation options</u>.

4. Click OK.

---

{button ,AL(`;H_EXITING_FROM_LOTUS_MAIL_STEPS;H_EXITING_FROM_HELP_STEPS',0)} <u>See related topics</u>

**Copying and moving items in a list**

You can use drag and drop to copy and move messages and addresses from one container to another:

- To move an item, drag and drop the item.
- To copy an item, hold down the CTRL key as you drag the mouse. Do not release CTRL until *after* you release the mouse button. (Some items, for example, addresses, can only be copied. In that case, it makes no difference if you press CTRL or not.)

**Copy and move icons**

The mouse pointer shows whether an item is being copied or moved.

| Icon | Meaning |
| --- | --- |
| | Copy items to this container. |
| | Move items to this container. |
| | You can't copy or move the items to this container. |

---

{button ,AL(`H_CONFIRMING_TO_COPY_OR_MOVE_ITEMS_IN_A_LIST_STEPS;H_COPYING_AND_MOVING_ITEMS_IN_A_LIST_STEPS;H_EXPANDING_AND_COLLAPSING_CONTAINERS_STEPS;H_SELECTING_AND_DESELECTING_ITEMS_IN_A_LIST_STEPS',0)} See related topics

**Copying text from Help**

You can copy text from any Help topic to the Clipboard.

1. Select the text that you want to copy.

   **Tip** If you want to copy the entire Help topic, do not select any text.

2. Click the right mouse button inside the Help topic or pop-up window.

3. Choose Copy.

_____

{button ,AL(`;H_COPYING_TEXT_FROM_HELP_STEPS;H_EXITING_FROM_HELP_STEPS;H_FINDING_A_TOPIC
   _IN_THE_HELP_CONTENTS_STEPS;H_FINDING_A_TOPIC_IN_THE_HELP_INDEX_STEPS;H_GETTING_HE
   LP_OVER;H_SEARCHING_FOR_TEXT_IN_HELP_STEPS',0)} See related topics

**Creating a default login name**

1. Start Lotus Mail.
2. In the Login dialog box, select the name you want as the default.
3. Click Options.
4. Select "Make default name/profile."
5. Click OK.

---

{button ,AL(`H_CREATING_A_LOGIN_PROFILE_STEPS;H_CREATING_A_DEFAULT_LOGIN_NAME_STEPS;H_E
XITING_FROM_CCMAIL_STEPS;H_CHOOSING_YOUR_MOBILE_MAILBOX_AS_YOUR_DEFAULT_MAILBOX_
STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_REMOVING_A_LOGIN_PROFILE_STEPS;H_S
TARTING_CCMAIL_STEPS;H_ADDING_A_LAN_POST_OFFICE_PATH_TO_A_MOBILE_PROFILE_STEPS;H_S
TARTING_LOTUS_MAIL_STEPS',0)} See related topics

**Creating a login profile**

1. Start Lotus Mail.

2. Type the name that you want to add in the "Login/Profile Name" box.

3. Click OK.

4. Confirm that you want to create a new profile.

5. Follow the prompts for creating a new profile.

---

{button ,AL(`H_CREATING_A_DEFAULT_LOGIN_NAME_STEPS;H_EXITING_FROM_CCMAIL_STEPS;H_CHOOSI NG_YOUR_MOBILE_MAILBOX_AS_YOUR_DEFAULT_MAILBOX_STEPS;H_LOGGING_IN_WITHOUT_A_PAS SWORD_STEPS;H_REMOVING_A_LOGIN_PROFILE_STEPS;H_STARTING_CCMAIL_STEPS;H_ADDING_A_ LAN_POST_OFFICE_PATH_TO_A_MOBILE_PROFILE_STEPS;H_STARTING_LOTUS_MAIL_STEPS',0)} See related topics

**Customizing Lotus Mail**

You can customize many basic Lotus Mail tasks, for example:

- Which window to display on startup
- When to automatically empty your Trash folder
- How to be notified of new messages

1. Choose File - Tools - User Preferences.



2. Choose the type of preference in the "Preference" list, for example, Desktop, Prepare, and so forth.

3. Choose the options.

4. Click OK.

**Tip** To restore the default preferences, click Restore Default Settings.

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{button ,AL(`;H_CHANGING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_DESKTOP_PREFERENCES_
   CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_CS;H_PREPARE_MESSAGE_PREFEREN
   CES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H_RULES_PREFERENCES_CS;H_SPECIA
   L_FOLDERS_PREFERENCES_CS;H_SPELLING_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL_ASK
   S_FOR_A_CONFIRMATION_STEPS;H_RESTORING_DEFAULT_PREFERENCE_SETTINGS_STEPS;H_CREA
   TING_A_LOG_FILE_FOR_TROUBLESHOOTING_STEPS',0)} See related topics

**Example of a pop-up from a picture**
You have opened a pop-up window.

Click anywhere to close this window.

**Example of a jump**
You have jumped to this topic.

Click here to return.

**Example of a pop-up**
You have opened a pop-up window.

Click anywhere to close this window.

**Exiting from Help**

Click the Close button in the upper-right corner of the Help window.



**Tip** You might have more than one Help window open. You must close all Help windows to exit from Help.

---

{button ,AL(`;H_COPYING_TEXT_FROM_HELP_STEPS;H_EXITING_FROM_HELP_STEPS;H_FINDING_A_TOPIC
_IN_THE_HELP_CONTENTS_STEPS;H_FINDING_A_TOPIC_IN_THE_HELP_INDEX_STEPS;H_GETTING_HE
LP_OVER;H_SEARCHING_FOR_TEXT_IN_HELP_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;',0)} See
related topics

**Exiting from Lotus Mail**

Choose File - Exit Lotus Mail.



**Tip** You can set the default for confirming to exit from Lotus Mail. See <u>Confirming to exit from Lotus Mail</u>.

---

{button ,AL(`H_CREATING_A_LOGIN_PROFILE_STEPS;H_CREATING_A_DEFAULT_LOGIN_NAME_STEPS;H_E
XITING_FROM_CCMAIL_STEPS;H_CHOOSING_YOUR_MOBILE_MAILBOX_AS_YOUR_DEFAULT_MAILBOX_
STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_REMOVING_A_LOGIN_PROFILE_STEPS;H_S
TARTING_LOTUS_MAIL_STEPS',0)} <u>See related topics</u>

**Details: Expanding and collapsing containers**

**Alternative - Using menus**
You can use the View menu to expand and collapse individual containers:

• Choose View - Expand.



• Choose View - Collapse.



---

{button ,AL(`H_EXPANDING_AND_COLLAPSING_CONTAINERS_STEPS',1)} Go to procedure

{button ,AL(`H_CONFIRMING_TO_COPY_OR_MOVE_ITEMS_IN_A_LIST_STEPS;H_COPYING_AND_MOVING_IT
EMS_IN_A_LIST_STEPS;H_SELECTING_AND_DESELECTING_ITEMS_IN_A_LIST_STEPS',0)} See related
topics

**Expanding and collapsing containers**
To collapse or expand a container, double-click it.

You can expand containers that display a triangle pointing to the right.



You can collapse containers that display a triangle pointing down.



**Expanding and collapsing all containers**
Choose View - Expand All.



or
Choose View - Collapse All.



---

{button ,AL(`H_EXPANDING_AND_COLLAPSING_CONTAINERS_DETAILS',1)} See details

{button ,AL(`H_CONFIRMING_TO_COPY_OR_MOVE_ITEMS_IN_A_LIST_STEPS;H_COPYING_AND_MOVING_IT
EMS_IN_A_LIST_STEPS;H_EXPANDING_AND_COLLAPSING_CONTAINERS_STEPS;H_SELECTING_AND_D
ESELECTING_ITEMS_IN_A_LIST_STEPS',0)} See related topics

**Finding a topic in the Help Contents**

The Contents is organized by subject, similar to a table of contents in a book.

1. Choose Help - Help topics.

2. Click Contents.

3. Double-click the subject that you want. A list of topics appears.

How Do I?
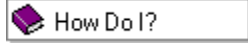
4. Double-click the Help topic that you want to read.

Creating a message

---

{button ,AL(`;H_COPYING_TEXT_FROM_HELP_STEPS;H_EXITING_FROM_HELP_STEPS;H_FINDING_A_TOPIC
_IN_THE_HELP_CONTENTS_STEPS;H_FINDING_A_TOPIC_IN_THE_HELP_INDEX_STEPS;H_GETTING_HE
LP_OVER;H_SEARCHING_FOR_TEXT_IN_HELP_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;',0)} See
related topics

**Finding a topic in the Help Index**

Use the Help Index to search for Help topics containing certain words and phrases. For example, to find information on storing a message in a folder, search for "storing" or "folder."

1. Choose Help - Help topics.
2. Click the Index tab.
3. Begin typing a word or phrase in the box. Help will match the word or phrase that you type.
4. When you find the word or phrase in the index list, double-click it.

   If the index entry points to more than one topic, the Topics Found dialog appears. Double-click the topic you want.

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{button ,AL(`;H_COPYING_TEXT_FROM_HELP_STEPS;H_EXITING_FROM_HELP_STEPS;H_FINDING_A_TOPIC _IN_THE_HELP_CONTENTS_STEPS;H_FINDING_A_TOPIC_IN_THE_HELP_INDEX_STEPS;H_GETTING_HE LP_OVER;H_SEARCHING_FOR_TEXT_IN_HELP_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;',0)} See related topics

## Finding out what's in the Address Book window

To get information about an area of the Address Book window, click that area in the illustration.

**Tip** You can click any spot in this illustration where the mouse pointer changes to a hand.



---
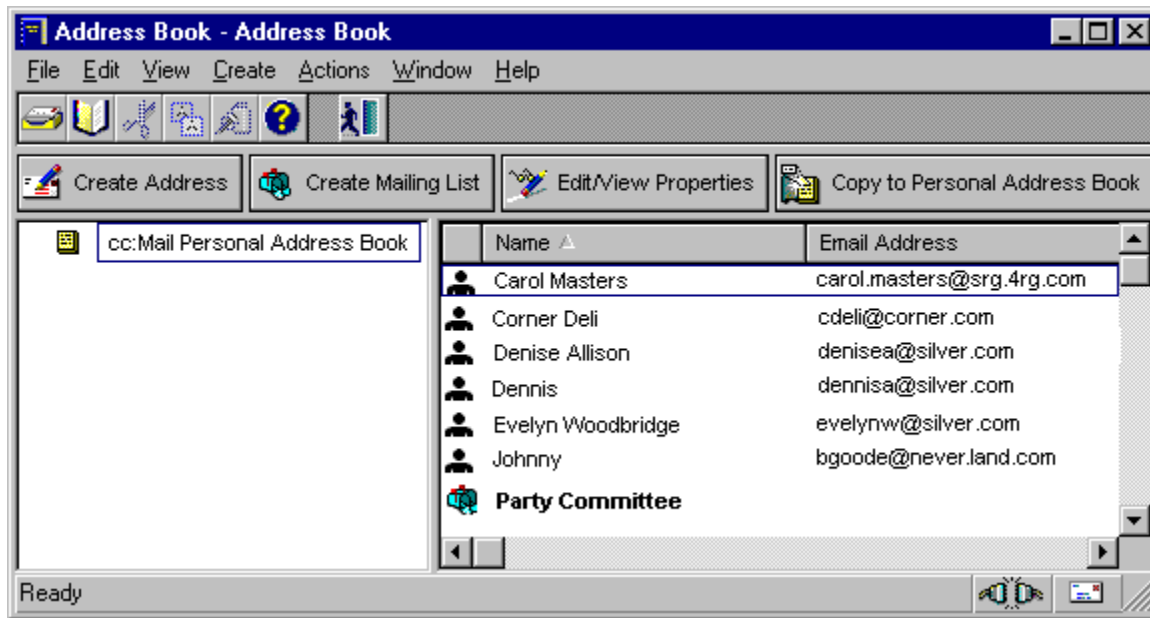
{button ,AL(`;H_CCMAIL_CONCEPTS_OVER;H_CCMAIL_MOBILE_CONCEPTS_OVER;H_CREATING_AND_SEN DING_A_MESSAGE_STEPS;H_FINDING_OUT_WHATS_IN_THE_ADDRESS_BOOK_WINDOW_EX;H_FINDIN G_OUT_WHATS_IN_THE_MAILBOX_EX;H_FREQUENTLY_ASKED_QUESTIONS_OVER;H_READING_MESS AGES_OVER',0)} See related topics

## Finding out what's in the Mailbox

To get information about an area of the Mailbox, click that area in the illustration.

**Tip** You can click any spot in this illustration where the mouse pointer changes to a hand.
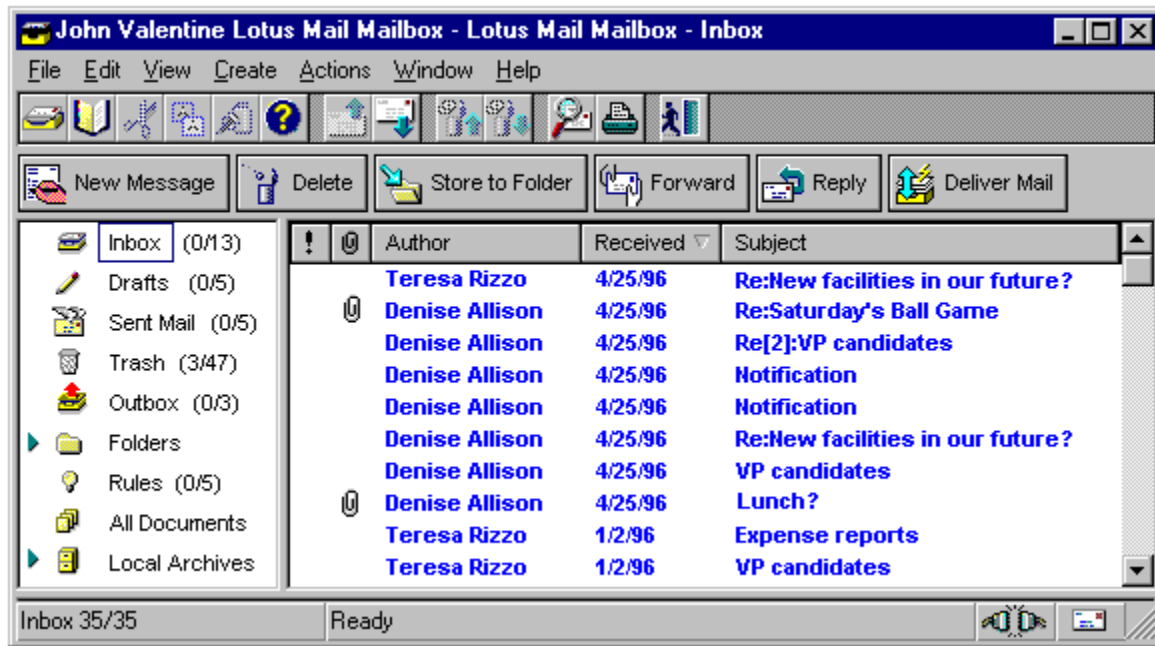


{button ,AL(`;H_CCMAIL_CONCEPTS_OVER;H_CCMAIL_MOBILE_CONCEPTS_OVER;H_CREATING_AND_SEN
DING_A_MESSAGE_STEPS;H_FINDING_OUT_WHATS_IN_THE_ADDRESS_BOOK_WINDOW_EX;H_FREQU
ENTLY_ASKED_QUESTIONS_OVER;H_READING_MESSAGES_OVER',0)} See related topics

## Overview: Getting Help
You can open Help at any time, from any window and dialog box.

**Starting Help**
To start Help, do one of the following:

- Press F1 to get help on your current task.
- Choose an item from the Help menu.
- Click the Help button in any dialog box.



**Navigation jumps**
Many Help topics contain jumps to related Help topics. Jumps appear as green text (gray on a monochrome system) with an underline. Wherever you see a jump in Help, you can click it to get more information.

If a jump leads directly to another Help topic, the underline is solid:

Jump to another topic

If a jump leads to a pop-up window, the underline is dotted:

Jump to a pop-up window

Some jumps are neither green nor underlined. Instead, they include a button:

   Jump to another topic

**Pop-ups in graphics**
If the mouse pointer turns into a hand when placed over a picture, click to see a pop-up.



**Using Help buttons**
Use the Help buttons to display the Help Contents and Index.

**Using Help Contents**
Use the Contents to find a specific topic.

**Using the Help Index**
Use the Index to find topics based on common words and phrases.

**Searching for a topic**
You can search for topics by entering terms not included in the Help Index.

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{button ,AL(`;H_COPYING_TEXT_FROM_HELP_STEPS;H_EXITING_FROM_HELP_STEPS;H_FINDING_A_TOPIC
    _IN_THE_HELP_CONTENTS_STEPS;H_FINDING_A_TOPIC_IN_THE_HELP_INDEX_STEPS;H_GETTING_HE
    LP_OVER;H_SEARCHING_FOR_TEXT_IN_HELP_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;',0)} See
    related topics

**Help buttons**

| Button | Function |
|---|---|
| Help Topics | Displays the Help dialog box, where you can choose from Contents, Index, or Find. |
| Print | Prints the current Help topic. |
| Go Back | Returns to the previous Help topic. |

**Logging in without a password**

You should only use this option if you don't care that anyone can read your e-mail.

1. Choose File - Tools - Services.

2. Select "Lotus Mail."

3. Click Properties.

4. Select "Remember password."

5. Click OK.

6. Click Close.

---

{button ,AL(`H_CREATING_A_LOGIN_PROFILE_STEPS;H_CREATING_A_DEFAULT_LOGIN_NAME_STEPS;H_E
XITING_FROM_CCMAIL_STEPS;H_CHOOSING_YOUR_MOBILE_MAILBOX_AS_YOUR_DEFAULT_MAILBOX_
STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_REMOVING_A_LOGIN_PROFILE_STEPS;H_S
TARTING_CCMAIL_STEPS;H_CHANGING_YOUR_PASSWORD_STEPS;H_PASSWORDS_AND_SECURITY_O
VER;H_STARTING_CCMAIL_FROM_THE_COMMAND_LINE_STEPS;H_LOGGING_IN_AS_A_GUEST_STEPS;
H_STARTING_LOTUS_MAIL_STEPS',0)} See related topics

## Overview: Menus and commands

Menus and commands are enabled and disabled according to the tasks you can perform at the current time. For example, the Text menu appears when you are creating or editing a message, since that's the only time you need to format text.

To see a brief description of each command, place the mouse pointer over the command and read the description in the status bar.

---

{button ,AL(`;H_COMMAND_SHORTCUTS_OVER;H_MOVING_AROUND_IN_DIALOG_BOXES_OVER;H_MOVING
_AROUND_IN_WINDOWS_OVER;H_USING_KEYS_TO_SELECT_AND_EDIT_TEXT_OVER;H_USING_KEYS_
TO_VIEW_FILE_ATTACHMENTS_OVER;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS
_OVER;H_SHOWING_SMARTICONS_STEPS;H_SHOWING_THE_ACTION_BAR_STEPS;',0)} See related
topics

## Moving around in dialog boxes

This table lists the keyboard shortcuts that you can use to move the insertion point around in dialog boxes.

| To Move | Key(s) |
| --- | --- |
| Clockwise from field to field and from pane to pane | Tab |
| Counter-clockwise from field to field and from pane to pane | Shift+Tab |
| From item to item within a field | or ↓ |

{button ,AL(`;H_COMMAND_SHORTCUTS_OVER;H_MOVING_AROUND_IN_DIALOG_BOXES_OVER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_USING_KEYS_TO_SELECT_AND_EDIT_TEXT_OVER;H_USING_KEYS_TO_VIEW_FILE_ATTACHMENTS_OVER;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS_OVER',0)} See related topics

## Moving around in windows

This table lists the <u>keyboard shortcuts</u> that you can use to move the <u>insertion point</u> around in windows.

**Tip** You can choose the buttons in windows and <u>dialog boxes</u> by holding down ALT and pressing the underlined letter in the button name.

| To Move | Key(s) |
|---|---|
| Clockwise from pane to pane | F6 |
| Counter-clockwise from pane to pane | Shift+F6 |
| Clockwise from field to field within a pane | Tab |
| Counter-clockwise from field to field within a pane | Shift+Tab |
| From item to item within a field | or ↓ |

{button ,AL(`;H_COMMAND_SHORTCUTS_OVER;H_MOVING_AROUND_IN_DIALOG_BOXES_OVER;H_MOVING
_AROUND_IN_WINDOWS_OVER;H_USING_KEYS_TO_SELECT_AND_EDIT_TEXT_OVER;H_USING_KEYS_
TO_VIEW_FILE_ATTACHMENTS_OVER;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS
_OVER',0)} <u>See related topics</u>

**Moving a window or dialog box**

To move a window or dialog box, place the mouse pointer anywhere in the title bar and drag the window or dialog box to another location.

---

{button ,AL(`;H_MOVING_A_WINDOW_OR_DIALOG_BOX_STEPS;H_MOVING_AROUND_IN_DIALOG_BOXES_O VER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_RESIZING_PANES_AND_COLUMNS_STEPS;H_RESIZI NG_WINDOWS_STEPS;H_CLOSING_A_WINDOW_STEPS',0)} See related topics

## Overview: Passwords and security
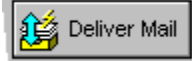
### Using passwords

To use Lotus Mail, you need two passwords:

- Your Lotus Mail password. Use this password to log in to Lotus Mail.
- Your Internet service provider password. Use this password to connect to your Internet service provider. Usually, you only need to enter this password when you create your login profile.

See the following topics:
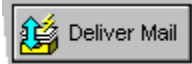
 Changing your password

 Changing your Internet service provider password

 Logging in without a password

### Protecting your messages

Without your password, other users cannot read any of your mail in any folder in the Mailbox.

If you share your computer with other users, be aware that anyone on your system can access your local archives.

To protect messages in local archives, move the local archive files to a secure file folder, or save messages as files. See Saving a message as a file.

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{button ,AL(`H_CHANGING_YOUR_PASSWORD_STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_ PASSWORDS_AND_SECURITY_OVER;H_STARTING_CCMAIL_STEPS;H_HIDING_NAMES_AND_CALLING_ CARD_NUMBERS_STEPS;H_STARTING_LOTUS_MAIL_STEPS;H_ENABLING_APOP_DETECTION_FOR_AD DITIONAL_SECURITY_STEPS',0)} See related topics

**Printing a Help topic**

**To print a topic from a Help window**
Click Print.

or

Click the right mouse button and click Print Topic.

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{button ,AL(`H_CHOOSING_A_DEFAULT_PRINTER_STEPS;H_COPYING_TEXT_FROM_HELP_STEPS;H_EXITIN
G_FROM_HELP_STEPS;H_FINDING_A_TOPIC_IN_THE_HELP_CONTENTS_STEPS;H_FINDING_A_TOPIC_I
N_THE_HELP_INDEX_STEPS;H_GETTING_HELP_OVER;H_SEARCHING_FOR_TEXT_IN_HELP_STEPS',0)}
See related topics

**Removing a login profile**

1. Start Lotus Mail.

2. Select the name you want to delete.

3. Click Remove.

**Tip** If you remove a Lotus Mail profile name, you have the option of removing the associated Mailbox. If you remove the Mailbox, you will lose all of the messages and addresses stored in it. If you do not remove it, you can use it if you recreate the profile.

---

{button ,AL(`H_CREATING_A_LOGIN_PROFILE_STEPS;H_CREATING_A_DEFAULT_LOGIN_NAME_STEPS;H_E XITING_FROM_CCMAIL_STEPS;H_CHOOSING_YOUR_MOBILE_MAILBOX_AS_YOUR_DEFAULT_MAILBOX_ STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_REMOVING_A_LOGIN_PROFILE_STEPS;H_S TARTING_CCMAIL_STEPS;H_STARTING_LOTUS_MAIL_STEPS',0)} See related topics

**Details: Resizing panes and columns**

**Mouse requirement**
You cannot change column widths with the keyboard; you must use a mouse.

**Changing the screen font**
In addition to changing column widths, you can reduce the size of the display font to show more messages. See Changing the window display font.

---

{button ,AL(`H_RESIZING_PANES_AND_COLUMNS_STEPS',1)} Go to procedure

{button ,AL(`;H_MOVING_A_WINDOW_OR_DIALOG_BOX_STEPS;H_MOVING_AROUND_IN_DIALOG_BOXES_O VER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_RESIZING_WINDOWS_STEPS',0)} See related topics

### Resizing panes and columns

**Resizing panes**

Most windows consist of two or more panes. Panes are separated from one another by pane-separator lines. Use the pane separator lines to resize panes.

1. Place the mouse pointer directly over a pane-separator line.

   The mouse pointer changes to a two-headed arrow.

2. Drag the pane-separator line in the direction of either arrow.

**Resizing columns**

Some panes contain lists, such as the message list, that consist of several columns of information. To resize a column:

1. Place the mouse pointer directly over the column separator.

   The mouse pointer changes to a double-headed arrow.

2. Drag the column separator to the left or right.

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{button ,AL(`H_RESIZING_PANES_AND_COLUMNS_DETAILS',1)} See details

{button ,AL(`H_MOVING_A_WINDOW_OR_DIALOG_BOX_STEPS;H_MOVING_AROUND_IN_DIALOG_BOXES_O
VER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_RESIZING_PANES_AND_COLUMNS_STEPS;H_RESIZI
NG_WINDOWS_STEPS;H_CHANGING_THE_DISPLAY_FONT_IN_CCMAIL_WINDOWS_STEPS;H_CHANGIN
G_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_CLOSING_A_WINDOW_STEPS',0)} See related
topics

**Details: Resizing windows**

**Alternative - Using the window pop-up menu**
Choose Restore, Minimize, or Maximize from the window pop-up menu.

**Tip** To open the window pop-up menu, click the title bar icon in the top-left corner of the window.

**Maximizing and restoring windows**
When you restore a window, the Restore button changes to a Maximize button. Conversely, when you maximize a window, the Maximize button changes to a Restore button.

Restore button:

Maximize button:

**Appearance of minimized windows**
When you minimize a window, it appears as an icon in the Windows 95 taskbar.

**Dialog boxes**
You cannot minimize or maximize dialog boxes.

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{button ,AL(`H_RESIZING_WINDOWS_STEPS',1)} Go to procedure

{button ,AL(`;H_MOVING_A_WINDOW_OR_DIALOG_BOX_STEPS;H_MOVING_AROUND_IN_DIALOG_BOXES_O
VER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_RESIZING_PANES_AND_COLUMNS_STEPS;',0)} See
related topics

### Resizing windows

**To maximize a window**
Click Maximize.



**To minimize a window**
Click Minimize.



**To restore a window to the previous size**
Click Restore.



**To restore a minimized window**
Click the window icon in the Windows 95 taskbar.

**To resize a window**
1. Position the mouse pointer over any window border.

2. Drag the border in any direction.

---

{button ,AL(`H_RESIZING_WINDOWS_DETAILS',1)} See details

{button ,AL(`;H_MOVING_A_WINDOW_OR_DIALOG_BOX_STEPS;H_MOVING_AROUND_IN_DIALOG_BOXES_O
    VER;H_MOVING_AROUND_IN_WINDOWS_OVER;H_RESIZING_PANES_AND_COLUMNS_STEPS;H_RESIZI
    NG_WINDOWS_STEPS;H_CLOSING_A_WINDOW_STEPS',0)} See related topics

**Restoring default preference settings**

1.  Choose File - Tools - User Preferences.



2.  Click Restore Default Settings.

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{button ,AL(`H_CUSTOMIZING_CCMAIL_STEPS;H_CHANGING_THE_INFORMATION_DISPLAYED_IN_LISTS_OV
ER;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_CS;H_
PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H_RUL
ES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPELLING_PREFERENCES_CS;H_
SPECIFYING_WHEN_CCMAIL_ASKS_FOR_A_CONFIRMATION_STEPS;H_CUSTOMIZING_LOTUS_MAIL_ST
EPS',0)} See related topics

**Searching for text in Help**

1.  Choose Help - Help topics.
2.  Click Find.

    **Note** If this is the first time you have used Find, Help takes several seconds to build an index.

3.  Enter the text to search for. Help matches the text that you enter with words found in the Help topics.
4.  Double-click the topic you want to display from the list.

_____

{button ,AL(`;H_COPYING_TEXT_FROM_HELP_STEPS;H_EXITING_FROM_HELP_STEPS;H_FINDING_A_TOPIC _IN_THE_HELP_CONTENTS_STEPS;H_FINDING_A_TOPIC_IN_THE_HELP_INDEX_STEPS;H_GETTING_HE LP_OVER;H_SEARCHING_FOR_TEXT_IN_HELP_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;',0)} See related topics

**Selecting and deselecting items in a list**

**To select one item in a list**
Move the mouse pointer to the item and click the left mouse button.

**To select a range of consecutive items in a list**
1. Select the first item.
2. Hold down SHIFT and click the last item in the group that you want to select.

**To select several nonsequential items in a list**
1. Select the first item.
2. Hold down CTRL and click each additional item that you want to select.

**Using the keyboard**
Press  or ↓ until the item that you want is selected. Press SHIFT  to select multiple items.

---

{button ,AL(`H_CONFIRMING_TO_COPY_OR_MOVE_ITEMS_IN_A_LIST_STEPS;H_COPYING_AND_MOVING_IT
EMS_IN_A_LIST_STEPS;H_EXPANDING_AND_COLLAPSING_CONTAINERS_STEPS;H_SELECTING_AND_D
ESELECTING_ITEMS_IN_A_LIST_STEPS',0)} See related topics

## Overview: Service providers

A service provider is the underlying software on which an e-mail application runs.

A mail service provider supplies one or more of the following services:

- Storing messages
- Storing addresses
- Sending and receiving messages

Lotus Mail uses the Lotus Mail SPI for storing messages and addresses, and the Lotus Mail Internet Transport SPI for sending and receiving messages.

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{button ,AL(`;H_CCMAIL_CONCEPTS_OVER;H_FREQUENTLY_ASKED_QUESTIONS_OVER;H_WHATS_NEW_IN _CCMAIL_OVER',0)} See related topics

**Showing the Mailbox at startup**

1.   Choose File - Tools - User Preferences.



2.   Click Desktop in the Preference list.



3.   Choose one of these options from the Display box:

   •   Mailbox

   •   Mailbox   and Task Bar

_____

{button ,AL(`;H_SHOWING_THE_TASK_BAR_AT_STARTUP_STEPS;H_SHOWING_THE_CCMAIL_WORKSPACE_
AT_STARTUP_STEPS;H_SHOWING_THE_MAILBOX_AT_STARTUP_STEPS;H_STARTING_CCMAIL_STEPS;H
_STARTING_LOTUS_MAIL_STEPS',0)} See related topics

**Showing the Task Bar at startup**

1.   Choose File - Tools - User Preferences.



2.   Click Desktop in the Preference list.



3.   Choose one of the following from the Display box:

     •  Task Bar

     •  Mailbox and Task Bar

---

{button ,AL(`;H_SHOWING_THE_CCMAIL_WORKSPACE_AT_STARTUP_STEPS;H_SHOWING_THE_MAILBOX_A
   T_STARTUP_STEPS;H_STARTING_CCMAIL_STEPS;H_STARTING_LOTUS_MAIL_STEPS',0)} See related
   topics

**Starting Lotus Mail**

1. Double-click the Lotus Mail program icon.

2. If necessary, choose a profile from the Login/Profile name list.

    **Tip** You created this profile when you installed Lotus Mail.

3. (Optional) Enter your password.

4. Click OK.

---

{button ,AL(`H_CREATING_A_LOGIN_PROFILE_STEPS;H_CREATING_A_DEFAULT_LOGIN_NAME_STEPS;H_E
XITING_FROM_LOTUS_MAIL_STEPS;H_LOGGING_IN_WITHOUT_A_PASSWORD_STEPS;H_REMOVING_A_
LOGIN_PROFILE_STEPS;H_STARTING_LOTUS_MAIL_STEPS;',0)} See related topics

## What's new in Lotus Mail

**World Wide Web access**
You can open a Web page directly from a message. Just double-click a URL.

**Message counts displayed**
The number or messages in each container is now displayed in the folder pane.

**Searching in multiple containers**
You can search in more than one folder or local archive with a single search. See Searching for a message in more than one container.

**Searching for attachments**
You can search for an attachment if you know its file name or part of its file name. See Finding an attachment.

**Printing attachments**
You can print a message without printing its attachments.

**Editing a message in the Outbox**
You can edit a message in the Outbox the same way you edit a message in the Drafts folder. See Editing a message in the Outbox.

**Sorting messages**
You can sort messages by any category, for example, date received, author, size, and subject. You can also change the information displayed in the Mailbox and Address Book window. See Sorting messages in the message list pane and Overview: Changing the information displayed in lists.

**Leaving messages on the server**
By default, Lotus Mail downloads your messages and removes them from the server. To leave copies of your messages on the server, see Leaving your messages on the server.

**LDAP addressing**
You can search LDAP directories for Internet addresses. (To do so, you need to use the Control Panel to add an LDAP service provider to your profile.)

---

{button ,AL(`;H_CCMAIL_CONCEPTS_OVER;H_FREQUENTLY_ASKED_QUESTIONS_OVER',0)} See related topics

**Editing your login profile**

**What do you want to do?**

[Deliver Mail] <u>Change my password</u>

[Deliver Mail] <u>Change how often to be notified of new messages</u>

## Mailbox properties

**What do you want to do?**

 Change my password

 Change how often to be notified of new messages

## Address book properties

This dialog box shows the address book properties.

## Editing a mailing list

**To add a name**
1. Type the name or select it from the list.
2. Click Add.

**To remove a name**
1. Select a name in the "List members" box.
2. Click Remove.

**About mailing lists**
See the following topics for more information about mailing lists:

 Creating a mailing list

 Deleting a mailing list

## Finding an address

1. Enter the first part of the name you are looking for, or enter the entire name.   For example, if you're looking for "Sage," enter "sa" or "sage."

2. Click OK.

   The names that match what you typed appear in the Address Book dialog box.

**Tip** When you search for an address, the Search Results entry is added to the "Show Names from the" box in the Address Book dialog box.

| Show Names from the: | Search Results | ▼ |
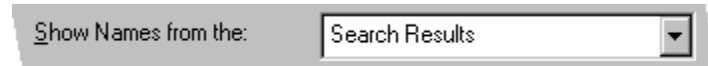
## Address properties

**Editing an address**

See the following topics:

 Editing an address

# Address properties

**Editing an address**
See the following topics:

 Editing an address

## Mailing list properties

**What do you want to do?**

[Deliver Mail] Create a mailing list

[Deliver Mail] Edit a mailing list

[Deliver Mail] Delete a mailing list

## Mailing list properties

**What do you want to do?**

[Deliver Mail] Create a mailing list

[Deliver Mail] Edit a mailing list

[Deliver Mail] Delete a mailing list

**Creating a new Mobile post office address**

**What do you want to do?**

Deliver Mail  Create an address in my Personal Address Book

**Internet properties**

**What do you want to do?**

[Deliver Mail] Create an address in my Personal Address Book

[Deliver Mail] Edit an address

**Internet properties**

**What do you want to do?**

[Deliver Mail] Create an address in my Personal Address Book

[Deliver Mail] Edit an address

**Changing how often to be notified of new messages**

Use this procedure to connect to your Internet service provider on a specified schedule.

1. Choose File - Tools - Services.

2. Select "Lotus Mail Internet Transport."

3. Click Properties.

4. Click the Connection tab.

5. Select "Connection Enabled."

6. (Optional) Specify how frequently you want to connect, in minutes.

7. Click OK to close the Internet Configuration Properties dialog box.

8. Click OK.

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{button ,AL(`;H_CHANGING_HOW_OFTEN_TO_BE_NOTIFIED_OF_NEW_MESSAGES_STEPS;H_FILTERING_IN
COMING_MESSAGES_AUTOMATICALLY_STEPS;H_RECEIVING_MESSAGES_AS_A_MOBILE_USER_STEPS
;H_RECEIVING_MESSAGES_OVER;H_RECEIVING_NOTIFICATION_OF_NEW_MESSAGES_STEPS;H_SENDI
NG_AND_RECEIVING_MESSAGES_AS_A_MOBILE_USER_STEPS;',0)} See related topics

**Notification options**

| Option | Result |
|---|---|
| Tone | Sounds a beep. |
| Dialog box | Displays a dialog box that tells you how many new messages you have. |
| Sound | Plays a sound file. You can use this option only if your system includes sound equipment and drivers.<br><br>To change the sound file, change the New Mail Notification option in the Windows Control Panel Sound settings. |

**Overview: Receiving messages**

**Displaying new messages**

To check for new messages, choose Actions - Deliver Mail.



**Tip** To check for new messages on a regular schedule, see Changing how often to be notified of new messages.

**Leaving messages on the server**

By default, Lotus Mail downloads your messages and removes them from the server. To leave copies of your messages on the server, see Leaving your messages on the server .

**Reading a message**

To read a message in your Inbox, double-click it.

See Reading a message.

---

{button ,AL(`H_CHANGING_HOW_OFTEN_TO_BE_NOTIFIED_OF_NEW_MESSAGES_STEPS;H_FILTERING_IN
COMING_MESSAGES_AUTOMATICALLY_STEPS;H_RECEIVING_MESSAGES_AS_A_MOBILE_USER_STEPS
;H_RECEIVING_MESSAGES_OVER;H_RECEIVING_NOTIFICATION_OF_NEW_MESSAGES_STEPS;H_SENDI
NG_AND_RECEIVING_MESSAGES_AS_A_MOBILE_USER_STEPS;H_FILTERING_INCOMING_MESSAGES_
ONE_AT_A_TIME_STEPS;H_SETTING_MESSAGE_FILTERING_DEFAULTS_STEPS',0)} See related topics

**Receiving notification of new messages**

1. Choose File - Tools - User Preferences.

2. Click Notify in the Preference list.

3. Select "Enable new message notification."

4. Specify a notification method.
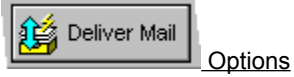
   Options

5. Click OK.

---

{button ,AL(`;H_CHANGING_HOW_OFTEN_TO_BE_NOTIFIED_OF_NEW_MESSAGES_STEPS;H_FILTERING_IN
   COMING_MESSAGES_AUTOMATICALLY_STEPS;H_RECEIVING_MESSAGES_AS_A_MOBILE_USER_STEPS
   ;H_RECEIVING_MESSAGES_OVER;H_RECEIVING_NOTIFICATION_OF_NEW_MESSAGES_STEPS;H_SENDI
   NG_AND_RECEIVING_MESSAGES_AS_A_MOBILE_USER_STEPS;',0)} See related topics

**Changing page margins**

1. While creating a message, choose Text - Page Options.

2. Set the margins.

 Options

3. Click OK.

**Note** When you change page margins, the new settings don't take effect in the current message. Your next new message will use the new page margins.

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{button ,AL(`H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;H_CHANGING_PAGE_MARGINS_STEPS;H_
CHANGING_PARAGRAPH_MARGINS_AND_INDENTS_STEPS;H_CHANGING_TABS_STEPS;H_CHANGING_
TEXT_ALIGNMENT_STEPS;H_CHANGING_THE_PAGE_SIZE_STEPS;H_CREATING_A_BULLETED_LIST_ST
EPS;H_SHOWING_THE_RULER_STEPS;H_CHANGING_THE_MEASUREMENT_UNIT_FOR_TEXT_STEPS',0)
} See related topics

**Changing the default text color**

You can change the default message text color for new messages.

**Note** Although you can choose from a variety of colors, the color is discarded when you send your message. Your recipients will see your message formatted in the message text color used by their e-mail program.

1.   Choose File - Tools - User Preferences.



2.   Click Prepare in the Preference list.



3.   Choose a color from the "Default text color" box.

4.   Click OK.

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{button ,AL(`;H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;H_CHANGING_THE_DEFAULT_TEXT_COLO R_STEPS;H_CHANGING_THE_TEXT_FONT_AND_COLOR_STEPS;H_SETTING_THE_PERMANENT_PEN_F ONT_STEPS;H_USING_PERMANENT_PEN_STEPS',0)} See related topics

**Changing the measurement unit for text**

You can change the unit of measurement for setting margins, indents, and tabs.

1.  While creating a message, choose Text - Page Options.

2.  Set the unit of measurement, for example, inches.

3.  Click OK.

---

{button ,AL(`;H_CHANGING_PAGE_MARGINS_STEPS;H_CHANGING_PARAGRAPH_MARGINS_AND_INDENTS_
STEPS;H_CHANGING_TABS_STEPS;H_CHANGING_THE_MEASUREMENT_UNIT_FOR_TEXT_STEPS;H_CH
ANGING_THE_PAGE_SIZE_STEPS;H_SHOWING_THE_RULER_STEPS',0)} See related topics

**Changing the page size**

1. While <u>creating a message</u>, choose Text - Page Options.

2. Set the page width in the Width box.

3. Set the page height in the Height box.

4. Click OK.

---

{button ,AL(`;H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;H_CHANGING_PARAGRAPH_MARGINS_AN
D_INDENTS_STEPS;H_CHANGING_PRINT_PAGE_MARGINS_FOR_AN_ATTACHMENT_STEPS;H_CHANGIN
G_TABS_STEPS;H_CHANGING_TEXT_ALIGNMENT_STEPS;H_CHANGING_THE_TEXT_FONT_AND_COLOR
_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS',0)} <u>See related topics</u>

**Details: Changing the text font and color**

**Changing the window display font**
To change the window display font, see Changing the window display font.

**Supported fonts**
The "Font" list includes all fonts installed on your system.

**Attachments**
To change font properties in attachments, see Editing an attachment.

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{button ,AL(`H_CHANGING_THE_TEXT_FONT_AND_COLOR_STEPS',1)} Go to procedure

{button ,AL(`;H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;H_CHANGING_TEXT_ALIGNMENT_STEPS;
    H_CHANGING_THE_TEXT_FONT_AND_COLOR_STEPS;H_SETTING_THE_PERMANENT_PEN_FONT_STEP
    S;H_USING_PERMANENT_PEN_STEPS;H_CHANGING_THE_DEFAULT_MESSAGE_TEXT_FONT_STEPS',0)}
    See related topics

**Choosing a saved subject**

1.  While <u>creating a message</u>, click Subject.

2.  Select the subject that you want to use.

3.  Click OK.

---

{button ,AL(`;H_CHOOSING_A_SAVED_SUBJECT_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;
H_DELETING_A_SAVED_SUBJECT_STEPS;H_SAVING_A_SUBJECT_STEPS',0)} <u>See related topics</u>

**Creating a message using stationery**

Use stationery to speed up the process of creating standard messages such as memos, status reports, and so forth.

1.  Choose Create - Other Message.

2.  Click a stationery name to open a stationery message.

3.  If necessary, enter a name in the Address box, or choose Actions - Address to choose a name from the Address Book dialog box.

    **Tip** If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.

4.  Type your message in the message text pane.

5.  Choose Actions - Send to send the message.

6.  (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

_____

{button ,AL(`;H_CREATING_A_MESSAGE_USING_STATIONERY_STEPS;H_CREATING_AND_SENDING_A_MES
    SAGE_STEPS;H_CREATING_STATIONERY_STEPS;H_DELETING_STATIONERY_STEPS;H_EDITING_STATIO
    NERY_STEPS;H_SETTING_THE_DEFAULT_STATIONERY_STEPS',0)} See related topics

**Details: Creating stationery**

**Limits**
A stationery name can contain 126 characters of text.

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{button ,AL(`H_CREATING_STATIONERY_STEPS',1)} Go to procedure

{button ,AL(`;H_CREATING_A_MESSAGE_USING_STATIONERY_STEPS;H_CREATING_AND_SENDING_A_MES
SAGE_STEPS;H_DELETING_STATIONERY_STEPS;H_EDITING_STATIONERY_STEPS;H_SETTING_THE_DE
FAULT_STATIONERY_STEPS',0)} See related topics

**Creating stationery**

You can create stationery for types of messages that you send frequently, such as status reports, meeting minutes, and so forth. You can include any kind of message information in your stationery, such as recipients, a subject, message text, priority, and attachments. (You can't include sent mail options.)

1.  Choose Window - Mailbox.



2.  Choose Actions - Stationery to display the Stationery dialog box.

3.  Choose New to display a new message window.

4.  (Optional) Enter a name in the Address box, or choose Actions - Address to choose a name from the Address Book dialog box.

    **Tip** If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.

5.  (Optional) Select Return receipt.

6.  (Optional) Set the message priority.

7.  (Optional) Type your message in the message text pane.

8.  Choose File - Save Stationery.

9.  Enter a name for the stationery.

10. Click OK to return to the Stationery dialog box.

11. Click OK.

---

{button ,AL(`H_CREATING_STATIONERY_DETAILS',1)} See details

{button ,AL(`;H_CREATING_A_MESSAGE_USING_STATIONERY_STEPS;H_CREATING_AND_SENDING_A_MES SAGE_STEPS;H_CREATING_STATIONERY_STEPS;H_DELETING_STATIONERY_STEPS;H_EDITING_STATIO NERY_STEPS;H_SETTING_THE_DEFAULT_STATIONERY_STEPS',0)} See related topics

**Cutting, copying, and pasting message text**

1.  While <u>creating a message</u>, <u>select</u> the text that you want to cut or copy.

2.  To cut, choose Edit - Cut. Cutting text removes the text from its current location.

or

To copy, choose Edit - Copy. Copying leaves the text in its current location and copies it to the Clipboard.

3.  Position the <u>insertion point</u> where you want to insert the text.

4.  Choose Edit - Paste.

---

{button ,AL(`H_CUTTING_COPYING_AND_PASTING_MESSAGE_TEXT_STEPS;H_USING_KEYS_TO_SELECT_A
ND_EDIT_TEXT_OVER;H_IMPORTING_TEXT_FROM_A_FILE_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_
A_MESSAGE_STEPS;H_PASTING_TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS',0)} <u>See related
topics</u>

**Deleting a saved subject**

1. While <u>creating a message</u>, click Subject.

2. Select the subject that you want to delete.

3. Click "Delete From List."

4. Click OK.

---

{button ,AL(`;H_CHOOSING_A_SAVED_SUBJECT_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;
   H_DELETING_A_SAVED_SUBJECT_STEPS;H_SAVING_A_SUBJECT_STEPS',0)} <u>See related topics</u>

**Deleting stationery**

1. In the Mailbox, choose Actions - Stationery.

2. Select the stationery that you want to delete.

3. Click Delete.

4. Click OK.

---

{button ,AL(`;H_CREATING_A_MESSAGE_USING_STATIONERY_STEPS;H_CREATING_AND_SENDING_A_MES SAGE_STEPS;H_CREATING_STATIONERY_STEPS;H_DELETING_STATIONERY_STEPS;H_EDITING_STATIO NERY_STEPS;H_SETTING_THE_DEFAULT_STATIONERY_STEPS',0)} See related topics

**Editing stationery**

1. In the <u>Mailbox</u>, choose Actions - Stationery.

2. Select the stationery that you want to edit.

3. Choose Edit.

   or

   Click New Copy to create new stationery based on existing stationery.

4. Edit the stationery message.

5. Choose File - Save stationery.

   If you created a new copy, enter a name and click OK.

_____

{button ,AL(`;H_CREATING_A_MESSAGE_USING_STATIONERY_STEPS;H_CREATING_AND_SENDING_A_MES
   SAGE_STEPS;H_CREATING_STATIONERY_STEPS;H_DELETING_STATIONERY_STEPS;H_EDITING_STATIO
   NERY_STEPS;H_SETTING_THE_DEFAULT_STATIONERY_STEPS',0)} <u>See related topics</u>

**Details: Exporting message text to a file**

**Exporting versus saving**
When you export text, only the message text is stored in the file. To save the <u>message header</u> information along with the message text, see <u>Saving a message as a file</u>.

**Limits**
You can't export text from an attachment.

---

{button ,AL(`H_EXPORTING_MESSAGE_TEXT_TO_A_FILE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_IMPORTING_TEXT_FROM_A_FILE_STEPS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STEP
    S;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS',0)} <u>See related topics</u>

**Exporting message text to a file**

1. Open the message that you want to export text from.

2. (Optional) Select the text that you want to export. If you select nothing, all of the text is exported.

3. Choose File - Export.



4. Type a name for the file and select a folder for it.

   or

   Choose an existing text file.

 Tips for finding a file

5. Click Save.

**Tip** When you export text to an existing file, the text you export replaces all of the text in the existing file.

---

{button ,AL(`H_EXPORTING_MESSAGE_TEXT_TO_A_FILE_DETAILS',1)} See details

{button ,AL(`;H_EXPORTING_MESSAGE_TEXT_TO_A_FILE_STEPS;H_IMPORTING_TEXT_FROM_A_FILE_STE PS;H_PRINTING_AN_ATTACHMENT_TO_A_FILE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS',0)} See related topics

**Finding and replacing text in a message**

You can replace only message text. You cannot replace text in attachments.

1. Place the insertion point where you want to begin searching.

2. Choose Edit - Replace.

3. Enter the text that you want to find in the "Find what" box.

4. Enter the text that you want to use as the replacement in the "Replace with" box.

5. Set the options that you want to apply to the search.

 Options

6. Click Replace to replace the first occurrence of the text and search for the next occurrence.

   or

   Click Replace All to replace all occurrences of the text.

   or

   Click Find Next to find the next occurrence without changing the current one.

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{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AND_REPLACING_TEXT_IN_A_MESSAGE_STEPS;
   H_FINDING_TEXT_IN_A_MESSAGE_STEPS;H_FINDING_TEXT_IN_AN_ATTACHMENT_STEPS',0)} See
   related topics

**Finding text in an attachment**

1. While <u>viewing an attachment</u>, place the <u>insertion point</u> where you want to begin searching.

2. Choose Edit - Find.

3. Enter the text that you want to find.

4. Set the options that you want to apply to the search.

 <u>Options</u>
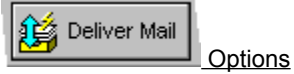
5. Click Find.

**Tip** To search for the same word again, press F3.

_____

{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AND_REPLACING_TEXT_IN_A_MESSAGE_STEPS;
    H_FINDING_TEXT_IN_A_MESSAGE_STEPS;H_FINDING_TEXT_IN_AN_ATTACHMENT_STEPS;H_VIEWING_
    AN_ATTACHMENT_STEPS',0)} <u>See related topics</u>

**Finding text in a message**

1. Place the <u>insertion point</u> where you want to begin searching.

2. Choose Edit - Find.

3. Enter the text that you want to find.

4. (Optional) Set the options that you want to apply to the search.

 <u>Options</u>

5. Click Find Next.

6. Repeat step 5 as needed.

7. Click Cancel to end the search.

**Tips**

• To search for the same word again after you have closed the Find dialog box, press F3.

• You can select the text you want to find before choosing Edit - Find.

---

{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AND_REPLACING_TEXT_IN_A_MESSAGE_STEPS;
H_FINDING_TEXT_IN_A_MESSAGE_STEPS;H_FINDING_TEXT_IN_AN_ATTACHMENT_STEPS;H_READING_
A_MESSAGE_STEPS',0)} <u>See related topics</u>

**Find options**

| Option | Result |
|---|---|
| Match whole word only | Finds only whole words. For example, if you search for "file," you won't find "files." |
| Match case | Finds a specific match of uppercase and lowercase letters. For example, if you search for "File," you won't find "file." |

**Find options for attachments**

| Option | Result |
|---|---|
| Forward | Searches forward from the current location. |
| Backward | Searches backward from the current location. |
| Match case | Searches for a specific match of uppercase and lowercase letters. For example, if you search for "File," you won't find "file." |

**Details: Importing text from a file**

**Including other file types**

You can   import text files only. To include any other type of file format, see <u>Attaching a file</u>.

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{button ,AL(`H_IMPORTING_TEXT_FROM_A_FILE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_CUTTING_COPYING_AND_PASTING_MES
SAGE_TEXT_STEPS;H_EXPORTING_MESSAGE_TEXT_TO_A_FILE_STEPS;H_PASTING_AN_OLE_OBJECT
_INTO_A_MESSAGE_STEPS;H_PASTING_TEXT_AND_GRAPHICS_INTO_A_MESSAGE_STEPS',0)} <u>See
related topics</u>

**Importing text from a file**

1. Place the <u>insertion point</u> at the position where you want to place the imported text.

2. Choose File - Import.



3. Locate the file that you want to import.

   <u>Tips for finding a file</u>

4. Click Open.

   The text is inserted at the current position.

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{button ,AL(`H_IMPORTING_TEXT_FROM_A_FILE_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_CUTTING_COPYING_AND_PASTING_MES
SAGE_TEXT_STEPS;H_EXPORTING_MESSAGE_TEXT_TO_A_FILE_STEPS;H_IMPORTING_TEXT_FROM_A
_FILE_STEPS;H_PASTING_AN_OLE_OBJECT_INTO_A_MESSAGE_STEPS;H_PASTING_TEXT_AND_GRAPH
ICS_INTO_A_MESSAGE_STEPS',0)} <u>See related topics</u>

**Insertion point   location options**

| Option | Result |
|---|---|
| Addressing | The insertion point appears in the Address box. |

[Deliver Mail]

| Option | Result |
|---|---|
| Addressing dialog | The Address Book dialog box appears automatically when you begin a new message. |
| Subject | The insertion point appears in the Subject box. |

[Deliver Mail]

| Option | Result |
|---|---|
| Text Editor | The insertion point appears in the message text. |
| Attach dialog | The dialog box for attaching files appears automatically when you begin a new message. |

**Page margins options**

| Option | Result |
| --- | --- |
| Width | Sets the page width. |
| Height | Sets the page height. |
| Top | Sets how close the text can be to the top of the page. |
| Bottom | Sets how close the text can be to the bottom of the page. |
| Left | Sets how close the text can be to the left side of the page. |
| Right | Sets how close the text can be to the right side of the page. |
| Units | Sets the unit of measurement for margins, indents, and tabs. |
| Wrap text in message | Wraps text to fit the window or to the margin measurements on the ruler. |

**Replace options**

| Option | Result |
| --- | --- |
| Match whole word only | Replaces only whole words. |
| Match case | Replaces only a specific match of uppercase and lowercase letters. |

**Saving a subject**

You can save subjects that you use frequently.

1. While creating a message, type the subject in the Subject box.



2. Click Subject.

3. Click Add to List.

   **Note** If the subject has already been saved, the Add to List button is not available.

   The new subject appears in the list of saved subjects.

4. Click OK.

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{button ,AL(`;H_CHOOSING_A_SAVED_SUBJECT_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;
    H_DELETING_A_SAVED_SUBJECT_STEPS;H_SAVING_A_SUBJECT_STEPS',0)} See related topics

**Setting how text wraps**

1. While <u>creating a message</u>, choose Text - Page Options.

2. In the "Wrap text in message" box, choose how text wraps.

 <u>Options</u>

3. Click OK.

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{button ,AL(`;H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;H_CHANGING_PAGE_MARGINS_STEPS;H_ CHANGING_PARAGRAPH_MARGINS_AND_INDENTS_STEPS;H_CHANGING_TEXT_ALIGNMENT_STEPS',0) } <u>See related topics</u>

**Setting the default stationery**

1.  In the Mailbox, choose Actions - Stationery to display the Stationery dialog box.

2.  Select the stationery you want to use as your default.

3.  Click Make Default.

4.  Click OK.

**Tip** The name of the default stationery appears in the Create menu. For example, if you use "Stock Report" as the default stationery, you would choose Create - Stock Report to create a message.

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{button ,AL(`;H_CREATING_A_MESSAGE_USING_STATIONERY_STEPS;H_CREATING_AND_SENDING_A_MES
    SAGE_STEPS;H_CREATING_STATIONERY_STEPS;H_DELETING_STATIONERY_STEPS;H_EDITING_STATIO
    NERY_STEPS;H_SETTING_THE_DEFAULT_STATIONERY_STEPS',0)} See related topics

**Showing the ruler**

While creating a message, choose View - Show Ruler.



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{button ,AL(`;H_CHANGING_PARAGRAPH_MARGINS_AND_INDENTS_STEPS;H_CHANGING_TABS_STEPS;H_
CHANGING_TEXT_ALIGNMENT_STEPS;H_CREATING_A_BULLETED_LIST_STEPS;H_SHOWING_THE_RUL
ER_STEPS',0)} See related topics

**Spell checking a message**

**Note** You can spell check text only in messages. You cannot spell check attachments.

1. Place the <u>insertion point</u> where you want to begin checking.

   or

   Select the text that you want to check.

2. Choose Edit - Check Spelling.

   ![ABC icon]

3. If spell check finds an unrecognized or repeated word, type the correct spelling in the "Change to" box.

   or

   Select the correct spelling from the Suggestions list.

4. Select an option to continue.

   ![Deliver Mail button] <u>Options</u>

5. Repeat this procedure for each unrecognized or repeated word.

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{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_SPELL_CHECKING_A_MESSAGE_STEPS;
H_SPELL_CHECKING_NEW_MESSAGES_AUTOMATICALLY_STEPS;H_USING_A_DIFFERENT_DICTIONARY
_FOR_SPELL_CHECK_STEPS;H_USING_A_DIFFERENT_LANGUAGE_FOR_SPELL_CHECK_STEPS',0)} <u>See
related topics</u>

## Spell checking new messages automatically

Use this option to spell check a message automatically when you send it.

1.  Choose File - Tools - User Preferences.



2.  Click Prepare in the Preference list.



3.  Select "Automatic spell check."

4.  Click OK.

---

{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_SPELL_CHECKING_A_MESSAGE_STEPS;
H_SPELL_CHECKING_NEW_MESSAGES_AUTOMATICALLY_STEPS;H_USING_A_DIFFERENT_DICTIONARY
_FOR_SPELL_CHECK_STEPS;H_USING_A_DIFFERENT_LANGUAGE_FOR_SPELL_CHECK_STEPS',0)} See
related topics

**Spell check options**

| Option | Action |
| --- | --- |
| Ignore | Ignores only this occurrence of the word. |
| Ignore All | Ignores every occurrence of the word during this spell check. |
| Change | Substitutes only this occurrence of the word with the text that you specify in the "Change To" box. |
| Change All | Substitutes every occurrence of the word with the text that you specify in the "Change To" box. |
| Add | Adds the word to your user dictionary. The word will be recognized in all messages that you spell check. |
| Delete | Delete the selected word. Use this option for repeated words. |

**Details: Using a different dictionary for spell check**

**Adding words to your user dictionary**

Words you add to the dictionary are stored in a file named LTSUSER1.DIC. You can read and edit this file with any text editor.

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{button ,AL(`H_USING_A_DIFFERENT_DICTIONARY_FOR_SPELL_CHECK_STEPS',1)} Go to procedure

{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_SPELL_CHECKING_A_MESSAGE_STEPS; H_SPELL_CHECKING_NEW_MESSAGES_AUTOMATICALLY_STEPS;H_USING_A_DIFFERENT_LANGUAGE_ FOR_SPELL_CHECK_STEPS',0)} See related topics

**Using a different dictionary for spell check**

1. Choose File - Tools - User Preferences.



2. Click Spelling in the Preference list.



3. Type the dictionary path and file name in the "User dictionary" box.

4. Click OK.

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{button ,AL(`H_USING_A_DIFFERENT_DICTIONARY_FOR_SPELL_CHECK_DETAILS',1)} See details

{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_SPELL_CHECKING_A_MESSAGE_STEPS;
H_SPELL_CHECKING_NEW_MESSAGES_AUTOMATICALLY_STEPS;H_USING_A_DIFFERENT_DICTIONARY
_FOR_SPELL_CHECK_STEPS;H_USING_A_DIFFERENT_LANGUAGE_FOR_SPELL_CHECK_STEPS',0)} See
related topics

**Using a different language for spell check**

1. Choose File - Tools - User Preferences.



2. Click Spelling in the Preferences list.



3. Select the language you want to use from the Language list.

4. Click OK.

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{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_SPELL_CHECKING_A_MESSAGE_STEPS;
H_SPELL_CHECKING_NEW_MESSAGES_AUTOMATICALLY_STEPS;H_USING_A_DIFFERENT_DICTIONARY
_FOR_SPELL_CHECK_STEPS;H_USING_A_DIFFERENT_LANGUAGE_FOR_SPELL_CHECK_STEPS',0)} See
related topics

## Using keys to select and edit text

You can use the standard Windows editing keys.

**Tip** To undo your last edit, choose Edit - Undo.

### Keys for moving the insertion point and editing text

| Key(s) | Action |
| --- | --- |
| Ctrl + → | Moves right one word. |
| Ctrl + ← | Moves left one word. |
| Home | Moves to the beginning of the line. |
| End | Moves to the end of the line. |
| PgUp | Moves up one screen. |
| PgDn | Moves down one screen. |
| Ctrl+Home | Moves to the beginning of the message. |
| Ctrl+End | Moves to the end of the message. |
| Ctrl+Del | Deletes from the current location to the end of word. |
| Tab | Inserts spaces to the next tab stop in the text editor. |

### Keys for selecting text

| Key(s) | Action |
| --- | --- |
| Shift+ ← or → | Selects or deselects one text character. |
| Shift+ or ↓ | Selects or deselects one line of text. |
| Shift+PgUp or Shift+PgDn | Selects or deselects one screen of text. |
| Shift+Home | Selects text to the beginning of the line. |
| Shift+End | Selects text to the end of the line. |
| Ctrl+Shift+ ← | Selects the previous word. |
| Ctrl+Shift+ → | Selects the next word. |
| Ctrl+Shift+Home | Selects text to the beginning of the message. |
| Ctrl+Shift+End | Selects text to the end of the message. |

{button ,AL(`;H_COMMAND_SHORTCUTS_OVER;H_CUTTING_COPYING_AND_PASTING_MESSAGE_TEXT_ST
    EPS;H_USING_KEYS_TO_SELECT_AND_EDIT_TEXT_OVER;H_USING_KEYS_TO_VIEW_FILE_ATTACHMEN
    TS_OVER;H_USING_KEYS_TO_VIEW_GRAPHICS_AND_FAX_ATTACHMENTS_OVER',0)} See related topics

**Word wrap options**

| Option | Result |
| --- | --- |
| Wrap to window | Wraps the text to fit in the message window. |
| Wrap to ruler | Wraps the text to match the specified margins. If the window is sized too small, some text might not be visible. |
| None | Does not wrap the text. |

**Details: Changing the columns displayed in the Address Book window**

**Changing column widths**

To change column widths, enter a number in the "Width" box. If the column heading displays text, the number is the number of characters to display. If the column heading displays an icon, the number is the width of the column in pixels.

**Changing the order of the columns**

To move a column to the left, select the column and click Move Up.

To move a column to the right, select the column and click Move Down.

**Canceling your changes**

To reset the columns to their previous configuration, click Reset.

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{button ,AL(`H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_ADDRESS_BOOK_WINDOW_STEPS',1)} Go to procedure

{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_MAILBOX_ STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_OUTBOX_STEPS;H_CHANGING_THE_INFOR MATION_DISPLAYED_IN_LISTS_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_M AILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS;H_LOT US_MAIL_ADDRESSES_OVER',0)} See related topics

**Changing the columns displayed in the Address Book window**

1.  Choose Window - Address Book to open the Address Book window.



2.  Choose View - Design List View.

3.  To add a column, select a column in the "Available columns" list and click Add.

4.  To remove a column, select a column in the "Show the following columns" list and click Remove.

5.  Click OK.

For information about the columns in the Address Book window, see <u>Overview: Lotus Mail addresses</u>.

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{button ,AL(`H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_ADDRESS_BOOK_WINDOW_DETAILS',1)}
   <u>See details</u>

{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_MAILBOX_
   STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_OUTBOX_STEPS;H_CHANGING_THE_INFOR
   MATION_DISPLAYED_IN_LISTS_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_M
   AILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS;H_LOT
   US_MAIL_ADDRESSES_OVER',0)} <u>See related topics</u>

**Details: Changing the columns displayed in the Mailbox**

**Defining the type of message to display**
You can customize a list to display only a specific type of message, for example, messages from a specific author.

See Showing only a specific type of message in the Mailbox.

**Changing column widths**
To change column widths, enter a number in the "Width" box. If the column heading displays text, the number is the number of characters to display. If the column heading displays an icon, the number is the width of the column in pixels.

**Changing the order of the columns**
To move a column to the left, select the column and click Move Up.

To move a column to the right, select the column and click Move Down.

**Canceling your changes**
To reset the columns to their previous configuration, click Reset.

**Adding a lot of columns**
When you have a lot of messages in your Mailbox and you add many columns to a view, you might not have enough memory to display all messages in the new view. To see all messages, restart Lotus Mail.

**Changing columns during a search**
You cannot change the columns in the Mailbox while search results are displayed.

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{button ,AL(`H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_MAILBOX_STEPS',1)} Go to procedure

{button ,AL(`H_READING_MESSAGES_OVER;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_ADDRESS
    _BOOK_WINDOW_STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_OUTBOX_STEPS;H_CHAN
    GING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_ME
    SSAGE_IN_THE_MAILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTB
    OX_STEPS',0)} See related topics

**Changing the columns displayed in the Mailbox**

1. Choose Window - Mailbox to open the Mailbox.



2. Open the Inbox, a folder, or a local archive.

3. Choose View - Design List View.

4. To add a column, select a column in the "Available columns" list and click Add.

5. To remove a column, select a column in the "Show the following columns" list and click Remove.

6. Click OK.

For information about the columns in the Mailbox, see <u>Overview: Reading messages</u>.

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{button ,AL(`H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_MAILBOX_DETAILS',1)} <u>See details</u>

{button ,AL(`H_READING_MESSAGES_OVER;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_ADDRESS
    _BOOK_WINDOW_STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_MAILBOX_STEPS;H_CHA
    NGING_THE_COLUMNS_DISPLAYED_IN_THE_OUTBOX_STEPS;H_CHANGING_THE_INFORMATION_DISPL
    AYED_IN_LISTS_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MAILBOX_STEPS
    ;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS',0)} <u>See related topics</u>

**Changing the window display font**

1.  Choose File - Tools - User Preferences.



2.  Click Fonts in the Preference list.



3.  Select a window.

 Options

4.  Click Change to change the font.

 Options

5.  Click OK to return to the Preferences dialog box.

6.  Click OK.

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{button ,AL(`H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;;H_CHANGING_THE_INFORMATION_DISPLA
YED_IN_LISTS_OVER;H_CHANGING_THE_UNREAD_MESSAGE_COLOR_STEPS;H_RESIZING_PANES_AN
D_COLUMNS_STEPS',0)} See related topics

## Overview: Changing the information displayed in lists

You can customize the information displayed in the following lists:

- The Mailbox message list (for any message container)
- The Address Book window address list

**Note** Changing the columns in a list only applies to the current list. For example, if you change the columns in a specific folder, columns for other folders are not changed.

### Changing the columns

The Mailbox and the Address Book window display information in columns. For example, the Mailbox includes columns for the author, date, and so forth.

| ! | 🔟 | Author | Received ▽ | Subject |
|---|---|---|---|---|
| ❗ | 🔟 | **Teresa Rizzo** | **4/25/96** | **Lotus Mail** |

When you create a list view, you can specify which columns appear, the order of the columns, and their width. See the following topics:

Changing the columns displayed in the Address Book window

Changing the columns displayed in the Mailbox

### Showing only a specific type of message

You can customize message lists to show only a specific type of message, for example, only those message sent by a certain person.

See Showing only a specific type of message in the Mailbox.

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{button ,AL(`;H_CCMAIL_ADDRESSES_OVER;H_READING_MESSAGES_OVER;H_CHANGING_THE_COLUMNS
_DISPLAYED_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN
_THE_MAILBOX_STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_OUTBOX_STEPS;H_CHANG
ING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MES
SAGE_IN_THE_MAILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBO
X_STEPS;H_LOTUS_MAIL_ADDRESSES_OVER',0)} See related topics

**Changing the size of SmartIcons**

1.   Choose File - Tools - SmartIcons.

2.   Choose Regular or Large in the "Icon size" box.

3.   Click OK.

**Note** If you display a lot of SmartIcons in the large size, they might not all fit in the window.

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{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICO
NS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_MODIFYING_A_SET_OF_SMARTICONS_ST
EPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USI
NG_SMARTICONS_INSTEAD_OF_MENUS_OVER',0)} See related topics

**Details: Creating a new set of SmartIcons**

**Spacer icons**

You can add as many spacer icons as you want.



**File names for SmartIcons sets**

Files that contain a set of SmartIcons must have the <u>file extension</u> "SMI." If you don't specify an extension when you enter the file name, it's added automatically.

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{button ,AL(`H_CREATING_A_NEW_SET_OF_SMARTICONS_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_S
TEPS;H_MODIFYING_A_SET_OF_SMARTICONS_STEPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS
_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USING_SMARTICONS_INSTEAD_OF_MENUS_OVER',0)}
<u>See related topics</u>

**Creating a new set of SmartIcons**

You can create a custom set of SmartIcons by starting with any existing set and adding, moving, or deleting icons.

1.  Choose File - Tools - SmartIcons.

2.  Select a SmartIcons bar from the "Bar name" box. "Default" is a good bar to start with.

3.  Add, delete, and move icons.

Tips for customizing SmartIcons

4.  Click Save Set.

5.  Click Save As New.

6.  Type a name for your new SmartIcons set in the "SmartIcons bar name" box.

7.  Type a file name in the "SmartIcons file name" box.

8.  Click OK to return to the SmartIcons dialog box.

9.  Click OK.

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{button ,AL(`H_CREATING_A_NEW_SET_OF_SMARTICONS_DETAILS',1)} See details

{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICO NS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_MODIFYING_A_SET_OF_SMARTICONS_ST EPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USI NG_SMARTICONS_INSTEAD_OF_MENUS_OVER',0)} See related topics

**Deleting a set of SmartIcons**

1. Choose File - Tools - SmartIcons.

2. Click Delete Set.

3. Select the name of the set that you want to delete.

4. Click OK.

5. Click Yes to delete the set.

6. Click OK.

**Note** Lotus recommends that you do not delete the original sets of SmartIcons.

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{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICO
NS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_MODIFYING_A_SET_OF_SMARTICONS_ST
EPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USI
NG_SMARTICONS_INSTEAD_OF_MENUS_OVER',0)} See related topics

**Details: Modifying a set of SmartIcons**

**Spacer icons**
You can add as many spacer icons as you want.



**Alternative - Moving icons around in a SmartIcons bar**
You can change the position of icons in a SmartIcons bar from a window, instead of from the SmartIcons Setup dialog box. To do so, press and hold down CTRL while you drag the icon to the new position. When the icon is in position, release the mouse button and then release CTRL to drop it into place.

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{button ,AL(`H_MODIFYING_A_SET_OF_SMARTICONS_STEPS',1)} Go to procedure

{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICO
NS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_SHOWING_DESCRIPTIONS_OF_SMARTIC
ONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USING_SMARTICONS_INSTEAD_OF_MENUS_OVER',
0)} See related topics

**Modifying a set of SmartIcons**

1.  Choose File - Tools - SmartIcons.



2.  Select the set of SmartIcons that you want to change from the "Bar name" box.

3.  Add, remove, or move icons in the bar.

 Tips for customizing SmartIcons

4.  Click Save Set.

5.  Click Overwrite.

6.  Click OK.

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{button ,AL(`H_MODIFYING_A_SET_OF_SMARTICONS_DETAILS',1)} See details

{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICO
NS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_MODIFYING_A_SET_OF_SMARTICONS_ST
EPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USI
NG_SMARTICONS_INSTEAD_OF_MENUS_OVER',0)} See related topics

**Showing descriptions of SmartIcons**

You can display short descriptions of specific SmartIcons as you pass the mouse pointer over an icon.

1. Choose File - Tools - SmartIcons.

2. Select "Show icon descriptions."

3. Click OK.

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{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICO
NS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_MODIFYING_A_SET_OF_SMARTICONS_ST
EPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USI
NG_SMARTICONS_INSTEAD_OF_MENUS_OVER',0)} See related topics

**Details: Showing only a specific type of message in the Mailbox**

**Changing the columns in the list view**

To change which columns appear, and the order in which they appear, see <u>Changing the columns displayed in the Mailbox</u>.

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{button ,AL(`H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MAILBOX_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_READING_MESSAGES_OVER;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_ADDRESS _BOOK_WINDOW_STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_MAILBOX_STEPS;H_CHA NGING_THE_COLUMNS_DISPLAYED_IN_THE_OUTBOX_STEPS;H_CHANGING_THE_INFORMATION_DISPL AYED_IN_LISTS_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS' ,0)} <u>See related topics</u>

**Showing only a specific type of message in the Mailbox**

1. Choose Window - Mailbox.



2. Open the Inbox, a folder, or a local archive.

3. Choose View - Design List View.

4. (Optional) Specify the columns that you want to see.

5. Click Filters.

6. Enter the conditions required to show only those message that you want to see.

   To add more than one condition, press ENTER after adding each condition.

   To delete a condition, select it and click Delete.

 Tips for entering conditions

7. Click OK to return to the Folder List View dialog box.

8. Click OK.

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{button ,AL(`H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MAILBOX_DETAILS',1)} See details

{button ,AL(`H_READING_MESSAGES_OVER;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_ADDRESS _BOOK_WINDOW_STEPS;H_CHANGING_THE_COLUMNS_DISPLAYED_IN_THE_MAILBOX_STEPS;H_CHA NGING_THE_COLUMNS_DISPLAYED_IN_THE_OUTBOX_STEPS;H_CHANGING_THE_INFORMATION_DISPL AYED_IN_LISTS_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MAILBOX_STEPS ;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS',0)} See related topics

**Showing SmartIcons**

Choose View - Show SmartIcons.

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{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICONS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_MODIFYING_A_SET_OF_SMARTICONS_STEPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USING_SMARTICONS_INSTEAD_OF_MENUS_OVER;H_SHOWING_THE_ACTION_BAR_STEPS;',0)} See related topics

**Showing the action bar**

To show or hide the action bar, choose View - Show Action Bar.

Use the action bar to get shortcuts to the most common tasks.



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{button ,AL(`H_SHOWING_SMARTICONS_STEPS;H_MENUS_AND_COMMANDS_OVER',0)} See related topics

**Tips for customizing SmartIcons**

**Adding an icon**
To add an icon, <u>drag</u> it from the "Available icons" box to the preview bar.

**Deleting an icon**
To delete an icon, drag it out of the preview bar.

**Moving an icon**
To move an icon to another location, drag it to the position that you want.

**Adding space between icons**
To add space between icons, drag a spacer from the "Available icons" box to the preview bar.

## Overview: Using SmartIcons instead of menus

Use SmartIcons® instead of menus and keyboard shortcuts to open windows or choose commands. To use an icon, click it.

**Using different sets of SmartIcons**

Each window has its own set of SmartIcons. For example, the Mailbox has SmartIcons for managing messages, and the Address Book window has SmartIcons for managing addresses.

**Showing SmartIcons**

To show SmartIcons, choose View - Show SmartIcons.

**Using SmartIcons help**

To see a short description of a specific SmartIcon, place the mouse pointer over it. See Showing descriptions of SmartIcons.

**Customizing SmartIcons**

You can customize sets of SmartIcons in the following ways:

- Choose not to show SmartIcons at all
- Choose regular or large icons
- Create a new set of SmartIcons, modify an existing set, and delete a set
- Turn SmartIcons help on and off

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{button ,AL(`;H_CHANGING_THE_SIZE_OF_SMARTICONS_STEPS;H_CREATING_A_NEW_SET_OF_SMARTICONS_STEPS;H_DELETING_A_SET_OF_SMARTICONS_STEPS;H_MODIFYING_A_SET_OF_SMARTICONS_STEPS;H_SHOWING_DESCRIPTIONS_OF_SMARTICONS_STEPS;H_SHOWING_SMARTICONS_STEPS;H_USING_SMARTICONS_INSTEAD_OF_MENUS_OVER;H_SHOWING_THE_ACTION_BAR_STEPS;',0)} See related topics

**Window font options**

| Option | Result |
| --- | --- |
| Address Book | Sets the default font for the <u>Address Book window</u>. |
| Mailbox | Sets the default font for the <u>Mailbox</u>. |
| Preview Pane | Sets the default font for the <u>preview pane</u>. |
| Message Text | Sets the default font for message text. |

**Changing the default message priority**

1. Choose File - Tools - User Preferences.



2. Click Prepare in the Preference list.



3. Set the message priority that you want to use as the default (Normal, Urgent, or Low).

4. Click OK.

---

{button ,AL(`;H_CHANGING_THE_DEFAULT_MESSAGE_PRIORITY_STEPS;H_CHANGING_THE_MESSAGE_PRI
ORITY_STEPS;H_CONFIRMING_TO_CANCEL_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_AD
DRESS_STEPS;H_CONFIRMING_TO_SEND_A_MESSAGE_STEPS;H_GETTING_A_RETURN_RECEIPT_AUT
OMATICALLY_STEPS;H_SPECIFYING_WHERE_TO_START_WHEN_YOU_CREATE_A_MESSAGE_STEPS',0)
} See related topics

**Details: Changing the message priority**

**Changing the default message priority**
See <u>Changing the default message priority</u>.

---

{button ,AL(`H_CHANGING_THE_MESSAGE_PRIORITY_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_CHANGING_THE_DEFAULT_MESSAGE_PRIORITY_STEPS;H_CREATING_AND_SENDING_A_M ESSAGE_STEPS',0)} <u>See related topics</u>

**Changing the message priority**

While creating a message, click the Priority button until you see the priority you want.



{button ,AL(`H_CHANGING_THE_MESSAGE_PRIORITY_DETAILS',1)} See details

{button ,AL(`H_CHANGING_THE_DEFAULT_MESSAGE_PRIORITY_STEPS;H_CHANGING_THE_MESSAGE_PRI
ORITY_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS',0)} See related topics

**Confirming to cancel a message**

1. Choose File - Tools - User Preferences.



2. Click Confirmation in the Preference list.



3. Select "Confirm to cancel a message."

   **Tip** You can set other confirmation options at the same time. See Confirmation options.

4. Click OK.

---

{button ,AL(`;H_CHANGING_THE_DEFAULT_MESSAGE_PRIORITY_STEPS;H_CHANGING_THE_MESSAGE_PRI
ORITY_STEPS;H_CONFIRMING_TO_CANCEL_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_AD
DRESS_STEPS;H_CONFIRMING_TO_SEND_A_MESSAGE_STEPS;H_GETTING_A_RETURN_RECEIPT_AUT
OMATICALLY_STEPS;H_SPECIFYING_WHERE_TO_START_WHEN_YOU_CREATE_A_MESSAGE_STEPS',0)
} See related topics

## Confirming to send a message

1. Choose File - Tools - User Preferences.



2. Click Confirmation in the Preference list.



3. Select "Confirm to send a message."

   **Tip** You can set other confirmation options at the same time. See Confirmation options.

4. Click OK.

---

{button ,AL(`;H_CHANGING_THE_DEFAULT_MESSAGE_PRIORITY_STEPS;H_CHANGING_THE_MESSAGE_PRI
ORITY_STEPS;H_CONFIRMING_TO_CANCEL_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_AD
DRESS_STEPS;H_CONFIRMING_TO_SEND_A_MESSAGE_STEPS;H_GETTING_A_RETURN_RECEIPT_AUT
OMATICALLY_STEPS;H_SPECIFYING_WHERE_TO_START_WHEN_YOU_CREATE_A_MESSAGE_STEPS',0)
} See related topics

**Details: Creating and sending a message**

**Saving a message**
- To save a message in the Drafts folder without sending it, choose File - Save Draft.
- To save a copy of a message when you send it, select "Save a copy in." You can save it in any folder.



**Quick addressing**
If quick addressing is enabled, the name is entered automatically as you type. See Enabling quick addressing.

**Creating an address**
To create an address (for example, an Internet address) and save it in your Personal Address Book, see Creating an address.

**Verifying an address**
If you enter an Internet address, it is not verified. Lotus Mail accepts any Internet address, even if it is not in your Personal Address Book.

**Deleting an address**
To delete an address from the recipient list, select the address and press DELETE.

**Including a URL in your message**
If you include a URL in your message, a recipient that has a Web browser can double-click it and automatically access the associated Web page.

**Note** The URL must begin with "http:" or "https:." There can't be any characters other than a space immediately before the "h."

**Using tabs**
Tab characters are converted to spaces when you send a message.

**Subject text limit**
A recipient will only be able to see the first 62 characters of your message subject.

**Messages that won't leave the Outbox**
If you have a message that won't leave the Outbox when you connect, make sure that it includes only Internet addresses. If a message includes a type of address used by a different service provider, the message might not be sent.

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{button ,AL(`H_CREATING_AND_SENDING_A_MESSAGE_STEPS',1)} Go to procedure

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;H_SAVING_
AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEND_STEPS;H_S
ENDING_A_MESSAGE_TO_A_BULLETIN_BOARD_STEPS;H_SENDING_A_MESSAGE_TO_A_MAILING_LIST
_STEPS;H_SENDING_A_MESSAGE_TO_AN_INTERNET_ADDRESS_STEPS;H_SPELL_CHECKING_A_MESS
AGE_STEPS;H_EDITING_A_MESSAGE_IN_THE_OUTBOX_STEPS;H_FINDING_AN_ADDRESS_IN_AN_INTE
RNET_DIRECTORY_STEPS',0)} See related topics

**Creating and sending a message**

1.  Choose Create - Message to open a new Message window.

    [Deliver Mail]

2.  Type the recipient's name in the Address box (usually in last name, first name format).

    **Tip** If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.

3.  Press ENTER to add the name to the recipient list.

    If the name is not recognized, you are asked to verify the address.

    [Deliver Mail] Options

4.  Repeat steps 2 - 3 for each recipient.

5.  Type a subject for your message in the "Subject" box and press ENTER.

6.  (Optional) Select the message priority and return-receipt options.

7.  Type your message in the message text pane.

8.  Choose Actions - Send.
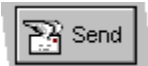
    [Send]

9.  (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

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{button ,AL(`H_CREATING_AND_SENDING_A_MESSAGE_DETAILS',1)} See details

{button ,AL(`;H_ATTACHING_A_FILE_STEPS;H_CHANGING_FONTS_MARGINS_AND_TABS_OVER;H_CREATIN
G_AND_SENDING_A_MESSAGE_STEPS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPI
ES_OF_MESSAGES_THAT_YOU_SEND_STEPS;H_SENDING_A_MESSAGE_TO_A_BULLETIN_BOARD_STE
PS;H_SENDING_A_MESSAGE_TO_A_MAILING_LIST_STEPS;H_SENDING_A_MESSAGE_TO_AN_INTERNE
T_ADDRESS_STEPS;H_SPELL_CHECKING_A_MESSAGE_STEPS;H_EDITING_A_MESSAGE_IN_THE_OUTB
OX_STEPS;H_FINDING_AN_ADDRESS_IN_AN_INTERNET_DIRECTORY_STEPS',0)} See related topics

**Getting a return receipt automatically**

Use this option to automatically request a return receipt for each message you send.
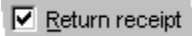
1. Choose File - Tools - User Preferences.



2. Click Prepare in the Preference list.



3. Select "Request receipt."

4. Click OK.

**Tip** To turn off return receipt for an individual message, deselect "Return receipt" before you send it.



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{button ,AL(`H_CHANGING_THE_DEFAULT_MESSAGE_PRIORITY_STEPS;H_CHANGING_THE_MESSAGE_PRI
ORITY_STEPS;H_CONFIRMING_TO_CANCEL_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_AD
DRESS_STEPS;H_CONFIRMING_TO_SEND_A_MESSAGE_STEPS;H_GETTING_A_RETURN_RECEIPT_AUT
OMATICALLY_STEPS;H_SPECIFYING_WHERE_TO_START_WHEN_YOU_CREATE_A_MESSAGE_STEPS;H_
REQUESTING_A_RECEIPT_STEPS',0)} See related topics

**Requesting a receipt**

While creating a message, select Return receipt.
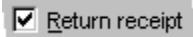
☑ Return receipt

**Note** Some Internet e-mail programs do not return receipts.

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{button ,AL(`H_CHANGING_THE_MESSAGE_PRIORITY_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_S
    TEPS;H_REQUESTING_A_RECEIPT_STEPS;H_GETTING_A_RETURN_RECEIPT_AUTOMATICALLY_STEPS;
    H_SENDING_A_COPY_STEPS;H_SETTING_TO_CC_AND_BCC_ADDRESSING_STEPS;',0)} See related topics

**Sending a copy**

1.  While creating a message, choose cc or bcc.

cc: ▾

2.  Enter the recipient's name in the Address box.

🔼 Deliver Mail

3.  Press ENTER to add the name to the list of recipients.

**Tip** To change the address mode for an address that is already in the recipient list, click the To, cc, or bcc next to the name and choose a different addressing mode.

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{button ,AL(`H_CHANGING_THE_MESSAGE_PRIORITY_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_S
    TEPS;H_REQUESTING_A_RECEIPT_STEPS;H_GETTING_A_RETURN_RECEIPT_AUTOMATICALLY_STEPS;
    H_SENDING_A_COPY_STEPS;H_SETTING_TO_CC_AND_BCC_ADDRESSING_STEPS;',0)} See related topics

**Details: Sending a message to a mailing list**

**Finding a mailing list**
Click Find to search for a mailing list.

**Viewing the names in a mailing list**
To view the names in a mailing list, select it and click Properties.

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{button ,AL(`H_SENDING_A_MESSAGE_TO_A_MAILING_LIST_STEPS',1)} Go to procedure

{button ,AL(`;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_E
   DITING_A_MAILING_LIST_STEPS;',0)} See related topics

**Sending a message to a mailing list**

1. While creating a message, choose Actions - Address.

![Deliver Mail button]

2. Choose an address book from the "Show Names from the" box.

![Deliver Mail button]

3. Select a mailing list name from the Address list on the left.

   **Tip** Mailing list addresses are in bold type, and have a mailing list icon.

4. Choose the address mode (To, cc, or bcc).

5. Click OK.

6. Complete your message and choose Actions - Send.

![Send button]

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{button ,AL(`H_SENDING_A_MESSAGE_TO_A_MAILING_LIST_DETAILS',1)} See details

{button ,AL(`;H_CREATING_A_MAILING_LIST_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_E
   DITING_A_MAILING_LIST_STEPS;',0)} See related topics

**Setting To, cc, and bcc addressing**

You can set a default addressing mode (To, cc, or bcc).

1.  Choose File - Tools - User Preferences.



2.  Click Prepare in the Preference list.



3.  In the Address box, select the address mode that you want as the default (To, cc, or bcc).

4.  Click OK.

---

{button ,AL(`H_CHANGING_THE_MESSAGE_PRIORITY_STEPS;H_CREATING_AND_SENDING_A_MESSAGE_S
TEPS;H_REQUESTING_A_RECEIPT_STEPS;H_GETTING_A_RETURN_RECEIPT_AUTOMATICALLY_STEPS;
H_SENDING_A_COPY_STEPS;H_SETTING_TO_CC_AND_BCC_ADDRESSING_STEPS;',0)} See related topics

**Specifying where to start when you create a message**

1.   Choose File - Tools - User Preferences.

![Deliver Mail button]

2.   Click Prepare in the Preference list.

![Deliver Mail button]

3.   In the "Start in" box, select where you want the insertion point to appear when you start a new message.

![Deliver Mail button] Options

4.   Click OK.

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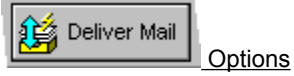
{button ,AL(`H_CREATING_AND_SENDING_A_MESSAGE_STEPS;',0)} See related topics

**Verifying an address**

**Choosing an address**
Select an address and click OK.

**Showing more addresses**
To choose from all the names in an address book, click Show More Names.

**Create a new address**
To create an address for the name you entered, select "Create a new address for." See <u>Creating an address</u>.

**Changing the unread message color**

1. Choose File - Tools - User Preferences.



2. Click Mailbox in the Preference list.



3. Select a color in the "Unread message color" box.

4. Click OK.

---

{button ,AL(`;H_CHANGING_THE_UNREAD_MESSAGE_COLOR_STEPS;H_MARKING_A_PREVIEWED_MESSA GE_AS_READ_STEPS;H_MARKING_MESSAGES_AS_READ_OR_UNREAD_STEPS;H_READING_A_MESSA GE_STEPS;H_READING_MESSAGES_OVER',0)} See related topics

**Details: Closing a message**

**Closing a modified message**

If you close a modified message, you need to choose what to do with it. You can do one of the following:

- Send the message. If you haven't addressed the message, it will not be sent until you address it and send it.
- Save the message in the Drafts folder so that you can reopen it, edit it, and send it later.
- Close the message. If you close the message, you will lose all of your work.
- Go back to working on the message.

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{button ,AL(`H_CLOSING_A_MESSAGE_STEPS',1)} Go to procedure

{button ,AL(`H_READING_A_MESSAGE_STEPS;H_DELETING_A_MESSAGE_STEPS;',0)} See related topics

**Closing a message**

To close a message, click the Close button.



If you close a message that you've created but haven't finished, a dialog box asks what you want to do with the message.

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{button ,AL(`H_CLOSING_A_MESSAGE_DETAILS',1)} See details

{button ,AL(`H_READING_A_MESSAGE_STEPS;H_DELETING_A_MESSAGE_STEPS;',0)} See related topics

**Confirming to delete a message**

You can confirm to delete an address from an address book. This option does not confirm deleting an address from a message.

1. Choose File - Tools - User Preferences.



2. Click Confirmation in the Preference list.



3. (Optional) Select "Confirm to delete a message" to display a confirmation message every time you delete a message.

4. (Optional) Select "Confirm to permanently delete from trash" to display a confirmation message when you delete a message in the Trash folder.

5. Click OK.

**Tip** You can set other confirmation options at the same time. See Confirmation options.

_____

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRES
S_STEPS;H_DELETING_A_MESSAGE_STEPS;H_DELETING_A_RULE_STEPS;H_DELETING_AN_ATTACHM
ENT_STEPS;H_DELETING_STATIONERY_STEPS;H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICAL
LY_STEPS;H_EMPTYING_THE_TRASH_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRASH_FO
LDER_STEPS;H_RETRIEVING_AN_UNFINISHED_MESSAGE_STEPS',0)} See related topics

**Details: Deleting a message**

**Deleting messages with return receipts**
Deleting an unopened message still returns a <u>receipt</u>.

**Using the Trash folder**
The Trash folder stores deleted messages. See <u>Emptying the Trash folder automatically</u>.

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{button ,AL(`H_DELETING_A_MESSAGE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRES S_STEPS;H_DELETING_A_RULE_STEPS;H_DELETING_AN_ATTACHMENT_STEPS;H_DELETING_STATION ERY_STEPS;H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRA SH_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRASH_FOLDER_STEPS;H_RETRIEVING_AN_ UNFINISHED_MESSAGE_STEPS',0)} <u>See related topics</u>

## Deleting a message

**To delete an unopened message**
1.  In the Mailbox, click any message container and select the message or messages that you want to delete.
2.  Choose Actions - Move to Trash.

 Deliver Mail

**To delete an open message**
Choose Actions - Move to Trash.

 Deliver Mail

**To delete an open message and display the next message**
Choose Actions - Delete then Go To Next.



**To delete an open message and display the previous one**
Choose Actions - Delete then Go To Previous.



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{button ,AL(`H_DELETING_A_MESSAGE_DETAILS',1)} See details

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRES S_STEPS;H_DELETING_A_RULE_STEPS;H_DELETING_AN_ATTACHMENT_STEPS;H_DELETING_STATION ERY_STEPS;H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRA SH_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRASH_FOLDER_STEPS;H_RETRIEVING_AN_ UNFINISHED_MESSAGE_STEPS',0)} See related topics

**Emptying the Trash folder automatically**

1. Choose File - Tools - User Preferences.



2. Click Special Folders in the Preference list.



3. Select one of the options for emptying the Trash folder.

 Options

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{button ,AL(`;H_CONFIRMING_TO_DELETE_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRES
S_STEPS;H_DELETING_A_MESSAGE_STEPS;H_DELETING_A_RULE_STEPS;H_DELETING_AN_ATTACHM
ENT_STEPS;H_DELETING_STATIONERY_STEPS;H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICAL
LY_STEPS;H_EMPTYING_THE_TRASH_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRASH_FO
LDER_STEPS;H_RETRIEVING_AN_UNFINISHED_MESSAGE_STEPS',0)} See related topics

**Emptying the Trash folder**
To empty the Trash folder, choose Actions - Empty Trash.

**Caution** You cannot retrieve messages that were in the Trash folder after you empty it.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRES
S_STEPS;H_DELETING_A_MESSAGE_STEPS;H_DELETING_A_RULE_STEPS;H_DELETING_AN_ATTACHM
ENT_STEPS;H_DELETING_STATIONERY_STEPS;H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICAL
LY_STEPS;H_EMPTYING_THE_TRASH_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRASH_FO
LDER_STEPS;H_RETRIEVING_AN_UNFINISHED_MESSAGE_STEPS',0)} See related topics

**Details: Grouping related messages together**

**Limits**

- Message threading only supports messages sent from certain e-mail applications. If one or more messages in a thread were sent from an e-mail program that does not support message threading, the messages will not be displayed.

- You can group up to 20 messages together. If there are more than 20 replies or forwarded versions of a message, they are not grouped with the original message.

---

{button ,AL(`H_GROUPING_RELATED_MESSAGES_TOGETHER_STEPS',1)} Go to procedure

{button ,AL(`;H_CHANGING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_READING_A_MESSAGE_ST EPS;H_READING_MESSAGES_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MA ILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS;H_SORT ING_MESSAGES_IN_THE_MESSAGE_LIST_PANE_STEPS',0)} See related topics

**Grouping related messages together**

1. In the <u>Mailbox</u>, select any <u>message container</u>.

2. If your Mailbox does not include the Group Replies with Original icon, choose View - Design List View and add the column Group replies with Original.



3. Choose View - Group Replies with Original.

   The messages are organized and indented to show their place in the <u>mail thread</u>, for example:

   ```
   Original message
           Reply to original message
                   Reply to reply
   ```

**Tip** To re-sort messages by author or subject, click on the appropriate column heading in the message list pane.

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{button ,AL(`H_GROUPING_RELATED_MESSAGES_TOGETHER_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_CHANGING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_GROUPING_RELATED_MESSAGES_TOGETHER_STEPS;H_READING_A_MESSAGE_STEPS;H_READING_MESSAGES_OVER;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MAILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS;H_SORTING_MESSAGES_IN_THE_MESSAGE_LIST_PANE_STEPS',0)} <u>See related topics</u>

**Marking a previewed message as read**

You can automatically mark a message as read after you preview it in the preview pane.

1. Choose File - Tools - User Preferences.



2. Click Mailbox in the Preference list.



3. Select "Mark message read when displayed."

4. Click OK.

---

{button ,AL(`;H_CHANGING_THE_UNREAD_MESSAGE_COLOR_STEPS;H_MARKING_A_PREVIEWED_MESSA
GE_AS_READ_STEPS;H_MARKING_MESSAGES_AS_READ_OR_UNREAD_STEPS;H_READING_A_MESSA
GE_STEPS;H_READING_MESSAGES_OVER',0)} See related topics

**Marking messages as read or unread**

You can change the read/unread status whether you have read the message or not.

1. Choose Window - Mailbox to open the Mailbox.

![Deliver Mail button]

2. (Optional) Click a message container.

3. (Optional) Select the messages that you want to mark as read or unread.

4. Choose Edit - Unread Marks.

5. Choose an option.

![Deliver Mail button] Options

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{button ,AL(`;H_CHANGING_THE_UNREAD_MESSAGE_COLOR_STEPS;H_MARKING_A_PREVIEWED_MESSA
GE_AS_READ_STEPS;H_MARKING_MESSAGES_AS_READ_OR_UNREAD_STEPS;H_READING_A_MESSA
GE_STEPS;H_READING_MESSAGES_OVER',0)} See related topics

**Message marking options**

| Option | Result |
| --- | --- |
| Mark Selected Read | Marks all selected messages as read. |
| Mark All Read | Marks all messages in the list as read. |
| Mark Selected Unread | Marks all selected messages as unread. |
| Mark All Unread | Marks all messages in the list as unread. |

**Details: Previewing unopened messages**

**Viewing attachments**
Attachments appear in the preview pane as file names.

**Marking a previewed message as unread**
You can choose to mark previewed messages as read or unread.   See Marking a previewed message as read.

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{button ,AL(`H_PREVIEWING_UNOPENED_MESSAGES_STEPS',1)} Go to procedure

{button ,AL(`;H_MARKING_A_PREVIEWED_MESSAGE_AS_READ_STEPS;H_FILTERING_INCOMING_MESSAGE
   S_AUTOMATICALLY_STEPS;H_FILTERING_INCOMING_MESSAGES_ONE_AT_A_TIME_STEPS;H_SETTING
   _MESSAGE_FILTERING_DEFAULTS_STEPS',0)} See related topics

**Previewing unopened messages**

You can preview the contents of messages without opening them.

1.  In the Mailbox, choose View - Show Preview Pane.

2.  Select a message to see its contents in the preview pane.

**Tip** To hide the preview pane, choose View - Show Preview Pane again.

---

{button ,AL(`H_PREVIEWING_UNOPENED_MESSAGES_DETAILS',1)} See details

{button ,AL(`;H_MARKING_A_PREVIEWED_MESSAGE_AS_READ_STEPS;H_PREVIEWING_UNOPENED_MESS
AGES_STEPS;H_FILTERING_INCOMING_MESSAGES_AUTOMATICALLY_STEPS;H_FILTERING_INCOMING_
MESSAGES_ONE_AT_A_TIME_STEPS;H_SETTING_MESSAGE_FILTERING_DEFAULTS_STEPS',0)} See
related topics

**Details: Reading a message**

**Closing a message and opening another**
To open the next message in the Inbox (and close the open message), choose Actions - Go To Next Message.

To open the previous message in the Inbox (and close the open message), choose Actions - Go To Previous Message.

**Opening more than one message at a time**
You cannot open more than one message with one command. You need to open them one by one. When you open a message, previously opened messages stay open.

**Return receipts**
Opening or deleting a message that has been sent with the return receipt option automatically sends a return receipt to the sender.

**Reading messages that you've sent**
Use the Sent Mail folder to store copies of messages that you send. See Saving copies of messages that you send.

**Viewing the forwarding history**
To see the forwarding history of a message, select the message in the message list pane and choose File - Properties. Then click History.

**Accessing a Web site from a message**
While reading a message, double-click a URL, for example, http://www.ccmail.com. Your World Wide Web browser starts, and the Web site appears. (If you use more than one browser, the last one you used starts.)

**Improving performance**
You can work with your e-mail faster if you limit the number of messages in your Inbox. In addition to manually deleting messages when you no longer need them, you can do the following:

- Store messages in folders and local archives. See Overview: Saving messages.
- Delete old messages in the Trash and Sent Mail folders. See Emptying the Trash folder automatically and Emptying the Sent Mail folder automatically.
- Create a rule to automatically move old messages from your Inbox to a local archive. See Overview: Automating tasks with rules and Example: Move old messages to an archive.
- Create a rule to automatically move specific messages, for example, from a list server, to a folder. See Overview: Automating tasks with rules and Example: Move specific incoming messages.

---

{button ,AL(`H_READING_A_MESSAGE_STEPS',1)} Go to procedure

{button ,AL(`;H_GROUPING_RELATED_MESSAGES_TOGETHER_STEPS;H_FILTERING_INCOMING_MESSAGE S_AUTOMATICALLY_STEPS;H_FILTERING_INCOMING_MESSAGES_ONE_AT_A_TIME_STEPS;H_SETTING _MESSAGE_FILTERING_DEFAULTS_STEPS;H_PREVIEWING_UNOPENED_MESSAGES_STEPS;H_READIN G_MESSAGES_OVER;H_SORTING_MESSAGES_IN_THE_MESSAGE_LIST_PANE_STEPS;H_ACCESSING_A _WEB_SITE_FROM_A_MESSAGE_STEPS;H_VIEWING_YOUR_LAN_AND_MOBILE_MAILBOXES_AT_THE_S AME_TIME_STEPS',0)} See related topics

**Reading a message**

1. Choose Window - Mailbox.



2. Click a message container, for example, the Inbox.



3. Double-click the message that you want to read.

4. To close the current message, choose File - Close.



**Tip** Unread messages appear in colored text (or bold text on monochrome monitors).

---

{button ,AL(`H_READING_A_MESSAGE_DETAILS',1)} See details

{button ,AL(`H_GROUPING_RELATED_MESSAGES_TOGETHER_STEPS;H_PREVIEWING_UNOPENED_MESSA
GES_STEPS;H_READING_A_MESSAGE_STEPS;H_READING_MESSAGES_OVER;H_SORTING_MESSAGES
_IN_THE_MESSAGE_LIST_PANE_STEPS;H_FILTERING_INCOMING_MESSAGES_AUTOMATICALLY_STEPS
;H_FILTERING_INCOMING_MESSAGES_ONE_AT_A_TIME_STEPS;H_SETTING_MESSAGE_FILTERING_DEF
AULTS_STEPS;H_ACCESSING_A_WEB_SITE_FROM_A_MESSAGE_STEPS;H_VIEWING_YOUR_LAN_AND_
MOBILE_MAILBOXES_AT_THE_SAME_TIME_STEPS',0)} See related topics

# Overview: Reading messages

**About the Mailbox**

The Mailbox contains your messages. From the Mailbox, you can read, reply to, forward, print, store, delete, move, and copy messages.

See Finding out what's in the Mailbox.

**Sort order**

You can sort messages by any column, for example, date received, author, and so forth.

See Sorting messages in the message list pane.

**Customizing message information**

You can change the columns in the message list pane. See Overview: Changing the information displayed in lists.

| Column | Information |
|---|---|
| Importance | The message priority. Displays "!" if the message is urgent. |
| Attachments | Displays a paperclip if the message includes one or more attachments. |
| Author | The person who sent the message. |
| Subject | The subject of the message. |
| Received | The date that the message was received. |
| Size | The size of the message in kilobytes. |
| Submitted | The date the message was sent. |
| Created | The date that the message was created. |
| Body | A portion of the message text. |
| Folder | The folder containing the message. |
| To | The person the message is addressed to. |
| Modified | The date that you stored a message in a folder. For example, if you sort messages in a folder in the Modified order, they are listed in the order that you copied them into the folder. |
| Receipt | Whether the message included a return receipt. |
| Group Replies with Original | Click this icon to group replies with the original message. |

---

{button ,AL(`;H_CLOSING_A_MESSAGE_STEPS;H_DELETING_A_MESSAGE_STEPS;H_MARKING_MESSAGES _AS_READ_OR_UNREAD_STEPS;H_PREVIEWING_UNOPENED_MESSAGES_STEPS;H_READING_A_BULL ETIN_BOARD_MESSAGE_STEPS;H_READING_A_MESSAGE_STEPS;H_SORTING_MESSAGES_IN_THE_M ESSAGE_LIST_PANE_STEPS;H_ACCESSING_A_WEB_SITE_FROM_A_MESSAGE_STEPS;H_VIEWING_YO UR_LAN_AND_MOBILE_MAILBOXES_AT_THE_SAME_TIME_STEPS',0)} See related topics

**Retrieving a deleted message**

If your Trash folder is enabled, you can retrieve deleted messages from it.

1.  Choose Window - Mailbox to display the Mailbox.



2.  Click the Trash folder to open it.

3.  Drag the message you want to save to a folder.

    or

    Select the message and choose File - Save as File to save the message.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_MESSAGE_STEPS;H_CONFIRMING_TO_DELETE_AN_ADDRES
   S_STEPS;H_DELETING_A_MESSAGE_STEPS;H_DELETING_A_RULE_STEPS;H_DELETING_AN_ATTACHM
   ENT_STEPS;H_DELETING_STATIONERY_STEPS;H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICAL
   LY_STEPS;H_EMPTYING_THE_TRASH_FOLDER_AUTOMATICALLY_STEPS;H_EMPTYING_THE_TRASH_FO
   LDER_STEPS;H_RETRIEVING_AN_UNFINISHED_MESSAGE_STEPS',0)} See related topics

**Seeing how many messages are in your Mailbox**

The folder pane shows how many messages are in each message container. For example, if the numbers for the Inbox show "3/57," you have three unread messages out of a total of 57 messages.

---

{button ,AL(`;H_PREVIEWING_UNOPENED_MESSAGES_STEPS;H_SEEING_HOW_MANY_MESSAGES_ARE_IN _YOUR_MAILBOX_STEPS;H_VIEWING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWING_A_MESSAGE_IN _A_LOCAL_ARCHIVE_STEPS',0)} See related topics

## Setting the preview pane delay

You can choose how long a message is selected in the message list before it is displayed in the preview pane.

1. Choose File - Tools - User Preferences.



2. Click Mailbox in the Preference list.



3. Choose a value from the Wait box.

4. Click OK.

---

{button ,AL(`H_PREVIEWING_UNOPENED_MESSAGES_STEPS;H_READING_A_MESSAGE_STEPS;H_READING_MESSAGES_OVER',0)} See related topics

**Details: Sorting messages in the message list pane**

**Sorting by date**
You have three options for sorting messages by date:

- Click the Received column to sort the messages according to the date they were received in your Mailbox. (If you're a Mobile user, the Received column shows the order in which messages were downloaded.)

- Click the Modified column to sort the messages according to when you placed them in a folder.

  **Tip** Sorting messages in the Modified column is the fastest way to sort messages by date. If you have a lot of messages in your folders, you should use this column instead of the Received column.

- Click the Submitted column to sort messages according to when they were sent. The Sent Mail folder uses this column by default.

**Improving performance**
You can work with your e-mail faster if you limit the number of messages in your Inbox. In addition to manually deleting messages when you no longer need them, you can do the following:

- Store messages in folders and local archives. See Overview: Saving messages.

- Delete old messages in the Trash and Sent Mail folders. See Emptying the Trash folder automatically and Emptying the Sent Mail folder automatically.

- Create a rule to automatically move old messages from your Inbox to a local archive. See Overview: Automating tasks with rules and Example: Move old messages to an archive.

- Create a rule to automatically move specific messages, for example, from a list server, to a folder. See Overview: Automating tasks with rules and Example: Move specific incoming messages.

**Limits**
- You cannot sort messages with the keyboard; you must use a mouse.

- The sort order applies only to the open container.

_____

{button ,AL(`H_SORTING_MESSAGES_IN_THE_MESSAGE_LIST_PANE_STEPS',1)} Go to procedure

{button ,AL(`;H_CHANGING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_GROUPING_RELATED_MES SAGES_TOGETHER_STEPS;H_READING_A_MESSAGE_STEPS;H_READING_MESSAGES_OVER;H_SHOWI NG_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MAILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFI C_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS;',0)} See related topics

**Sorting messages in the message list pane**

You can sort messages according to any column in the message list pane. For example, you can sort by date received, alphabetically by author, by priority, and so forth.

To sort messages, click a column heading.

To reverse the sort order, click the column heading again.

**Tip** On columns that are wide enough, an arrow is displayed showing how the messages are sorted, for example, newer messages first.

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{button ,AL(`H_SORTING_MESSAGES_IN_THE_MESSAGE_LIST_PANE_DETAILS',1)} See details

{button ,AL(`;H_CHANGING_THE_INFORMATION_DISPLAYED_IN_LISTS_OVER;H_GROUPING_RELATED_MES SAGES_TOGETHER_STEPS;H_READING_A_MESSAGE_STEPS;H_READING_MESSAGES_OVER;H_SHOWI NG_ONLY_A_SPECIFIC_TYPE_OF_MESSAGE_IN_THE_MAILBOX_STEPS;H_SHOWING_ONLY_A_SPECIFI C_TYPE_OF_MESSAGE_IN_THE_OUTBOX_STEPS;H_SORTING_MESSAGES_IN_THE_MESSAGE_LIST_PA NE_STEPS',0)} See related topics

### Updating the Inbox to see new messages

To connect to your Internet service provider and download new messages, choose Actions - Deliver Mail. (Messages in the Outbox are sent at the same time.)



**Tip** To automatically check for new messages on a regular schedule, see <u>Changing how often to be notified of new messages</u>.

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{button ,AL(`;H_CHANGING_HOW_OFTEN_TO_BE_NOTIFIED_OF_NEW_MESSAGES_STEPS;H_READING_A_
MESSAGE_STEPS;H_READING_MESSAGES_OVER;H_RECEIVING_MESSAGES_AS_A_MOBILE_USER_ST
EPS;H_RECEIVING_MESSAGES_OVER;H_RECEIVING_NOTIFICATION_OF_NEW_MESSAGES_STEPS',0)}
<u>See related topics</u>

**Choosing a default paper size and source**

1. Choose File - Print Setup.



2. (Optional) Select a paper size, for example, letter or legal.

3. (Optional) Select a paper source, for example, lower tray or upper tray.

4. Click OK.

**Tips**

- You can change the paper size and source when you print.

- Print setup options vary depending on what operating system you're using.

---

{button ,AL(`;H_ATTACHMENT_PRINT_OPTIONS_OVER;H_CHOOSING_A_DEFAULT_PAPER_SIZE_AND_SOUR
CE_STEPS;H_CHOOSING_A_DEFAULT_PRINT_ORIENTATION_STEPS;H_CHOOSING_A_DEFAULT_PRINTE
R_STEPS;H_PRINTING_AN_ATTACHMENT_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTIN
G_AN_UNOPENED_MESSAGE_STEPS',0)} See related topics

**Choosing a default printer**

1. Choose File - Print Setup.

2. Select a printer from the "Name" box.

3. Click OK.

**Tips**

- You can change the printer when you print.

- Print setup options vary depending on what underlying operating system you're using.

---

{button ,AL(`;H_ATTACHMENT_PRINT_OPTIONS_OVER;H_CHOOSING_A_DEFAULT_PAPER_SIZE_AND_SOUR CE_STEPS;H_CHOOSING_A_DEFAULT_PRINT_ORIENTATION_STEPS;H_CHOOSING_A_DEFAULT_PRINTE R_STEPS;H_PRINTING_AN_ATTACHMENT_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTIN G_AN_UNOPENED_MESSAGE_STEPS',0)} See related topics

**Choosing a default print orientation**

1. Choose File - Print Setup.

2. Select "Portrait" or "Landscape".

3. Click OK.

**Tips**
- You can change the orientation when you print.
- Print setup options vary depending on what operating system you're using.

---

{button ,AL(`;H_ATTACHMENT_PRINT_OPTIONS_OVER;H_CHOOSING_A_DEFAULT_PAPER_SIZE_AND_SOUR
CE_STEPS;H_CHOOSING_A_DEFAULT_PRINT_ORIENTATION_STEPS;H_CHOOSING_A_DEFAULT_PRINTE
R_STEPS;H_PRINTING_AN_ATTACHMENT_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTIN
G_AN_UNOPENED_MESSAGE_STEPS',0)} See related topics

**Details: Printing an attachment**

**Viewing an attachment**

Attachments usually print from the <u>application</u> in which they were created. If the required application is not installed on your system, you can print the attachment from the Viewer window. See <u>Viewing an attachment</u>.

**Using an OLE server to view an attachment**

If you're using an OLE server to view an attachment, you must use the OLE server application to print the attachment. See <u>Launching   an attachment using an OLE server</u>.

**Limits**

You can print only one attachment at a time.

---

{button ,AL(`H_PRINTING_AN_ATTACHMENT_STEPS',1)} <u>Go to procedure</u>
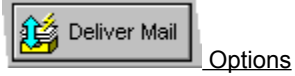
{button ,AL(`H_CHOOSING_A_DEFAULT_PRINTER_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;H_PRINTING _A_LIST_OF_MESSAGES_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTING_AN_UNOPENE D_MESSAGE_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;',0)} <u>See related topics</u>

**Printing an attachment from the Viewer window**

While viewing an attachment, choose File - Print.

---

{button ,AL(`H_CHOOSING_A_DEFAULT_PRINTER_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRI
NTING_AN_UNOPENED_MESSAGE_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDO
W_STEPS;H_VIEWING_AN_ATTACHMENT_STEPS;H_ATTACHMENT_PRINT_OPTIONS_OVER',0)} See
related topics

**Printing an attachment**

1. Select an attachment in a message.

2. Choose Edit - Attachment Object - Print.

---

{button ,AL(`H_PRINTING_AN_ATTACHMENT_DETAILS',1)} <u>See details</u>

{button ,AL(`H_CHOOSING_A_DEFAULT_PRINTER_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;H_PRINTING _A_LIST_OF_MESSAGES_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTING_AN_UNOPENE D_MESSAGE_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;',0)} <u>See related topics</u>

**Printing an open message**

1. Choose File - Print.



2. (Optional) Select the print options.

 Options

3. Click OK.

4. (Optional) Select the printer.

5. (Optional) Select the number of copies to print.

6. (Optional) To select additional print options, click Properties.

7. Click OK to print the message.

**Note** The Print dialog box might have different options depending on the operating system you are using.

_____

{button ,AL(`H_CHOOSING_A_DEFAULT_PRINTER_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;H_PRINTING _A_LIST_OF_MESSAGES_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTING_AN_UNOPENE D_MESSAGE_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;',0)} See related topics

**Printing an unopened message**

1. In the Mailbox, select the message or messages that you want to print.

2. Choose File - Print.



3. Select "Message(s) with all attachments."

   or

   Select "Message(s)" to print messages without the attachments.

4. (Optional) Click Options to choose message header print options.

 Options

5. Click OK.

6. (Optional) Select the printer.

7. (Optional) Select the number of copies to print.

8. (Optional) To select additional print options, click Properties.

9. Click OK.

**Note** The Print dialog box might have different options depending on the operating system you are using.

_____

{button ,AL(`H_CHOOSING_A_DEFAULT_PRINTER_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;H_PRINTING _A_LIST_OF_MESSAGES_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTING_AN_UNOPENE D_MESSAGE_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;',0)} See related topics

**Printing a list of messages**

You can print the list of messages in the message list pane.

1.  In the Mailbox, click anywhere in the message list pane.

2.  Choose File - Print.

3.  Select "Message list."

4.  Click OK.

---

{button ,AL(`H_CHOOSING_A_DEFAULT_PRINTER_STEPS;H_PRINTING_A_HELP_TOPIC_STEPS;H_PRINTING
_A_LIST_OF_MESSAGES_STEPS;H_PRINTING_AN_OPEN_MESSAGE_STEPS;H_PRINTING_AN_UNOPENE
D_MESSAGE_STEPS;H_PRINTING_AN_ATTACHMENT_FROM_THE_VIEWER_WINDOW_STEPS;',0)} See
related topics

**Print header options**

| Option | Result |
| --- | --- |
| Print attachment(s) | Prints all attachments in the message. |
| None | Does not print the message header information. |
| Partial | Prints only selected information from the message header. |
| Full | Prints the entire message header. |
| Include forwarding history | Prints the forwarding history. This option is available only if you print the full message header. |
| Print recipients on separate lines | Prints each recipient of the message. This option is available only if you print the full message header. |
| Header text | Prints the text that you enter here as a heading at the top of the page. |

**Confirmation options**

| Option | Asks when you... |
| --- | --- |
| Confirm to copy | Copy an item. |
| Confirm to move | Move an item. |
| Confirm to delete a message | Delete a message. |
| Confirm to delete a folder | Delete a folder. |
| Confirm to delete an archive | Delete a local archive. |
| Confirm to delete an address | Delete an address. |
| Confirm to send a message | Send a message. |
| Confirm to cancel a message | Cancel a message. |
| Confirm to permanently delete from trash | Delete a message from the Trash folder. |
| Confirm to exit Lotus Mail | Exit from Lotus Mail. |

## Setting desktop preferences

**What do you want to do?**

 Show the task bar at startup

 Show the Mailbox at startup

___

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
_ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
_CS;H_CHANGING_YOUR_PASSWORD_STEPS;',0)} See related topics

## Setting Mailbox preferences

**What do you want to do?**

[Deliver Mail] Change the default unread message color

[Deliver Mail] Mark a previewed message as read

[Deliver Mail] Set the preview pane delay

---

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
_ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
_CS;H_CHANGING_YOUR_PASSWORD_STEPS;',0)} See related topics

## Setting notify preferences

**What do you want to do?**

[Deliver Mail] Receive notification of new messages

[Deliver Mail] Change how often to be notified of new messages

## Setting new message preferences

**What do you want to do?**

[Deliver Mail] Get a return receipt automatically

[Deliver Mail] Change the default message text color

[Deliver Mail] Enable quick addressing

[Deliver Mail] Spell check new messages automatically

[Deliver Mail] Specify where to start when you create a message

[Deliver Mail] Set the default for To, cc, and bcc addressing

[Deliver Mail] Change the default message priority

---

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
_ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
_CS;H_CHANGING_YOUR_PASSWORD_STEPS;',0)} See related topics

## Setting read, reply, and forward preferences

**What do you want to do?**

Deliver Mail  Add addresses to your Personal Address Book automatically

Deliver Mail  Include a separator in reply messages

Deliver Mail  Include a separator in forwarded messages

Deliver Mail  Include the history in forwarded messages

---

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
   CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
   _RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
   _ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
   _CS;H_CHANGING_YOUR_PASSWORD_STEPS;',0)} See related topics
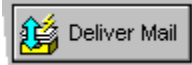
## Setting rules preferences

**What do you want to do?**

[Deliver Mail] Confirm to run a rule

[Deliver Mail] Confirm to delete a rule

[Deliver Mail] Show the status of a rule while it runs

[Deliver Mail] Receive notification after a rule is run

[Deliver Mail] Add "Rule" to the subject when a rule sends a message

---

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
_ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
_CS;H_CHANGING_YOUR_PASSWORD_STEPS;',0)} See related topics

## Setting special folders preferences

**What do you want to do?**

 Empty the Sent Mail folder automatically

 Empty the Trash folder automatically

---

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
_ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
_CS;H_CHANGING_YOUR_PASSWORD_STEPS;',0)} See related topics

**Specifying when Lotus Mail asks for a confirmation**

You can have Lotus Mail confirm your intentions before completing certain actions, for example, before deleting a message.

1.   Choose File - Tools - User Preferences.



2.   Click Confirmation in the Preference list.



3.   Select or deselect the appropriate check boxes.

 Options

4.   Click OK.

_____

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPELLING_PREFERENCES_
CS;H_CUSTOMIZE_SMARTICONS_CS;',0)} See related topics

## Setting spell check preferences

**What do you want to do?**

[Deliver Mail]  Use a different language for spell check

[Deliver Mail]  Use a different dictionary for spell check

---

{button ,AL(`;H_DESKTOP_PREFERENCES_CS;H_MAILBOX_PREFERENCES_CS;H_NOTIFY_PREFERENCES_
CS;H_PREPARE_MESSAGE_PREFERENCES_CS;H_READ_REPLY_AND_FORWARD_PREFERENCES_CS;H
_RULES_PREFERENCES_CS;H_SPECIAL_FOLDERS_PREFERENCES_CS;H_SPECIFYING_WHEN_CCMAIL
_ASKS_FOR_A_CONFIRMATION_STEPS;H_SPELLING_PREFERENCES_CS;H_CUSTOMIZE_SMARTICONS
_CS;',0)} See related topics

**Confirming to delete a folder**

1. Choose File - Tools - User Preferences.



2. Click Confirmation in the Preference list.



3. Select "Confirm to delete a folder."

   **Tip** You can set other confirmation options at the same time. See Confirmation options.

4. Click OK.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE
   LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL
   DER_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWIN
   G_A_MESSAGE_IN_A_FOLDER_STEPS',0)} See related topics

**Confirming to delete a local archive**

1.  Choose File - Tools - User Preferences.



2.  Click Confirmation in the Preference list.



3.  Select "Confirm to delete an archive."

    **Tip** You can set other confirmation options at the same time. See <u>Confirmation options</u>.

4.  Click OK.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_CREATING_A_NEW_LOCAL_ARCH
    IVE_STEPS;H_DELETING_A_LOCAL_ARCHIVE_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_ME
    SSAGE_IN_A_LOCAL_ARCHIVE_STEPS;H_VIEWING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)}
    <u>See related topics</u>

**Details: Creating a new folder**

**Choosing a location for a new folder**
To create a folder inside another folder, select the folder in which you want to contain the new folder.

**Moving and copying a folder**
You can drag a folder in the folder pane to move it to a new location. To copy a folder, press CTRL as you drag the folder.

---

{button ,AL(`H_CREATING_A_NEW_FOLDER_STEPS',1)} Go to procedure

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_DELETING_A_FOLDER_STEPS;H_DELETIN G_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOLDER_STEPS;H_SAVING_MESSAGES_O VER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWING_A_MESSAGE_IN_A_FOLDER_STEPS', 0)} See related topics

**Creating a new folder**

1.  In the <u>Mailbox</u>, choose Create - Folder.

2.  Enter a name for the folder.

3.  Choose a location for the new folder.

<u>See details</u>

4.  Click OK.

**Tip** You can create a folder inside another folder.

---

{button ,AL(`H_CREATING_A_NEW_FOLDER_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE
   LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL
   DER_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWIN
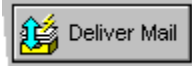   G_A_MESSAGE_IN_A_FOLDER_STEPS',0)} <u>See related topics</u>

**Details: Creating a new local archive**

**Limitations**
- You can create as many local archives as your disk space permits.
- You cannot create a local archive inside another local archive.

**Sharing archive messages with other users**
You can give local archive files to other users so that they can access the messages in them. Local archive files usually have the file extension CCA.

**Local archive names**
Local archive names must follow standard Windows file-naming conventions, with the exception that you cannot use more than 215 characters.

**Renaming a local archive**
Currently, there is no command for renaming a local archive. To rename a local archive:

1. Create a new local archive with the name you want.

2. Copy all messages from the old local archive to the new one.

3. Delete the old local archive.

---

{button ,AL(`H_CREATING_A_NEW_LOCAL_ARCHIVE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_DELETING_A_LOCAL_ARCHIVE_S TEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS;H_VIEWI NG_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)} <u>See related topics</u>

**Creating a new local archive**

1. In the <u>Mailbox</u>, choose Create - Local Archive.

2. Type a name for the local archive, and choose a folder in which to store it.

![Deliver Mail button] <u>Tips for finding a folder</u>

    **Tip** You might have local archive files on your hard disk already. In that case, you can select an existing local archive instead of entering a file name. Local archives use the <u>file extension</u> CCA.

3. Click OK.

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{button ,AL(`H_CREATING_A_NEW_LOCAL_ARCHIVE_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_CREATING_A_NEW_LOCAL_ARCH
IVE_STEPS;H_DELETING_A_LOCAL_ARCHIVE_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_ME
SSAGE_IN_A_LOCAL_ARCHIVE_STEPS;H_VIEWING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)}
<u>See related topics</u>

**Deleting a folder**

1. In the Mailbox, double-click the Folders container.

2. Select the folder that you want to delete.

3. Choose Edit - Clear.

   **Caution**  When you delete a folder, you delete all of the messages in it.

4. Click OK.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE
LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL
DER_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWIN
G_A_MESSAGE_IN_A_FOLDER_STEPS',0)} See related topics

**Details: Deleting a local archive**

**Deleting archived messages**
You cannot move or delete messages from a local archive. However, you can create a new local archive, copy the messages that you want to keep into it, and then delete the old local archive along with the original messages that you don't want.

**Retaining a local archive**
When you delete a local archive, you can choose to leave the local archive on your hard disk. When you create a local archive, you can select an existing local archive instead of entering a new file name.

---

{button ,AL(`H_DELETING_A_LOCAL_ARCHIVE_STEPS',1)} Go to procedure

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_CREATING_A_NEW_LOCAL_ARCH IVE_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS;H_ VIEWING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)} See related topics

**Deleting a local archive**

1. In the Mailbox, double-click the Local Archives container.
2. Select the local archive that you want to delete.
3. Choose Edit - Clear.
4. Click OK.
5. Click Yes to remove the local archive from your hard disk.

**Caution** If you delete a local archive file from the disk where it's stored, you permanently delete all of the messages contained in it. The deleted messages are not moved to the Trash folder.

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{button ,AL(`H_DELETING_A_LOCAL_ARCHIVE_DETAILS',1)} See details

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_CREATING_A_NEW_LOCAL_ARCHIVE_STEPS;H_DELETING_A_LOCAL_ARCHIVE_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS;H_VIEWING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)} See related topics

**Deleting a message from a folder**

1. In the Mailbox, double-click the Folders container to see the list of folders.

2. Click the folder from which you want to delete messages.

3. Select the messages that you want to delete.

4. Choose Edit - Clear.



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{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE
LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL
DER_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWIN
G_A_MESSAGE_IN_A_FOLDER_STEPS',0)} See related topics

## Emptying the Sent Mail folder automatically

You can specify how many days messages are stored in the Sent Mail folder.

1.  Choose File - Tools - User Preferences.



2.  Click Special Folders in the Preference list.



3.  In the Sent Messages section, select "Delete if older than."

4.  Enter the number of days to keep a message.

5.  Click OK.

**Note** Lotus Mail deletes the old messages when you exit from Lotus Mail.

---

{button ,AL(`;H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI
    SHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STE
    PS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEN
    D_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SAVING_MESSAGES_OV
    ER',0)} See related topics

**Renaming a folder**

1.  In the Mailbox, double-click the Folders container to see the list of folders.

2.  Select the folder that you want to rename.

3.  Choose Edit - Rename.



4.  Enter the new name.

5.  Click OK.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL DER_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWIN G_A_MESSAGE_IN_A_FOLDER_STEPS',0)} See related topics

**Details: Retrieving an unfinished message**

**Can't find a message in the Drafts folder**
If you can't find a message in the Drafts folder, perhaps it was saved without a recipient or subject. In that case, the message appears with little or no information to identify it. In most cases, the message was saved with the date; use the date to identify the message.

---

{button ,AL(`H_RETRIEVING_AN_UNFINISHED_MESSAGE_STEPS',1)} Go to procedure

{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_SAVING_A_MESSAGE_AS _A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STEPS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H _SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEND_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED _ATTACHMENT_STEPS;H_SAVING_MESSAGES_OVER',0)} See related topics

**Retrieving an unfinished message**

To complete a draft message, you must retrieve it from the Drafts folder.

1.  In the Mailbox, click the Drafts folder.

2.  Double-click the message that you want to complete.

3.  Finish the message and choose Actions - Send.

 Deliver Mail

4.  (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

 Deliver Mail

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{button ,AL(`H_RETRIEVING_AN_UNFINISHED_MESSAGE_DETAILS',1)} See details

{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI
SHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STE
PS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEN
D_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SAVING_MESSAGES_OV
ER',0)} See related topics

## Saving an attachment

1. Open a message that includes an attachment.

2. Click the Attachments icon in the message header.



3. Select the attachment you want to save.

4. Click Save.

5. (Optional) Choose a file name and folder for the attachment.
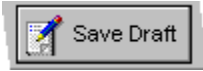
 Tips for finding a folder

6. Click Save.

---

{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI
SHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STE
PS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEN
D_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SAVING_MESSAGES_OV
ER;H_VIEWING_AN_ATTACHMENT_STEPS;',0)} See related topics

## Saving an unfinished message

You can save an unfinished message in the Drafts folder and send it later.

While creating a message, choose File - Save Draft.

[ Save Draft ]

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{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI
SHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STE
PS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEN
D_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SAVING_MESSAGES_OV
ER',0)} See related topics

**Details: Saving a message as a file**

**Saving an unopened message**

To save an unopened message, <u>select</u> the message in the <u>message list pane</u> and choose File - Save As File.

---

{button ,AL(`H_SAVING_A_MESSAGE_AS_A_FILE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI SHED_MESSAGE_STEPS;H_SAVING_AN_ATTACHMENT_STEPS;H_SAVING_AN_UNFINISHED_MESSAGE_ STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEND_STEPS;H_SAVING_FILES_FROM_A_COM PRESSED_ATTACHMENT_STEPS;H_SAVING_MESSAGES_OVER',0)} <u>See related topics</u>

**Saving a message as a file**

Use this procedure to save the message text and the message header. To save attachments, see Saving an attachment.

1.  Open the message that you want to save.
2.  Select the message text that you want to save.

    or

    Select nothing to save all of the message text.
3.  Choose File - Save As File.

![Deliver Mail button]

4.  Type a name for the file and change the drive and folder to save it in.

![Deliver Mail button]  Tips for finding a folder

5.  Click Save.

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{button ,AL(`H_SAVING_A_MESSAGE_AS_A_FILE_DETAILS',1)} See details

{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI
SHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STE
PS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEN
D_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SAVING_MESSAGES_OV
ER',0)} See related topics

**Details: Saving copies of messages that you send**

**Saving to a folder**
If you choose to save a message to a folder, the message is not saved in the Sent Mail folder.

**Using a rule to save a message**
You can create a rule to automatically save messages to a folder of your choice. See Overview: Automating tasks with rules.

---

{button ,AL(`H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEND_STEPS',1)} Go to procedure

{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI
SHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STE
PS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACH
MENT_STEPS;H_SAVING_MESSAGES_OVER',0)} See related topics

**Saving copies of messages that you send**

You can save a copy of your outgoing messages in a folder.

1. While underlined creating a message, select "Save a copy in."



2. Choose a folder from the list.

   When you send the message, a copy is stored in the folder that you specify.

---

{button ,AL(`H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEND_DETAILS',1)} See details

{button ,AL(`H_EMPTYING_THE_SENT_MAIL_FOLDER_AUTOMATICALLY_STEPS;H_RETRIEVING_AN_UNFINI SHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STE PS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YOU_SEN D_STEPS;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SAVING_MESSAGES_OV ER',0)} See related topics

**Saving files from a compressed attachment**

If an attachment was compressed using <u>PKZIP</u>, you can save the files it contains.

1. Select the compressed file attachment and choose Edit - Attachment Object - View. The Viewer window displays the list of files in the ZIP file.

2. (Optional) Select the files you want to save.

3. Click the right mouse button in the Viewer window.

4. Choose "Extract Selected Files" to save only the selected files.

    or

    Choose "Extract All Files" to save all of the files in the attachment.

---

{button ,AL(`H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_AN_ATTACHMENT_STEPS;H_SAVING_M ESSAGES_OVER;H_SAVING_FILES_FROM_A_COMPRESSED_ATTACHMENT_STEPS;H_SORTING_THE_FI LE_LIST_IN_A_COMPRESSED_ATTACHMENT_STEPS;H_VIEWING_A_COMPRESSED_ATTACHMENT_STEP S;H_VIEWING_ATTACHMENTS_OVER',0)} <u>See related topics</u>

## Overview: Saving messages
You can save messages in the following ways:

[Deliver Mail] Save a message as a file

[Deliver Mail] Save attachments

[Deliver Mail] Save an unfinished message

[Deliver Mail] Save a copy of a message when you send it

[Deliver Mail] Store a message in a folder

[Deliver Mail] Store a message in a local archive

### Saving a message as a file
You can save message text as a file on a disk. You can also save attachments as separate files.

### Saving an unfinished message
You can save a message in the Drafts folder instead of sending it. You can reopen the message later to complete it.

### Saving a copy of a message when you send it
You can save a message in any folder or local archive when you send it.

### Storing a message in a folder
Folders provide a filing system for storing messages. Folders are stored in your mail system as a part of your Mailbox.

### Storing a message in a local archive
Local archives also provide a filing system for storing messages. Unlike folders, they are stored as files on your hard disk so you can use them for long-term, permanent storage.   (Folders, by contrast, are stored as part of your Mailbox.)

You cannot delete or move messages from a local archive. To delete messages from a local archive, you must delete the entire archive.

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{button ,AL(`;H_CREATING_A_NEW_FOLDER_STEPS;H_CREATING_A_NEW_LOCAL_ARCHIVE_STEPS;H_RET
RIEVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_A_MESSAGE_AS_A_FILE_STEPS;H_SAVING_A
N_ATTACHMENT_STEPS;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSA
GES_THAT_YOU_SEND_STEPS;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_STORING_A_MESSA
GE_IN_A_LOCAL_ARCHIVE_STEPS',0)} See related topics

**Setting the default for saving sent mail**

1.   Choose File - Tools - User Preferences.



2.   Click Prepare in the Preference list.



3.   Select "Enable Save Copy."

---

{button ,AL(`;H_SAVING_AN_UNFINISHED_MESSAGE_STEPS;H_SAVING_COPIES_OF_MESSAGES_THAT_YO
U_SEND_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_STO
RING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)} See related topics

**Details: Storing a message in a folder**

**Finding a folder**

To find a folder, choose View - Expand All.



**Alternative - Dragging a message**

You can also drag messages to a folder.

**Limitation**

You cannot move messages from local archives; you can only copy them.

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{button ,AL(`H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS',1)} Go to procedure

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE
LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL
DER_STEPS;H_SAVING_MESSAGES_OVER;H_VIEWING_A_MESSAGE_IN_A_FOLDER_STEPS',0)} See
related topics

**Storing a message in a folder**

1. In the <u>Mailbox</u>, <u>select</u> one or more messages from any <u>message container</u>.

2. Choose Actions - Store to Folder.



3. Select Copy or Move.

4. Select the folder in which you want to store the message.

5. Click OK.

**Tips**

- Click New to create a folder.

- You cannot save a message in the top-level folder container. Double-click the folder container to see the storage folders. If there are no folders, click New to create one.

- Folders displaying a triangle contain at least one nested folder. Click the triangle to see the next level of folders.



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{button ,AL(`H_STORING_A_MESSAGE_IN_A_FOLDER_DETAILS',1)} <u>See details</u>

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL DER_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWIN G_A_MESSAGE_IN_A_FOLDER_STEPS',0)} <u>See related topics</u>

**Details: Storing a message in a local archive**

**Security risk**

Any user with a login profile on your system can open any archive file and read the messages in it. To save mail in a more secure location, save messages as files on your hard disk or on a floppy disk. See <u>Saving a message as a file</u>.

**Alternative - Dragging a message**

You can also drag messages to a local archive; however, when copying or moving a large number of messages, it's faster to use the Store to Folder command.

**Limitation**

You cannot move messages from local archives; you can only copy them.

---

{button ,AL(`H_STORING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_CREATING_A_NEW_LOCAL_ARCH IVE_STEPS;H_DELETING_A_LOCAL_ARCHIVE_STEPS;H_SAVING_MESSAGES_OVER;H_VIEWING_A_MES SAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)} <u>See related topics</u>

**Storing a message in a local archive**

1.  In the Mailbox, select one or more messages from any message container.

2.  Choose Actions - Store to Folder.



3.  Select "Copy" or "Move."

4.  Select the local archive in which you want to store the message.

    **Tip** You cannot save a message in the top-level local archive container. Double-click the local archive container to see the storage archives.

5.  Click OK.

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{button ,AL(`H_STORING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_DETAILS',1)} See details

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_CREATING_A_NEW_LOCAL_ARCH IVE_STEPS;H_DELETING_A_LOCAL_ARCHIVE_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_ME SSAGE_IN_A_LOCAL_ARCHIVE_STEPS;H_VIEWING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)} See related topics

**Trash folder auto-delete options**

| Option | Result |
| --- | --- |
| Never empty | Never deletes messages from your Trash folder. |
| Always empty on exit | Deletes all messages in your Trash folder each time you exit. |
| Delete messages older than *n* days | Deletes messages that have been stored in the Trash folder for the specified number of days. |

**Viewing a message in a folder**

1.  In the Mailbox, double-click the Folders container to see the list of folders.

2.  Click the folder that contains the messages that you want to see.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_FOLDER_STEPS;H_CREATING_A_NEW_FOLDER_STEPS;H_DE LETING_A_FOLDER_STEPS;H_DELETING_A_MESSAGE_FROM_A_FOLDER_STEPS;H_RENAMING_A_FOL DER_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_MESSAGE_IN_A_FOLDER_STEPS;H_VIEWIN G_A_MESSAGE_IN_A_FOLDER_STEPS',0)} See related topics

**Viewing the messages in a local archive**

1. In the Mailbox, double-click the Local Archives container to see the list of local archives.

2. Click the local archive that contains the messages that you want to see.

---

{button ,AL(`;H_CONFIRMING_TO_DELETE_A_LOCAL_ARCHIVE_STEPS;H_CREATING_A_NEW_LOCAL_ARCH
    IVE_STEPS;H_DELETING_A_LOCAL_ARCHIVE_STEPS;H_SAVING_MESSAGES_OVER;H_STORING_A_ME
    SSAGE_IN_A_LOCAL_ARCHIVE_STEPS;H_VIEWING_A_MESSAGE_IN_A_LOCAL_ARCHIVE_STEPS',0)}
    See related topics

**Creating a message**

To create a message, choose Create - Message.

**Tips for entering conditions**

**Entering more than one condition**

You can use more than one condition by using the "and" and "or" operators:

- Use "and" to limit the condition, for example, to search for a message that contains a specific subject *and* is from a specific author.
- Use "or" to widen a condition, for example, to search for an address that contains a specific name *or* is from a specific author.

When you mix and/or operators in multiple conditions, the conditions are grouped cumulatively from top to bottom. For example, "X and Y or Z" is searched as "(X and Y) or Z," not "X and (Y or Z)." Therefore, results will be different depending on the order of the conditions.

**Exact and inexact comparisons**

Use "contains" or "does not contain" to specify an inexact match, for example, when you only know part of a subject.

Use "is" or "is not" to specify an exact match. For example, to find a subject using "is" or "is not," you must include the exact subject text.

**Tips for entering search conditions**

**Entering more than one condition**
When you use more than one condition, you can focus or broaden your search by using the "and" and "or" operators:

- Use "and" to limit the condition, for example, to search for a message that contains a specific subject *and* is from a specific author.
- Use "or" to widen a condition, for example, to search for an address that contains a specific name *or* is from a specific author.

When you mix and/or operators in multiple conditions, the conditions are grouped cumulatively from top to bottom. For example, "X and Y or Z" is searched as "(X and Y) or Z," not "X and (Y or Z)." Results will be different depending on the order of the conditions.

**Exact and inexact comparisons**
Use "contains" or "does not contain" to specify an inexact match, for example, when you only know part of a subject.

Use "is" or "is not" to specify an exact match. For example, to find a subject using "is" or "is not," you must include the exact subject text.

**Deleting a condition**
To delete a condition, click it and click Delete.

**Limitation**
Using wild-card characters, for example, "*," is not supported.

**Tips for finding a file or folder**

**Finding a folder**

Choose a folder from the "Look in" box.

Look in: ☐ ccmail ▼

**Moving up one level**

Click Up One Level to display the contents of the next-highest folder.

**Creating a new folder**

Click Create New Folder to create a new folder.

**Note**  The dialog box might have different options depending on the <u>operating system</u> you are using.

**Deleting a message from the Outbox**
You can delete a message in the Outbox before it is sent.

1. Open the Outbox from the Mailbox.
2. Select the message that you want to delete.
3. Choose Actions - Move to Trash.

![Deliver Mail]

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**Editing a message in the Outbox**

1. Open the Outbox from the Mailbox.

2. Double-click the message that you want to edit.

3. Edit the message. You can edit addresses, text, attachments, and so forth.

4. Choose Actions - Send to send the message.

5. (Optional) Click Yes to delete the original message from the Outbox.

---

{button ,AL(`;H_CREATING_AND_SENDING_A_MESSAGE_STEPS;H_RETRIEVING_A_DELETED_MESSAGE_ST
   EPS;H_RETRIEVING_AN_UNFINISHED_MESSAGE_STEPS',0)} See related topics

**Finding an address in the Address Book dialog box**

1.  While <u>creating a message</u>, choose Actions - Address.



2.  (Optional) If you use more than one address book, for example, if your <u>profile</u> includes an <u>LDAP</u> service provider, choose an address book in which to search.

3.  Choose Find.

4.  Enter part of the name you are looking for, or enter the entire name.   For example, to find all addresses that contain "Bob," enter "Bob."

5.  Click OK.

    The names that match what you typed appear in the Address Book dialog box.

**Tips**

*   After you find the address, <u>select</u> it and click Properties to find more information or to add it to your Personal Address Book.

*   When you search for an address, the Search Results entry is added to the "Show Names from the" box.



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{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALO
    G_BOX_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MES
    SAGES_AND_ADDRESSES_OVER;H_USING_QUICK_SEARCH_TO_FIND_A_MESSAGE_STEPS;H_FINDING
    _AN_ADDRESS_IN_AN_INTERNET_DIRECTORY_STEPS',0)} <u>See related topics</u>

**Finding an address in the Address Book window**

1. In the <u>Address Book window</u>, click anywhere in the <u>address list pane</u>.

2. Type the name that you want to find. The Quick Search box opens.

    As you type, the address list pane scrolls to the address that best matches your entry.

3. Press ESC to close the Quick Search box.

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{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALO G_BOX_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MES SAGES_AND_ADDRESSES_OVER;H_USING_QUICK_SEARCH_TO_FIND_A_MESSAGE_STEPS;H_FINDING _AN_ADDRESS_IN_AN_INTERNET_DIRECTORY_STEPS',0)} <u>See related topics</u>

## Finding an attachment

You can find an attachment by searching for all or part of its file name. For example, if the attachment is named Letter_1.txt, you can search for file names that contain "Letter."

1.  In the Mailbox, choose View - Search Bar.

2.  Click Conditions.

3.  Choose Item title from the list.

| Item title ▼ | contains ▼ | |
|---|---|---|
| Item title ▲ | | |
| Message type | | |
| Priority ▼ | | |

4.  Enter the attachment file name in the text field.

5.  (Optional) Click in the space below the condition you just created to add more conditions.

Tips for entering search conditions

To delete a condition, select it and click Delete.

6.  Click OK.

7.  Click Search.

**Tip** Select the All Documents folder to search all of the messages in your Mailbox.

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{button ,AL(`;H_FINDING_A_MESSAGE_EX;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ADDRESS_IN_T HE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MESSAGES_AND_ADDRESSES_OVER;H_SEARCHIN G_FOR_A_MESSAGE_IN_MORE_THAN_ONE_CONTAINER_STEPS',0)} See related topics

**Finding a folder or local archive**

1. In the Mailbox, choose View - Expand all.

2. Click anywhere in the folder pane.

3. Type the first letter of the folder or local archive that you want to find. For example, to find a folder named "Sales," type "s."

   The first folder in the list that starts with the letter you typed opens. Type the letter again to open the next folder that starts with that letter.

---

{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_WINDO
W_STEPS;H_FINDING_AN_ATTACHMENT_STEPS;H_FINDING_MESSAGES_AND_ADDRESSES_OVER',0)}
See related topics

**Details: Finding a message**

**Where Search looks if you don't enter conditions**
When you don't provide search conditions, Search looks in the following places:

- The message subject
- The message text
- The author of the message

**Using quick search**
Instead of using the search bar, you can find messages with quick search. To do so, click anywhere in the message list pane and begin typing the subject you're looking for. The message that best matches what you type is selected.

**Sorting by subject**
To sort messages by subject, click the Subject column heading.

**Improving performance**
You can work with your e-mail faster if you limit the number of messages in your Inbox. In addition to manually deleting messages when you no longer need them, you can do the following:

- Store messages in folders and local archives. See Overview: Saving messages.
- Delete old messages in the Trash and Sent Mail folders. See Emptying the Trash folder automatically and Emptying the Sent Mail folder automatically.
- Create a rule to automatically move old messages from your Inbox to a local archive. See Overview: Automating tasks with rules and Example: Move old messages to an archive.
- Create a rule to automatically move specific messages, for example, from a list server, to a folder. See Overview: Automating tasks with rules and Example: Move specific incoming messages.

**Examples**
For examples of using search conditions, see Example: Finding a message.

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{button ,AL(`H_FINDING_A_MESSAGE_STEPS',1)} Go to procedure

{button ,AL(`H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALOG_BOX_STEPS;H_FINDING_AN_AD DRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MESSAGES_AND_ADDRESSES_OVER; H_USING_QUICK_SEARCH_TO_FIND_A_MESSAGE_STEPS;H_SEARCHING_FOR_A_MESSAGE_IN_MORE _THAN_ONE_CONTAINER_STEPS;H_FINDING_AN_ATTACHMENT_STEPS;H_FINDING_A_FOLDER_OR_LO CAL_ARCHIVE_STEPS',0)} See related topics

**Example: Finding a message**

**Search for a specific subject**
You want to find all messages with a subject that includes "Party:"

| Search for | Condition | Setting to match | Operator |
|---|---|---|---|
| Subject | Is | Party | [none] |

**Search for a subject and author**
You want to find a message sent by Denise Allison with the subject "Party:"

| Search for | Condition | Setting to match | Operator |
|---|---|---|---|
| Subject | Is | Party | And |
| Author | Contains | Allison | |

**Search for a subject, author, and send date**
You want to find a message sent by Denise Allison before June 30, 1996 with the subject "Party:"

| Search for | Condition | Setting to match | Operator |
|---|---|---|---|
| Subject | Is | Party | And |
| Author | Contains | Allison | And |
| Send date | Is before | 6/30/96 | |

{button ,AL(`H_FINDING_A_MESSAGE_STEPS;H_FINDING_A_FOLDER_OR_LOCAL_ARCHIVE_STEPS;H_FINDI NG_AN_ATTACHMENT_STEPS',0)} See related topics

**Finding a message**

1.  In the <u>Mailbox</u>, click the <u>message container</u> that you want to search in.

2.  Choose View - Search Bar.
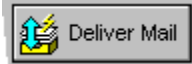


3.  Enter the text you want to search for in the Search box.

    or

    Click <u>Conditions</u> to focus the search.

    To add more than one condition, press ENTER after adding each condition, or click below the last condition.

    To delete a condition, select it and click Delete.

 <u>Tips for entering search conditions</u>

4.  Click Search.

    The messages matching your search criteria appear in the message list pane.

5.  (Optional) To search in another container, click it.

6.  (Optional) Click Reset to display all messages in the container and clear the Search box.

**Tip** Select the All Documents folder to search all of the messages in your Mailbox.

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{button ,AL(`H_FINDING_A_MESSAGE_DETAILS',1)} <u>See details</u>

{button ,AL(`H_FINDING_A_MESSAGE_EX',1)} <u>See example</u>

{button ,AL(`;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALO
   G_BOX_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MES
   SAGES_AND_ADDRESSES_OVER;H_USING_QUICK_SEARCH_TO_FIND_A_MESSAGE_STEPS;H_SEARCH
   ING_FOR_A_MESSAGE_IN_MORE_THAN_ONE_CONTAINER_STEPS;H_FINDING_AN_ATTACHMENT_STEP
   S;H_FINDING_A_FOLDER_OR_LOCAL_ARCHIVE_STEPS',0)} <u>See related topics</u>

## Overview: Finding messages and addresses

You can find messages in any message container, for example, the Inbox, folders, and local archives. You can find addresses in your Personal Address Book.

**Finding messages**

Use the search bar to find messages. You can perform a simple search or use conditions to focus a search. For example, you can search for a message sent by a specific author about a specific subject.

To display the search bar, choose View - Search Bar.

**Finding an address in the Address Book dialog box**

You can search in the Address Book dialog box while addressing a message.

See Finding an address in the Address Book dialog box.

**Finding an address in the Address Book window**

You can search for names in your Personal Address Book, but you can't use search conditions.

See Finding an address in the Address Book window.

**Searching with rules**

You can create a rule to perform a search, and then perform another action. For example, you can create a rule that will search for a specific message and automatically move that message to a folder.

See Overview: Automating tasks with rules.

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{button ,AL(`H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALOG
_BOX_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MESS
AGES_AND_ADDRESSES_OVER;H_USING_QUICK_SEARCH_TO_FIND_A_MESSAGE_STEPS;H_SEARCHI
NG_FOR_A_MESSAGE_IN_MORE_THAN_ONE_CONTAINER_STEPS;H_FINDING_AN_ATTACHMENT_STEP
S;H_FINDING_A_FOLDER_OR_LOCAL_ARCHIVE_STEPS',0)} See related topics

**Folder options**

| Option | Result |
|---|---|
| Nonrecursive | Searches in the selected container but none of its nested containers. |
| All Folders | Searches in all containers. |
| Recursive | Searches in the selected container and all of its nested containers. |

## Searching for a message in more than one container

1. In the Mailbox, choose View - Search Bar.



2. Click Conditions.

3. Choose Folder from the list.



4. Click Browse.

5. Choose the container you want to search.

 Options

6. Click OK to return to the Search Conditions dialog box.

7. Click the space below the condition you just created.

8. Choose a condition that specifies the messages you're searching for.

 Tips for entering search conditions

To delete a condition, select it and click Delete.

9. Click OK.

10. Click Search.

The messages matching your search criteria appear in the Search Results window.

**Tip** Select the All Documents folder to search all of the messages in your Mailbox.

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{button ,AL(`;H_FINDING_A_MESSAGE_EX;H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ATTACHMENT_
STEPS;H_FINDING_MESSAGES_AND_ADDRESSES_OVER;H_FINDING_A_FOLDER_OR_LOCAL_ARCHIVE
_STEPS',0)} See related topics

**Using quick search to find a message**

1. In the Mailbox, open any message container.

2. Click anywhere in the message list pane.

3. Click on the column that you want to search by. For example, to search for a subject, click the Subject column. The message list is sorted according to the column you click.

4. Type the first letters of the text you want to find. The Quick Search box opens.

   As you type, the list scrolls to the message that best matches your entry.

_____

{button ,AL(`H_FINDING_A_MESSAGE_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_DIALOG
   _BOX_STEPS;H_FINDING_AN_ADDRESS_IN_THE_ADDRESS_BOOK_WINDOW_STEPS;H_FINDING_MESS
   AGES_AND_ADDRESSES_OVER;H_FINDING_AN_ATTACHMENT_STEPS;H_SEARCHING_FOR_A_MESSAG
   E_IN_MORE_THAN_ONE_CONTAINER_STEPS;H_FINDING_A_FOLDER_OR_LOCAL_ARCHIVE_STEPS',0)}
   See related topics

**Details: Forwarding an open message**

**Retaining the forwarding history**

If you retain the forwarding history, information about the message is included in the message that you send.

To set the default for this option, see <u>Including a separator in forwarded messages</u>.

**Viewing the message history**

To see the forwarding history of a message, select the message in the message list pane and choose File - Properties. Then click History.

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{button ,AL(`H_FORWARDING_AN_OPEN_MESSAGE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_FORWARDING_UNOPEN ED_MESSAGES_STEPS;H_INCLUDING_A_SEPARATOR_IN_FORWARDED_MESSAGES_STEPS;H_INCLUDI NG_THE_HISTORY_IN_FORWARDED_MESSAGES_STEPS;H_REPLYING_TO_AND_FORWARDING_MESSA GES_OVER',0)} <u>See related topics</u>

**Forwarding an open message**

1. In the Mailbox, open a message in any message container.

2. Choose Create - Forward.

 Forward

3. Select or deselect "Retain forwarding history."

4. Enter an address.

5. (Optional) Add text to the message.

6. Choose Actions - Send to send the message.

 Deliver Mail

7. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

_____

{button ,AL(`H_FORWARDING_AN_OPEN_MESSAGE_DETAILS',1)} See details

{button ,AL(`;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_FORWARDING_AN_OPE N_MESSAGE_STEPS;H_FORWARDING_UNOPENED_MESSAGES_STEPS;H_INCLUDING_A_SEPARATOR_I N_FORWARDED_MESSAGES_STEPS;H_INCLUDING_THE_HISTORY_IN_FORWARDED_MESSAGES_STEP S;H_REPLYING_TO_AND_FORWARDING_MESSAGES_OVER',0)} See related topics

**Details: Forwarding unopened messages**

**Retaining the forwarding history**

If you retain the forwarding history, information about the message is included in the message that you send.

To set the default for this option, see <u>Including the history in forwarded messages</u>.

**Viewing the message history**

To see the forwarding history of a message, select the message in the message list pane and choose File - Properties. Then click History.

---

{button ,AL(`H_FORWARDING_UNOPENED_MESSAGES_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_FORWARDING_AN_OPE N_MESSAGE_STEPS;H_INCLUDING_A_SEPARATOR_IN_FORWARDED_MESSAGES_STEPS;H_INCLUDING _THE_HISTORY_IN_FORWARDED_MESSAGES_STEPS;H_REPLYING_TO_AND_FORWARDING_MESSAGE S_OVER',0)} <u>See related topics</u>

**Forwarding unopened messages**

1. In the Mailbox, select one or more messages from any message container.

2. Choose Create - Forward.



3. Select a name in the "Address" list.

   **Tip** You can also type the name in the Address box.

4. Click To, cc, or bcc.

5. Repeat steps 3 and 4 for additional names.

6. Click OK.

7. Select or deselect Retain Forwarding History.

8. Click OK.

9. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

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{button ,AL(`H_FORWARDING_UNOPENED_MESSAGES_DETAILS',1)} See details

{button ,AL(`H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_FORWARDING_AN_OPE N_MESSAGE_STEPS;H_FORWARDING_UNOPENED_MESSAGES_STEPS;H_INCLUDING_A_SEPARATOR_I N_FORWARDED_MESSAGES_STEPS;H_INCLUDING_THE_HISTORY_IN_FORWARDED_MESSAGES_STEP S;H_REPLYING_TO_AND_FORWARDING_MESSAGES_OVER',0)} See related topics

**Including a separator in forwarded messages**

To separate your comments from the original message text, you can automatically add a <u>forward message separator</u>.

1. Choose File - Tools - User Preferences.

![Deliver Mail button](Deliver Mail)

2. Click Read/Reply/Forward in the Preference list.

![Deliver Mail button](Deliver Mail)

3. Select "Include forward separator."

4. Click OK.

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{button ,AL(`;H_FORWARDING_AN_OPEN_MESSAGE_STEPS;H_FORWARDING_UNOPENED_MESSAGES_ST
EPS;H_INCLUDING_A_SEPARATOR_IN_FORWARDED_MESSAGES_STEPS;H_INCLUDING_A_SEPARATOR
_IN_REPLY_MESSAGES_STEPS;H_INCLUDING_THE_HISTORY_IN_FORWARDED_MESSAGES_STEPS;H_
REPLYING_TO_A_MESSAGE_STEPS;H_REPLYING_TO_AND_FORWARDING_MESSAGES_OVER',0)} <u>See
related topics</u>

**Including a separator in reply messages**

To separate your comments from the original message text, you can automatically add a reply message separator.

1.  Choose File - Tools - User Preferences.



2.  Click Read/Reply/Forward in the Preference list.



3.  Select "Include reply separator."

4.  Click OK.

---

{button ,AL(`;H_FORWARDING_AN_OPEN_MESSAGE_STEPS;H_FORWARDING_UNOPENED_MESSAGES_ST EPS;H_INCLUDING_A_SEPARATOR_IN_FORWARDED_MESSAGES_STEPS;H_INCLUDING_A_SEPARATOR _IN_REPLY_MESSAGES_STEPS;H_INCLUDING_THE_HISTORY_IN_FORWARDED_MESSAGES_STEPS;H_ REPLYING_TO_A_MESSAGE_STEPS;H_REPLYING_TO_AND_FORWARDING_MESSAGES_OVER',0)} See related topics

## Including the history in forwarded messages

Use this preference to automatically include the forwarding history in messages that you forward.

1.   Choose File - Tools - User Preferences.



2.   Click Read/Reply/Forward in the Preference list.



3.   Select "Include forwarding history."

4.   Click OK.

**Tip** To see the forwarding history of a message, select the message in the message list pane and choose File - Properties. Then click History.

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{button ,AL(`;H_FORWARDING_AN_OPEN_MESSAGE_STEPS;H_FORWARDING_UNOPENED_MESSAGES_ST EPS;H_INCLUDING_A_SEPARATOR_IN_FORWARDED_MESSAGES_STEPS;H_INCLUDING_A_SEPARATOR _IN_REPLY_MESSAGES_STEPS;H_INCLUDING_THE_HISTORY_IN_FORWARDED_MESSAGES_STEPS;H_ REPLYING_TO_A_MESSAGE_STEPS;H_REPLYING_TO_AND_FORWARDING_MESSAGES_OVER',0)} See related topics

## Overview: Replying to and forwarding messages

**Replying to messages**
When replying, you have the following options:

- Respond to the sender of the message only, or to the sender and all other recipients.
- Include the original message in your reply, or include only your message text.

**Reply defaults**
See Including a separator in reply messages.

**Forwarding messages**
You can forward messages to one or more addresses.

As with replies, you can add your comments and attachments to the original message.

If you want to forward the message without making any changes to it, you can select it in the Inbox and forward it without opening it first.

**Forwarding defaults**
See the following topics:

 Including a separator in forwarded messages

 Including the history in forwarded messages

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{button ,AL(`;H_FORWARDING_AN_OPEN_MESSAGE_STEPS;H_FORWARDING_UNOPENED_MESSAGES_ST EPS;H_INCLUDING_A_SEPARATOR_IN_FORWARDED_MESSAGES_STEPS;H_INCLUDING_A_SEPARATOR _IN_REPLY_MESSAGES_STEPS;H_INCLUDING_THE_HISTORY_IN_FORWARDED_MESSAGES_STEPS;H_ REPLYING_TO_A_MESSAGE_STEPS;H_REPLYING_TO_AND_FORWARDING_MESSAGES_OVER',0)} See related topics

**Details: Replying to a message**

**Grouping replies with their original message**

You can group related messages in any <u>message container</u>.   See <u>Grouping related messages together</u>.

**Viewing the message history**

To see the <u>forwarding history</u> of a message, select the message in the message list pane and choose File - Properties. Then click History.

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{button ,AL(`H_REPLYING_TO_A_MESSAGE_STEPS',1)} <u>Go to procedure</u>

{button ,AL(`H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_EDITING_AN_ATTACHME NT_STEPS;H_INCLUDING_A_SEPARATOR_IN_REPLY_MESSAGES_STEPS;H_REPLYING_TO_AND_FORWA RDING_MESSAGES_OVER',0)} <u>See related topics</u>

**Replying to a message**

1. In the Mailbox, open a message in any message container.

2. Choose Create - Reply.

**Reply**

3. Choose the type of reply.

**Deliver Mail** Options

4. (Optional) Add addresses.

   **Tip** If you're not sure of an address, choose Actions - Address to choose an address from the Address Book dialog box.

5. Type your reply in the message text pane.

6. Choose Actions - Send to send the message.

**Deliver Mail**

7. (Optional) Choose Actions - Deliver Mail to send the message from the Outbox.

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{button ,AL(`H_REPLYING_TO_A_MESSAGE_DETAILS',1)} See details

{button ,AL(`;H_CHOOSING_AN_ADDRESS_FROM_THE_ADDRESS_BOOK_STEPS;H_EDITING_AN_ATTACHM
ENT_STEPS;H_INCLUDING_A_SEPARATOR_IN_REPLY_MESSAGES_STEPS;H_REPLYING_TO_AND_FOR
WARDING_MESSAGES_OVER',0)} See related topics

**Reply options**

| Option | Result |
| --- | --- |
|  | Replies only to the sender of the message, not to other recipients. Does not include the original message. |
|  | Replies to the sender of the message and all other recipients. Does not include the original message. |
|  | Replies only to the sender of the message, not to other recipients. Includes the original message. |
|  | Replies to the sender of the message and all other recipients. Includes the original message. |

**Internet Directory**

An address book that uses <u>LDAP</u> to define names and addresses. Some public Internet Directories include millions of names. If you install the <u>Simple Internet Address Book Provider</u> with Lotus Mail, you can search Internet Directories when you create a message in Lotus Mail.

**Internet service provider**
An Internet service provider (ISP) is a company which provides access to the <u>Internet</u>. Most Internet providers include an e-mail server which stores and transports your e-mail. You also use your Internet service provider to access the World Wide Web.

**MIME**

Multipurpose Internet Mail Extensions. A standard method for transporting non-text data in e-mail; for example, graphics and audio.

**POP3**
Version 3 of the Post Office Protocol, a standard for mail clients downloading messages from a server. Lotus Mail uses POP3.

**Simple Internet Address Book Provider**
A program that provides the capability to search for names in an <u>Internet Directory</u>. You can install the Simple Internet Address Book Provider at the same time you install Lotus Mail, or anytime after.

**SMTP**
Simple Mail Transfer Protocol.   An application protocol used to transfer e-mail over the Internet.

## Internet configuration properties

**What do you want to do?**

 Find out about General properties

 Find out about POP3 properties

 Find out about SMTP properties

 Find out about Connection properties

 Find out about Advanced properties

 Configure my Internet service provider connection

 Find out about service providers

## Internet configuration properties

**What do you want to do?**

[Deliver Mail] Find out about General properties

[Deliver Mail] Find out about POP3 properties

[Deliver Mail] Find out about SMTP properties

[Deliver Mail] Find out about Connection properties

[Deliver Mail] Find out about Advanced properties

[Deliver Mail] Configure my Internet service provider connection

[Deliver Mail] Find out about service providers

## Internet address properties

**Address properties**

| Property | Describes |
| --- | --- |
| Name | The person's name, for example, "John Valentine." |
| E-mail address | The Internet address, for example, "jvalentine@silver.com." |
| Comment | Comments about the address. |

**Creating or editing an address**

See the following topics:

 Creating an address

 Editing an address

## Internet configuration properties

**What do you want to do?**

 Find out about General properties

 Find out about POP3 properties

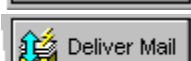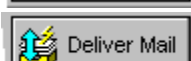 Find out about SMTP properties

 Find out about Connection properties

 Find out about Advanced properties

 Configure my Internet service provider connection

 Find out about service providers

## Internet configuration properties

**What do you want to do?**

 Find out about General properties

 Find out about POP3 properties

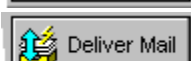 Find out about SMTP properties

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## Internet configuration properties

**What do you want to do?**

| Deliver Mail | Find out about General properties |

| Deliver Mail | Find out about POP3 properties |

| Deliver Mail | Find out about SMTP properties |

| Deliver Mail | Find out about Connection properties |

| Deliver Mail | Find out about Advanced properties |

| Deliver Mail | Configure my Internet service provider connection |

| Deliver Mail | Find out about service providers |

**Find out why I can't...**

 Use keyboard shortcuts

 Find a command or a menu

 Find certain SmartIcons

**Find out why I can't...**

[Deliver Mail]  Use keyboard shortcuts

[Deliver Mail]  Find a command or a menu

[Deliver Mail]  Find specific SmartIcons

**Find out why I can't...**

 List messages in the correct order

 Use keyboard shortcuts

 Find a command or a menu

 Find specific SmartIcons

**Find out why I can't...**

 Use keyboard shortcuts

 Find a command or a menu

 Find certain SmartIcons

**Find out why I can't...**

![Deliver Mail button] Find an attachment

![Deliver Mail button] Use keyboard shortcuts

![Deliver Mail button] Find a command or a menu

![Deliver Mail button] Find certain SmartIcons

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