ePrompter Table of Contents

General:

Reference:

Other Lists:

Getting Started

Welcome to ePrompter!   Click here to find out: <u>What does ePrompter do?</u>

In order to get started you will need to follow just 2 simple steps:

   1. Tell ePrompter how your computer connects to the Internet.

   2. Tell ePrompter about the email accounts you want to retrieve.

Etc...

What does ePrompter do?

ePrompter is an easy to use email notifier that automatically checks up to sixteen password protected email accounts for AOL , AltaVista, Earthlink, Email.com, Go.com, Hotmail, Juno, Lycos, Mail.com, Mindspring, MSN, Netscape, OneBox, POP3, Rediffmail, USA, Yahoo and hundreds of other email domains - all at the same time.

ePrompter features a unique rotating tray icon, and a choice of four unique screensavers that let you know at a glance the number of new messages in each account, which you can easily read and/or delete online or offline with the click of an icon.

And now ePrompter allows you to compose, forward and reply to the messages that have been retrieved for you. Your forwards and replies will be sent back through the account that the messages were retrieved from. Your original messages can be sent through any account that you have working on your ePrompter. ePrompter also features an address book. But please understand that while ePrompter can now send messages, it is not meant to take the place of a full-featured email client - it's just a mini-email client.

Reading Mail

To read mail, click on the link that says "Inbox" on an account.   If there are no accounts that say "Inbox" then you don't have any mail.

How to update mail

How to read mail

Sending Mail

To send mail from an account, click the account "Options" and then click "Compose".   Fill in the entries and click "Send".   Your mail will be sent at the next update.

Configuring ePrompter

To configure ePrompter go to the main menu

???????????

No help for this topic

Deleting email accounts

Click "Options" on the account you want to delete, then click "Delete". When it asks, "Are you sure you want to delete this account?" click yes and the account will disappear.

When ePrompter is not in its updating mode, just put your cursor over the account you want to remove and right click on your mouse, click on delete, click on "yes" and it's gone.

How to update mail

Click on "Update" on the main ePrompter screen or click on "Options" on an account then click "Update". It will automatically update your email. The number of new emails you have will appear in the circle next to your name account name.

How to read mail

Click on Inbox underneath your account name.   An "Inbox" with all your emails will appear. Just <u>double-click</u> on the email you would like to read.

To delete an email click on the small box nest to the name so that it has an "x" in it. The message will be deleted on your next update.

To delete all of your emails press on 'x' all for Deletion. When it asks "Are you sure you want to mark all mail for deletion?" press on Yes.

Privacy Statements

PRIVACY: Your email address, login name and passwords are kept strictly private. They are encrypted and stored only on your computer and are never sent to the ePrompter server or to any third party*.   The login name and password are used ONLY for the purpose of logging in to your email provider's servers using their standard login procedures.

* For POP3 accounts, the email address you enter is used in a standard way to identify you to your recipients.

Support, Questions and Comments

If you have any questions or comments feel free to email us at comments@eprompter.com .We would love to hear from you.

To find out about any new versions of ePrompter or features, go to our website at: http://www.ePrompter.com .

Checking for Software Upgrades

The world of the Internet is very dynamic.   ePrompter requires periodic upgrades in order to keep it running smoothly with all the various email types.   Usually these upgrades take place automatically without any user intervention.

However, because ePrompter's automatic check for upgrades takes place only periodically, there may be times when you will want to have ePrompter check for the latest version between these automatic checks..   Such times might be:

1. When an ePrompter support person tells you a new version is ready.

2. When one of your ePrompter email accounts is not working and you want to ensure you are using the latest ePrompter version.

If you select this action, ePrompter will check the software version and perform an upgrade during the next email update.   Trigger the mail update manually if you want to ePrompter to check the software version right away.

Help for ePrompter Screens

This list contains the help topics for each screen in ePrompter.   Clicking the help topics will give you the help information for each respective screen. Pressing F1 from each screen will give you the same help information.

Main ePrompter Screen

Message Body

Inbox

Quick Fix

POP3 Server Setup

Schedule Setup

Email Address Screen

Account Login Password Screen.

SMTP Server Screen

Account Options Screen

Address Book Management

Notification Setup

Screen Saver Setup

Connection Setup

System Setup

Message Box

Icon Color Setup

Compose Screen

About ePrompter Screen

Selecting your Internet connection type

Setup for AOL Dialup

AOL program location

Outbox

Password Confirmation

Wizard

Exit Wizard Screen

Proxy Servers and Authentication screen

Your internet connection is now configured screen

Finished with ePrompter wizard screen

Main ePrompter Screen

The main ePrompter screen lets you glance and see the status of your email accounts.   It also has buttons and menus for operating ePrompter.

Update Button

Help Button

Account Displays

Graphic Links

Menu Button

The menu provides tabs for the various functions and features of ePrompter such as the New Account Setup Wizard, the Address Book and Help:

Making New Email Accounts

Managing the Address Book

Configuring ePrompter

Exiting ePrompter

Update Button

When your computer is online and the Update Button is clicked, ePrompter logs into all of the email accounts that you have set up and retrieves all new messages, and then notifies you when new messages have been retrieved.

If a user's computer is not online and the ePrompter auto-dial feature is enabled, clicking the Update Button causes ePrompter to automatically make a connection over the phone to your online service; initiate and complete the updating process; disconnect and end the update - again notifying you when new messages have been retrieved.

Help Button

Clicking the help button on the main screen will provide a list of helpful topics.   You can also click the "?" button on virtually any of the screens to get helpful information about the topic of that particular screen. Pressing the F1 key on your keyboard while you are on any screen will also display helpful information.

Account Displays

There is a graphical display for each account that you have configured in ePrompter.   Each account has the following:

▪   Account title.
▪   Colored circle with a unique color which shows you how many unread emails are in the inbox. Clicking the circle is the same as clicking the "Inbox" button.
▪   NEW! which indicates that there is new mail that since the previous update.
▪   "Options" button for the account.   "Options" includes choices such as Update, Setup, Inbox, Outbox, Compose and others.
▪   Inbox button.   Only visible when there is mail in the Inbox.   Click to see the list of mail.
▪   Status indicator (*).   Only visible when there is a problem retrieving or sending mail. Click to read the details.
▪   Outbox indicator (@).   Only visible when there is unsent mail waiting in the outbox. Click to open the outbox.
▪   Progress Display.   Only visible when updating.   Shows you the progress of logging in, retrieving, sending, deleting and logging out.

Graphic Links

Your screen may have logos, promotions and other graphics.   Clicking on these may open up you browsers and take you to a related website.

Status Display

The main screen status display shows you the general status of ePrompter activities.   Normally it shows you how many minutes until the next automatic update.

It lets you know when ePrompter is updating the mail. (See the individual account displays for detailed update status.)

Other information will appear in the status display as needed.

Message Body

The "Message" Screen shows you an individual email message.   The subject, date and sender are shown at the top of the message.   ePrompter displays email in its simple form with no special formatting or graphics.   Attachments are not downloaded.   Embedded Java scripts are not processed.

Click the "Delete" checkbox to tag the message for deletion.   Deletion will not actually take place until you close the message screen, close the Inbox and trigger another email update.

"Back" and "Next" buttons help you to navigate through your Inbox one message at a time.

"Reply" makes a copy of the simple message text, the subject and the sender, and prepares a reply message, ready for you to enter you reply.

"Forward" is similar to reply.   It makes a copy of the message and subject and allows you to pass it on to another email recipient.   RED Please Note!   ePrompter does not necessarily forward a complete message.   Attachments are not included and neither is HTML codes and other formatting from the original message.   What you see is what you send.

"Print" allows you to print the email.   A print options screen will popup.

Inbox

The "Inbox" shows you a list of mail that ePrompter has retrieved for an account.

Each item in the list is an email.   Use the mouse or the arrow keys on the keyboard to select mail in the list.

The date, sender and subject are shown.   A red dot on the left indicates the mail is "unread" by you and a yellow center on that red dot means that the email is new since the previous mail update.

The check box on the left of each item allows you to tag mail for deletion.   There are several ways to tag and untag the mail for deletion.   You may click the check box to toggle it, or press the 'X' or 'D' key to tag for deletion and the "Space" key or "Backspace" to remove the deletion tag.

To read a mail item, there are several methods.   You may double-click an item, or you may highlight it and click the "Read" button or press "Enter" to read the selected item on the list.

"Mark all as read" button allows you to mark all of the items in the list as "Read", which will remove the Red dot and cause the number in a colored icon for this account to be 0 (the colored icon is on the Account Display on the Main screen and in the Windows Taskbar Tray).   When all items are marked as read, which will force all email in the list to appear as unread and colored icons on other screens to show the full count of emails. It will also change the button to "Mark all as unread".

"'X' all for Deletion" button allows you to put an 'X' in all of the checkboxes to delete all the messages for this account during the next update after you close the Inbox. A "safety" screen will ask you to confirm that you want to delete all of these messages. When all items are already checked, the button says "Reset all 'X'".   This allows you to clear the Deletions check mark for all mail in the Inbox.

Quick Fix

When mail retrieval seems to be "stuck", you can use this Quick-Fix feature to stop all Internet retrieval activity so that ePrompter is idle again.

NOTE: When using this feature there may be temporary side effects since ePrompter will not have a chance to log-off normally from your email accounts. In some cases this means that you may not be able to immediately login again, depending on your email provider.

POP3 Server Setup

How do you find out what your <u>POP3</u> mail server address is?

ePrompter has been programmed to attempt to identify or make a calculated guess as to what your POP3 server address is.

However, if that doesn't work, try the following:

▪   Check your email program's Preferences or Options, usually located within the Edit, View or Tools menu. (Outlook, Netscape, Eudora).
▪   Visit your email provider's Web site and look for help in configuring your email software.
▪   Refer to the guides or pamphlets given to you when you signed up for your email account.
▪   Contact your email provider via email or phone.
▪   Ask your company's network administrator.

More examples of server addresses for an email address of me@myhost.com:

mail.myhost.com
pop.mail.myhost.com
netmail.myhost.com

Schedule Setup

This screen lets you set how often you want your email updated by ePrompter.

The first box allows you to choose how often you want your email checked when you are online.

The second box allows you to choose how often you want your email checked when you're offline.   The offline box will be used if you are not always connected (like Phone Dialup NetworkingDUN.)

If you have an Internet connection that is always connected (like LAN or CABLE) then you will only need to use the first box.   The other box will be disabled.

Email Address Screen

Use this screen to enter the email account that you want ePrompter to download your email from. Just type the full email address in the text box.

For example:

xyz8943812@email.com

PRIVACY: Your email address is kept strictly private. It is encrypted and stored only on your computer and is never sent to the ePrompter server or to any third party.

Account Login Password Screen.

This is where you enter your password as you normally would when logging into this account. Retype the password to confirm it.

PRIVACY: Your password is kept strictly private within ePrompter. It is encrypted and stored only on your computer and is never sent to the ePrompter server or to any third party.   It is used only for the purpose of logging in to your account on you email provider's server using standard methods.

SMTP Server Screen

REMOVE

Account Options Screen

Short descriptive title - you can type a short word or phrase in this box to be displayed on your computer to identify your account instead of showing approximately the first 10 characters of your email address.

To change the color of the circle for this account, click on the colored circle and a choice of colors will appear. Just click on the colors you want for background and lettering and click ok.

To protect this account with a password, put a check mark in the box. Next, determine if you want to protect the viewing of your mail and/or the sending of mail, and put a check mark where appropriate. Next put a password in the first space and confirm it in the second space. The password can be any length.

Read Headers Only - if you would like to read the headers only and not the full text of the messages for this account, put a check mark in the box.

To complete your new account click done, on the bottom of the box. If any of your information in under Login information is incorrect click on back to correct it.

Address Book Management

ePrompter provides a "universal" <u>address book</u> that is available to all of the accounts on your ePrompter.

The address book can be accessed by clicking the menu on the main screen and then clicking on the "Address Book" tab, which is the fourth item down. You can also access the address book when you are on the compose screen by clicking on "TO", "CC", or "BCC".

You must manually enter email addresses into this address book which is accomplished by clicking on the word "New" at the bottom of the address book screen. Next enter a name in the top box and the respective email address in the bottom box, and then click "OK". And, obviously, repeat this procedure to add additional addresses.

Double clicking an email address in the address book does different things when you open the address book from different places. If you go directly to the address book from the main ePrompter menu, double clicking an email address will allow you to update information.

But if you open the address book while composing an email, double clicking on the name will automatically put the email address on the respective "TO", "CC" or "BCC" slot that you have selected. To update someone's information click on the name you want to update so that it is highlighted, then click on Edit. Make the revisions that you want and click "OK".

To delete an address click on the name you want to delete so that it's highlighted, then click the on Delete. When it asks "Are you sure you want to delete?" press on "Yes".

Notification Setup

Sound: ePrompter can notify you with a sound when you have new mail.   Use the dropdown list to choose a sound.   Click on 'Try' to hear each sound.

Tray Icon: ePrompter displays the number of new emails for each account in colored circles in the task bar tray icon.   Each account is displayed for a short time before the icon 'rotates' to the next account.   Use the dropdown listbox to select the number of seconds to pause on each account.

Screen Saver: To setup the ePrompter screen saver, click on the magic wand.

Screen Saver Setup

To enable the ePrompter screensaver feature, go to the main ePrompter menu; go to "Setup"; go to "Notification"; click the funny looking wand in the screensaver box. On the next screen doble click on the words "Make ePrompter your Screen Saver". Next, go to the area that says "Select Screen Saver Style" and scroll down to and select a style; click "Test" to make sure its working; click "Done"; click "OK" and the screensaver of your choice will come on at the interval that you have your screensaver set for.

Connection Setup

To check on or change your Internet connection setup, go to the main ePrompter menu; go to "Setup"; go to "Connection". The next screen will tell you what your current Internet connection is. If you are satisfied with your Internet connection setup, simply click "Cancel". If you would like to change your Internet connection setup, click "Next", and choose the new Internet connection setup that you would like and click next, and then click "cancel" on the next screen.

System Setup

Select your preferences for Windows System options for ePrompter. It is recommended that you select all three choices:

1) Run ePrompter when Windows starts up

2) Desktop icon for ePrompter

3) 'Start" menu icon for ePrompter

Message Box

Read the message on this message box and click the appropriate button.

Icon Color Setup

ePrompter uses colors to help you identify each account on the main screen, in the <u>rotating tray icon</u>, and in the screen saver.

To select or change the colors of the circle for this account, click on the colored circle and a choice of colors will appear. Just click on the colors you want for background and lettering and click ok.

Compose Screen

To compose mail, enter the recipients' full email addresses in the boxes next "TO", "CC", and "BCC".   Use "TO" for the main recipient.   To send copies to recipients use "CC".   To send blind copies use "BCC".   Separate multiple email address with a comma: ','.

If a recipient's email address is in your ePrompter address book, click the field you would like the address to appear in -   "TO", "CC" or "BCC" and double click the respective recipients address and it will be entered into the appropriate field..

Enter the subject of your email in the 'Subject' box.

The large entry box is for the main message of you email.

To send your email press 'Send'.   Depending on your account type, the message will be sent through either your web-based email provider or through an SMTP server. Your replies and forwards will be sent back through the account that the messages were retrieved from. The mail will be sent the next time ePrompter update's the mail.

If you cancel a message before sending, ePrompter will ask you to confirm your request.

About ePrompter Screen

The installed version of ePrompter and its various modules is displayed on this screen.

Selecting your Internet connection type

On this screen, select the method that you use to connect to the Internet.

If you use DSL, a cable, or other method that give you a continuous connection to the Internet, select "Always connected".

If you use AOL to dialup and connect to the Internet, select the appropriate AOL version. ePrompter will use AOL to dial into the Internet for the needed connection.   You will be asked for a screen name and password and you will need to help ePrompter find your AOL program Icon.

If you do not use AOL but your computer does use a telephone line to connect to the Internet, try the "Other Dialup Networking" option.   If you have installed more than one dialup account on you computer, ePrompter will ask you which account should be dialed when retrieving mail.

Setup for AOL Dialup

ePrompter can automatically dial-up and check your mail on multiple accounts.

If you want ePrompter to automatically dial-up AOL to check your mail, click on the "Enable" box so that a check mark appears. Next, you will need to type in your screen name and password and click the word "Next".

AOL program location

On this screen, drag the icon you use to start AOL into the gray box. Once this is completed, click "Next" and on the next screen click "Cancel" and then "Exit" on the next screen.

Outbox

If you want to change something in an outgoing message, just highlight the message by clicking on the name or subject then click Edit.

If you decide you don't want to send an email just highlight the message by clicking on the name or subject of the message that you don't want to send and then click Remove. When it asks "Are you sure you want to remove the selected message?" click Yes.

Password Confirmation

You must enter the protection password in order to use this feature.

Wizard

The ePrompter setup wizard will walk you through the overall setup for the program. It will be followed by an account setup wizard which will help you set up your first account on ePrompter. To set up additional accounts on ePrompter, go to the ePrompter menu; go to "New Account" and once again the account setup wizard will walk you through the new account set up procedure.

Exit Wizard Screen

Pressing "Cancel" and "Exit" on the next screen, will exit you from the setup wizard. Pressing "Cancel" and then "Resume" will bring you back to the screen you left off at.

Proxy Servers and Authentication screen

On the Proxy Servers and Authentication screen, you can choose to use "No Proxy", in which case you should press "Next" to go on to the next wizard screen or press Back to go to the previous screen.

Or you can choose "Use Browser Settings" or "Use ePrompter Settings", in which case you will have the choice of using authentication, which will require a login name and a password. These settings will also give you a "Separate for HTTP and Secure" option to choose either HTTP or "secure".

If you choose the "Use ePrompter Settings", you will need to provide both a "Proxy Server for HTTP Pages" and a Port number in the indicated fields.

When you have completed this screen, click "Next".   If you would like to continue with the setup wizard, click "Next" again. If not, click "Cancel" and then click "Exit" on the next screen.

Your internet connection is now configured screen

If you would like to continue with the setup wizard, click "Next" again. If not, click "Cancel" and then click "Exit" on the next screen. Press "Back" to go to the previous screen.

Finished with ePrompter wizard screen

You have finished the ePrompter wizard. If you would like to change any information that you just put in press "Back". To finish press "Done".

Edit Address

To edit an email address entry, click on the name you want to edit so that it is highlighted, then click on Edit. Make the revisions that you want and click "OK".

AOL Dialup

ePrompter can automatically dial-up and check your mail on multiple accounts at intervals that you choose.

If you want ePrompter to automatically dial-up AOL to check your mail, go to the ePrompter menu; click on "Wizard", and then click "Next" two times which will take you to the screen where you can enable your AOL auto-dial. Click on the "Enable" box so that a check mark appears. Next, you will need to type in your screen name and password and click the word "Next".

On this screen, drag the icon you use to start AOL into the gray box. Once this is completed, click "Next" and on the next screen click "Cancel" and then "Exit" on the next screen.

N/A

Schedule Setup

To set or change the retrieval intervals for ePrompter, go to the main ePrompter menu; click on "Setup"; then click on "Schedule"; and then select the interval you want between updates.

Account Setup Wizard

The account setup wizard will help you set up your first account on ePrompter. To set up additional accounts on ePrompter, go to the ePrompter menu; go to "New Account" and once again the account setup wizard will walk you through the new account set up procedure.

N/A

Connection Failed

Connection Test

Setup Dial-Up Networking

Account Type Screen

This screen lets you verify or select the type of email account you have.   Your account type should be in the list box.   Choose the one that is correct and click "Next".

If you know that there are no correct choices, try the following:

Verify that you entered your address correctly.

Lastly, select 'All email types' and look for your email type.

ID Entry Screen

Enter the ID or Code according to the instructions on the screen.   This version of ePrompter requires you to make an entry here.

FAQs - Frequently Asked Questions

What exactly does ePrompter do?

Every time I initially start up ePrompter, it retrieves the same messages all over again. This is a real waste of time. Is there a way around this?

How do I find out what my POP3 mail server address is?

What does it mean when I have an * in the lower left hand corner of one of the mailboxes on my ePrompter screen?

Does it matter if my email account's message list is set in descending order or ascending order?

What does it mean when the word "Outbox" is displayed in one of the mailboxes on my ePrompter screen?

What does it mean when I have an "?" in front of a message in my outbox?

How do I find out what version of ePrompter I am using?

All of a sudden my ePrompter stopped retrieving one of my email types, which it had been checking perfectly before. What should I do?

Why is my POP3 account not working with ePrompter?

Can I change the notification sound to something other than the two choices ePrompter offers?

Why am I only able to read the headers for my messages? When I try to read the messages I get nothing.

Why is my Hotmail account not working on ePrompter?

Why is my Yahoo account not working on ePrompter?

How do I delete an old account from ePrompter?

How do I password protect my email account on ePrompter?

How do I delete a message I no longer want to keep?

How can I avoid having the Yahoo/Hotmail messages flagged as "Read" so they still appear as "New" when I check my mail on the email website?

What should I do if ePrompter appears to be "frozen" and I am unable to exit the program?

How can I change the order of my accounts on the ePrompter page?

How do I set up additional accounts on ePrompter?

I just accidentally deleted all of my messages for one of my email accounts. This is a total disaster! Is there anything I can do?

I don't want to show my email address on the ePrompter screen. Is there a way to use a different name or word to identify my account?

My ePrompter says I'm always offline, even though I am online. What should I do?

Does ePrompter work with CompuServe?

Is there a way to retrieve attachments using ePrompter?

Is there a way to print out the messages I receive through ePrompter?

Are there any plans for ePrompter to read full HTML messages?

My ePrompter keeps showing that I have 50 unread messages for one of my accounts, but I know that my account has at least twice as many messages as that. Why is this happening?

When ePrompter retrieves my mail from my email account, does it remove that mail from email account's inbox?

Does ePrompter work with firewalls and/or proxies?

Do you plan to support Excite and IMAP on ePrompter?

Why doesn't my MSN Instant Message email notification program notify me anymore when I have new messages in my Hotmail account? This function has not been working since I started using ePrompter.

How can I remove the ePrompter screensaver from being my screensaver?

How can I change the background color of my ePrompter screensaver?

When I choose certain colors, like pink for my dot color, it shows up gray in the task bar. Why does this happen?

What languages can I use ePrompter with?

Which Yahoo country codes does ePrompter support?

What is the ePrompter outbox for?

How can I change the color of the circles for an individual email account?

I noticed the word "Status" on the drop down Options for one of my mailboxes and I was wondering what it was for. It was grayed out, so when I clicked on it, nothing happened.

If all else fails, is there one trouble shooting recommendation that you would suggest.

Every so often a "mailbox" icon will show up at the top of the main ePrompter screen and flashing in the taskbar where the ePrompter icon resides. Once I have read the message, I want to get rid of it - how can I do that?

Does it matter if I use something other than alpha-numeric characters for my email address or password?

Are there any forums where I can discuss ePrompter with other ePrompter users?

How do you get to the address book when you want to send messages?>>

Do I need to use an anti-virus program to monitor ePrompter?

How do I put an ePrompter icon on the desktop?

Can I run my email client and ePrompter together?

How can I find out what email types are supported by ePrompter?

I am using XP and the ePrompter icon is no longer showing up in my taskbar. What should I do?

I just received a error message saying I was having a problem with Kernel32.DLL. Is there a solution to this problem?

Is there any way to confirm that a message has been sent using ePrompter to send it?

How can I set up ePrompter to retrieve my messages as soon as I start my computer?

How do I change the message retrieval intervals for ePrompter?

I received a "socket timed out" error message on one of my POP3 accounts. What does that mean?

I just received a error message saying I was having a problem with WININET.DLL. Is there a solution to this problem?

What exactly does ePrompter do?

ePrompter is an easy to use email notifier that automatically checks up to sixteen password protected email accounts for AOL, AltaVista, Earthlink, Email.com, GO, Hotmail, Juno, Lycos, Mail.com, Mindspring, MSN, Netscape, OneBox, POP3, Rediffmail,   USA, Yahoo, and hundreds of other email domains - all at the same time, featuring a unique rotating tray icon and unique screensaver that show the number of new messages in each account, which can be read and deleted online or offline. And now ePrompter allows you to compose, forward and reply to the messages that have been retrieved by your ePrompter. Includes autodial for automatic message retrieval, as well as the choice of 2 audio prompts. It also now features a mini-email client.

Every time I initially start up ePrompter, it retrieves the same messages all over again. This is a real waste of time. Is there a way around this?

If you exit ePrompter using the "Exit ePrompter" option, which can be found by right clicking the task tray icon or by going to the bottom of the main screen "Menu", the messages that you have already retrieved will be stored, and messages that are waiting to be sent will also be stored and sent on your next ePrompter update.

How do I find out what my POP3 mail server address is?

The <u>POP3</u> mail server address is commonly found in your email program's Edit, View or Tools menu, under Preferences or Options (Outlook, Netscape, Eudora). If you cannot find your mail server address, contact your ISP; ask your company's network administrator; or visit your email provider's Web site and look for help in configuring your email software. Examples of server addresses:

mail.myhost.com

pop.mail.myhost.com

What does it mean when I have an * in the lower left hand corner of one of the mailboxes on my ePrompter screen?

If you have an * in the lower left hand corner of one of the mailboxes on your ePrompter screen, this means that there was a problem retrieving mail from that mailbox's email account. If you click on the * itself you will bring up a screen which will indicate the appropriate actions for you to take, which generally includes checking the respective website for that account to make sure it is working properly. If the account works directly through the account website, but has never worked with ePrompter before, it is recommended that you verify the email address and password that you have entered into ePrompter.

If you are having this problem with a POP3 account after the initial setup of that account on your ePrompter, then it may be because ePrompter was not able to correctly identify the pop server for your email address. We assume that you know what the pop server is for the respective account(s) - right?

If so, please go to the box of the individual ePrompter account, clicking "options" and then click "setup" which will take you to the "Account Options" box. In the lower right hand corner you will see the pop server box - make sure that the correct pop server is in that box. (If you do not know what your what the pop server is for the respective account, see the previous question.)

If that doesn't work, please try entering your full email address in the login box right above the POP3 Server.

Does it matter if my email account's message list is set in descending order or ascending order?

Excellent question! In order for ePrompter to work effectively, it is imperative that your email account is set up to display your messages with the date in descending order - meaning that the most recent message should be at the top of the message list. Fortunately, almost all of the email services supported by ePrompter set their message lists in descending order as the default, so chances are you don't have to do anything. And in the cases of AOL and POP3 accounts, ePrompter has been programmed so that they do not have to be adjusted for this.

However, if you have an account other than these two that is currently set to display your messages in ascending order, you will have to go to your email account's web page and modify the appropriate setting to change it to the descending order option. With most accounts, you will be able to make this change by selecting "descending" in the options/preferences section. In other cases, such as Hotmail, all you have to do is go to your website's message page and simply click the word "date" immediately above your messages, so that the arrow is pointing downward.

What does it mean when the word "Outbox" is displayed in one of the mailboxes on my ePrompter screen?

That simply means that you have a message in your outbox that is waiting to be sent.

However, if you notice that the word "Outbox" has remained in your mailbox for more than one ePrompter update, there may be a problem with the transmission of that message. To find out if there is a problem, click on "Outbox". This will take you to your outbox. If you find a "?" in front of your message, then there has been a problem with the sending of that message.

The first thing to do is double click on the message and check to make sure that the address or addresses are correct, and then click on the "send" button to send that message again.

If it fails again, try removing from the "TO:" box any extraneous information besides the actual email address itself. In other words, if the "TO:" box has "Craig from ePrompter" <comments@eprompter.com> listed, remove everything but the <comments@eprompter.com>, and try sending the message again. For the record, we are working on a fix for this specific problem.

If it fails once again, there may be a problem with your email service or, shudder to think, but it might be a problem with ePrompter. If you think that is the case, please let us know by emailing us at comments@eprompter.com, and we will try to help you out.

What does it mean when I have an "?" in front of a message in my outbox?

The first thing to do is double click on the message and check to make sure that the address or addresses are correct, and then click on the "send" button to send that message again.

If it fails again, try removing from the "TO:" box any extraneous information besides the actual email address itself. In other words, if the "TO:" box has "Craig from ePrompter" <comments@eprompter.com> listed, remove everything but the <comments@eprompter.com>, and try sending the message again.

If it fails again, there may be a problem with your email service or, shudder to think, but it might be a problem with ePrompter. If you think that is the case, please let us know by emailing us at comments@eprompter.com, and we will try to help you out.

How do I find out what version of ePrompter I am using?

To find out which version you have, go to the ePrompter screen menu and "About ePrompter". It will show you what version you have in the first line.

All of a sudden my ePrompter stopped retrieving one of my email types, which it had been checking perfectly before. What should I do?

The first thing you should do is to go to the respective email service website and make sure that you can retrieve your messages there, because if you can't get them directly from an email service's website, ePrompter won't be able to retrieve them either.

If that checks out, then you should make sure that you have our latest version. To find out what the latest version is, just go to www.eprompter.com . If you do not have the latest version (which should be in the 2.0 series), get the latest download and install it right over your current version - say yes or okay to all the questions and all your settings will be retained. Make sure that your current ePrompter is not running when you do the new install.

Why is my POP3 account not working with ePrompter?

If you are having this problem with a <u>POP3</u> account after the initial setup of that account on your ePrompter, then it may be because ePrompter was not able to correctly identify the pop server for your email address. We assume that you know what the pop server is for the respective account(s) - right?

If so, please go to the box of the individual ePrompter account, clicking "options" and then click "setup" which will take you to the "Account Options" box. In the lower right hand corner you will see the pop server box - make sure that the correct pop server is in that box. (If you do not know what your what the pop server is for the respective account, see the previous question.)

If that doesn't work, please try entering your full email address in the login box right above the POP3 Server.

Also, there are certain "proprietary" POP3s types that do not work with ePrompter - this is not very common and hopefully your POP3 is not in this category.

Can I change the notification sound to something other than the two choices ePrompter offers?

We are currently in the process of making it possible for people to use any WAV file they want for message alerts. This should be ready for release in the not too distant future.

Why am I only able to read the headers for my messages? When I try to read the messages I get nothing.

You may have accidentally hit the "Read mail headers only" option in the account set up. To check this out, go to the main ePrompter screen; go to the account that you are only getting the subject line and in the right corner of that specific account's box, click on the word "setup". You will get a page entitled "Account Options" and in the upper right hand corner you will see "Mail Options" and a box in front of the words "Read mail headers only" - this box should be unchecked - if it was checked, then that was your problem.

Why is my Hotmail account not working on ePrompter?

First of all, make sure that your Hotmail account is set up in descending order (See FAQ #3), and also make sure that you have the most recent version of ePrompter.   To find out what the latest version is, just go to www.eprompter.com . If you do not have the latest version (which should be in the 2.0 series), get the latest download and install it right over your current version - say yes or okay to all the questions and all your settings will be retained. Make sure that your current ePrompter is not running when you do the new install.

Also, one of the most frequent reasons we have found for Hotmail not working with ePrompter is that ePrompter only works when a Hotmail account is mechanically set up in English. You can adjust your Hotmail language set up by going to your personal Hotmail page, then click the "options" box on your Hotmail page, click "Language" and click on the "English" choice - this will allow ePrompter to read your messages, but you will still be able to read your messages in the language that they are written - it is just for technical purposes.

Why is my Yahoo account not working on ePrompter?

First of all, make sure that your Yahoo account is set up in descending order (See FAQ #3), and also make sure that you have the most recent version of ePrompter.   To find out what the latest version is, just go to www.eprompter.com . If you do not have the latest version (which should be in the 2.0 series), get the latest download and install it right over your current version - say yes or okay to all the questions and all your settings will be retained. Make sure that your current ePrompter is not running when you do the new install.

Also, ePrompter only works with the new version of Yahoo mail which was released in the United States in August, and is being released globally as this FAQ is being written. If you have the old version of Yahoo mail, you must upgrade to the latest version of Yahoo for ePrompter to work with your Yahoo account.

How do I delete an old account from ePrompter?

As far as removing that old account - not a problem. When ePrompter is not in its updating mode, just put your cursor over the account you want to remove and right click on your mouse, click on delete, click on "yes" and it is gonzo!!! Then to set up a new account, just put your cursor over the empty space where the account used to be and right click on your mouse, click on "new" and you're ready to set up a new account.

How do I password protect my email account on ePrompter?

You can protect your message information from potentially snooping eyes by going to the box of the individual ePrompter account, clicking "setup" which will take you to the "Account Options" box. Halfway down the left side of this box you will see the option "Protect account info with a password" which you can enable to protect your account from snoops.

How do I delete a message I no longer want to keep?

To delete a message simply check the "delete" box at the bottom of the page that the individual message is on, or mark the "delete" box next to the message on the "headers" page. Be sure to close the page with the "OK" button at the bottom right (not with the "X" close at top right), to ensure that the update works properly and deletes the marked items.

The selected messages will be completely deleted at the next ePrompter update. By completely, I mean it will never be seen again on ePrompter, your email provider's website, or anywhere else - once you delete it, it's gone.

If for any reason, you are having difficulty deleting a message or messages from a particular account, try updating only the individual account that has messages that you want deleted - hold the cursor over the box for the specific account - right click and hit "update" - it should delete the unwanted messages in that account.

How can I avoid having the Yahoo/Hotmail messages flagged as "Read" so they still appear as "New" when I check my mail on the email website?

From your account setup screen, check the "Headers Only" option. Then you will still receive email notification along with date/from/subject information but the body of the message will not be retrieved. Yahoo/Hotmail will keep the message flagged as "New".

What should I do if ePrompter appears to be "frozen" and I am unable to exit the program?

First, let us apologize for any inconvenience this "freeze" may have caused you.

Anyway, if ePrompter seems to be "frozen", it is most likely stuck in the "Updating" mode. If so, just go to the ePrompter "Help" menu and select "Quick Fix". Then click the "Defrost" button to reset the mail for any email accounts that were updating at the time. Now ePrompter should work normally again.

If this doesn't do the trick, simply press the "Ctrl" and "Alt" keys simultaneously with one hand, and at the same time press the "Delete" key with the other - this will bring up the "Close Program" window. Find and highlight ePrompter on the "Close Program" list and then click the "End Task" key. This will exit you from ePrompter. Simply double click the ePrompter icon to start the program again - your addresses and passwords will remain stored in the ePrompter during this procedure - and ePrompter will be up and running again.

How can I change the order of my accounts on the ePrompter page?

To change the order of your accounts on the ePrompter page, simply put your cursor over the account that you wish to move and hold down a left click on your mouse and drag the account to the position you want it to be in. If there is already another account in that position, it will automatically swap positions with the account that you just moved. You can do this repeatedly until you have all the accounts in the order that you want.

How do I set up additional accounts on ePrompter?

To set up additional accounts on ePrompter, simply go to the ePrompter menu and click on "new account" and the new account wizard will walk you through the new account set up procedure.

I just accidentally deleted all of my messages for one of my email accounts. This is a total disaster! Is there anything I can do?

If it's a web based account, you should be able to recover deleted messages for that web based account by just going to your Web based account's website and following these general directions: click on "folders"; click on "Trash Can"; mark all of the messages that you want to put back in your inbox; look for a box that says "Move to" with a list of choices and select "inbox" and then click on "Move to" - this should recover the messages that were inadvertently deleted.

If it's an AOL account (version 5.0 or higher), just go to "Recently Deleted Messages", which is found under "Mail" or "Mail Center; go to "edit"; click "Select All"; and then click "Keep As New" at the bottom of the "Recently Deleted Messages" box, and you should be back in business.

If it's a POP3 account, I'm afraid I don't know what to tell you, but good luck.

I don't want to show my email address on the ePrompter screen. Is there a way to use a different name or word to identify my account?

Yes. Go to the main ePrompter screen; go to the respective account and in the right corner of that account's box, click on the word "setup". Under "Display Options" there is a box entitled "A short descriptive title for displays" in which you can put the name of your choice to identify your email account. You have the option to use a different identifier for each account.

My ePrompter says I'm always offline, even though I am online. What should I do?

Try going to the ePrompter menu; click on "setup"; click on "wizard"; then click "next" and you should be on the page that says "How do you connect to the internet?" Now select the top choice - "Always connected" and see if that gets you up and running.

Does ePrompter work with CompuServe?

I am sorry that we do not currently support CompuServe, but it has been added to the list being considered for future versions.

In the meantime, while we just don't know enough about CompuServe to really be of much help to you, one of our ePrompter users sent me the following solution for use of CompuServe with ePrompter - we assume he is using the POP3 option that CompuServe offers. We haven't tried it ourselves because we do not have a CompuServe account - if you are up to it, try it and please let us know it works for you:

<<Since sending my initial query I have searched around in the CompuServe help files and found that they offer the ability to bypass SPA by setting up an alternative password for email use only. I tried this and can now receive my mails from CompuServe using ePrompter. I thought you might like to know this for the benefit of anyone else who has the same query.>>

Hopefully that will be of some help to you.

Is there a way to retrieve attachments using ePrompter?

No. We will be adding a feature to ePrompter in the not too distant future that will show whether your message has an attachment, as well as tell you the size of the attachment. The only option you have is to go to your actual email service's inbox to retrieve your attachments.

Is there a way to print out the messages I receive through ePrompter?

To print out a message, simply click the print button at the bottom of the message screen, or place the cursor over the respective message; right click; click on "print"; click "OK" and it will print out.

Are there any plans for ePrompter to read full HTML messages?

No. However, we have already cleaned up HTML text quite a bit in our latest version, and we intend to continue to improve ePrompter's ability to read HTML messages in the future. We just don't plan on doing full HTML primarily for anti-virus reasons.

My ePrompter keeps showing that I have 50 unread messages for one of my accounts, but I know that my account has at least twice as many messages as that. Why is this happening?

ePrompter only reads the first page of messages for any web based email service. Web based email services such as Hotmail and Yahoo allow a user to set the number of messages (within certain limits) that he or she wants shown per page. In your case, your web based email service has been set at a 50 messages per page limit, therefore that is the number of messages that ePrompter will retrieve. It is important to note that the first page of each web based email service will always show the most recent mail, and therefore, only the most recent messages will be reflected on ePrompter.

BTW, as far as we can ascertain, you cannot change the per page limit for AOL.

When ePrompter retrieves my mail from my email account, does it remove that mail from email account's inbox?

ePrompter leaves the retrieved messages in the respective inbox(es) or on the respective servers, whether it's AOL, Hotmail, Yahoo, POP3, etc. - the only way you can remove the messages from the respective inbox(es) with ePrompter is by using the ePrompter "delete" function.

Does ePrompter work with firewalls and/or proxies?

The latest version of ePrompter has a feature that works with standard firewalls and proxy servers. A lot really depends on how harsh the restrictions of your particular situation are. We will continue to work on improving ePrompter's ability to work with an even wider range of firewall and proxy server restrictions in the future.

Do you plan to support Excite and IMAP on ePrompter?

These are the two most requested email types that ePrompter does not currently support. We hope to have these two email types available in the first half of 2003.

Why doesn't my MSN Instant Message email notification program notify me anymore when I have new messages in my Hotmail account? This function has not been working since I started using ePrompter.

With Hotmail, if you choose to have ePrompter retrieve Hotmail messages in their entirety, messages that are retrieved will no longer be marked as "new" which will interrupt the MSN Instant Message email notification program.

The MSN Instant Message email notification program can be used in conjunction with ePrompter if you choose to have ePrompter read only the mail headers of Hotmail messages. These messages will continue to be marked as "new" in the respective Hotmail inbox allowing the MSN Instant Message email notification program to perform its function.

How can I remove the ePrompter screensaver from being my screensaver?

You can remove ePrompter as your screensaver by doing the following:

1) Go to your desktop

2) Put your cursor in an "open space" and right click.

3) Click "properties" and the "display properties " box will appear

4) Click on the "screensaver" tab

5) In the middle of the "screensaver" box will be a scroll box titled "Screen Saver"

6) Select the screensaver option you want and click the "apply" button in the bottom right corner of the window; and

7) Click "OK" which will return you to the ePrompter "options" box, where you

8) Click "OK" again. You have now changed your screensaver.

How can I change the background color of my ePrompter screensaver?

You can change the background of your ePrompter screensaver by doing the following:

1) Go to your desktop.

2) Put your cursor in an "open space" and right click.

3) Click "properties" and the "display properties" box will appear.

4) Click on the "appearance" tab at the top of the "Display Properties" window.

5) The "item" box toward the bottom third of the window should be displaying the word "desktop".

6) 2 boxes to the right of the "item" box is the "color" box - click the arrow to show the available colors to choose from.

7) Select the color you want and click the "apply" button in the bottom right corner of the window.

8) Click "OK". You have now changed your ePrompter screensaver background color.

When I choose certain colors, like pink for my dot color, it shows up gray in the task bar. Why does this happen?

Not all of the colors available through ePrompter are compatible with certain computer systems, which may result in colors appearing different than indicated on ePrompter.

What languages can I use ePrompter with?

If you have an email type that allows you to select a language, then ePrompter will be able to display that language, with the exception of languages that use Asian signage. We will be working on the inclusion of languages that use Asian signage in the near future.

Which Yahoo country codes does ePrompter support?

ePrompter supports 17 out of the 21 Yahoo country codes, with the exception of China, Japan, Korea, and Taiwan.

What is the ePrompter outbox for?

The outbox comes into play when there is mail waiting to be sent at the next update. This mail resides in the outbox until the next ePrompter update when it is transmitted and the outbox is cleared. However, in certain instances there may be a problem with the transmission of a message, in which case that message will stay in the outbox with a "?" in front of it.

If you find a "?" in front of a message, the first thing to do is double click on the message and check to make sure that the address or addresses are correct, and then click on the "send" button to send that message again. If it fails again, there may be a problem with your email service or, shudder to think, but there might be a problem with ePrompter. If that is the case, please let us know by emailing us at comments@eprompter.com, and we will try to help you out.

How can I change the color of the circles for an individual email account?

To change the colors for an individual account, go to the main ePrompter screen; go to the account that you are only getting the subject line and in the right corner of that specific account's box, click on the word "Options" and then click on "Setup". You will get a page entitled "Account Options" and click on the colored circle in the upper left hand corner and you can select the colors you want for both the background and the lettering. When you have finished selecting your colors, just click on "OK" and then "Done", and that's it.

I noticed the word "Status" on the drop down Options for one of my mailboxes and I was wondering what it was for. It was grayed out, so when I clicked on it, nothing happened.

The word "status" stays grayed out unless you are having a problem retrieving or sending mail from that mailbox's email account. Chances are that you would notice a problem with that account because of the presence of an * in the lower left hand corner of its mailbox before you were to notice that the word status was no longer grayed out. In either event, by clicking on the word "status" when it is not grayed out or by clicking on the asterisk, you will bring up a screen which will indicate the appropriate actions for you to take, which includes checking the respective website for that account to make sure it is working properly. If the account works directly through the account website, but has never worked with ePrompter before, it is recommended that you verify the email address and password that you have entered into ePrompter.

If all else fails, is there one trouble shooting recommendation that you would suggest.

Yes, when all else fails, we generally recommend trying a total uninstall, which only takes a couple minutes and then download ePrompter again. Here are the directions for doing a total uninstall:

FIRST, go to the "Help" tab on ePrompter and click "Uninstall ePrompter" and complete the uninstall by clicking "okay" in the right places. If you no longer have the ePrompter screen available, simply move on to the next step.

NEXT, go and click your computer's general "start" button, go to "Find", go to "files or folders" - put "eprompter" in the "named" box, and click "Find Now". When the results come up, click the "edit" tab in the "Find: All Files" box and click "Select All" and then hit the "delete" button on your keyboard. Say "Okay" to the question about wanting to remove all files.

NEXT, go to "start" go to "Find", go to "files or folders" - put "epsetup" in the "named" box, and click "Find Now". When the results come up, click the "edit" tab in the "Find: All Files" box and click "Select All" and then hit the "delete" button on your keyboard. Say "Okay" to the question about wanting to remove all files.

NEXT, go to "start" go to "Find", go to "files or folders" - put "epsaver" in the "named" box, and click "Find Now". When the results come up, click the "edit" tab in the "Find: All Files" box and click "Select All" and then hit the "delete" button on your keyboard. Say "Okay" to the question about wanting to remove all files.

You should be clean now. Time to reboot your computer and then go to:

http://www.eprompter.com

and download ePrompter again and hopefully everything will be in working order - but if it isn't, please let us know.

Every so often a "mailbox" icon will show up at the top of the main ePrompter screen and flashing in the taskbar where the ePrompter icon resides. Once I have read the message, I want to get rid of it - how can I do that?

Those "mailbox" messages will generally only last 24 hours. We leave them on your ePrompter's screen so that in the event there is more than one person using a single ePrompter, each person will have the opportunity to see the message.

Does it matter if I use something other than alpha-numeric characters for my email address or password?

Yes it does. ePrompter only works with alpha-numeric characters.

Are there any forums where I can discuss ePrompter with other ePrompter users?

Yes. There are two ePrompter forums that we recommend. You can join in at the following URLs:

http://eprompter.proboards4.com

http://www.smartgroups.com/groups/ePrompter

How do you get to the address book when you want to send messages?>>

There is a menu selection for the <u>address book</u> on the main screen menu. Just click on "menu" and it's the 4th item down.

Also you can bring up the compose, reply or forward screen by double clicking on the words "To;", <u>"CC:"</u>, or <u>"BCC:"</u> and that will bring up the address book. If you next highlight an address and double click on that address or highlight it and simply click "OK", that address will be placed in the respective address box that you have selected.

Do I need to use an anti-virus program to monitor ePrompter?

It's not really necessary. ePrompter does not process any embedded scripts, therefore it could not activate a virus which is passed within an embedded script. ePrompter does not download attached files and therefore ePrompter cannot spread viruses which are passed through attached files. Additionally, ePrompter does not contain an <u>address book</u> through which a virus can spread itself to a user's contact list.

How do I put an ePrompter icon on the desktop?

Go to the ePrompter menu; go to "Setup", click on "System", which should take you to a page that says "select your preferences for Windows System options for ePrompter" - Click the middle selection - "Desktop icon for ePrompter" - but I would suggest selecting all three options which should make it so that ePrompter starts when you start up your computer.

Can I run my email client and ePrompter together?

It is appropriate to say that ePrompter co-exists with your email client - that is if you have your email client set up to retrieve your <u>POP3</u> messages at an interval that is longer than the interval that you set up for ePrompter to retrieve your messages, then ePrompter will be able to retrieve your messages.

However, if you have your email client set up to retrieve your POP3 messages at an interval that is less than the interval that you set up for ePrompter to retrieve your messages, then your email client will clear your messages from your POP server before ePrompter has a chance to do its retrieval. Does that make sense to you?

So be sure to set your email client retrieval interval longer than ePrompter's, and you should be all set.

How can I find out what email types are supported by ePrompter?

You can find the list of email types that ePrompter supports at:

http://www.eprompter.com/email.htm

If the email type you are trying to use is not on that list, chances are that ePrompter doesn't support it.

I am using XP and the ePrompter icon is no longer showing up in my taskbar. What should I do?

With XP, the icons for inactive programs are hidden unless you tell XP to do otherwise. This can be corrected by going to XP settings (which can be accessed by right clicking on the taskbar) and putting a check in the "hide inactive icons" box. Then go to "customize" and set ePrompter to "Always Show".

I just received a error message saying I was having a problem with Kernel32.DLL. Is there a solution to this problem?

One of our users had the same problem and sent me this solution for the Kernel32.DLL problem:

<<I found a solution.   After running uninstall, I deleted the C:_filesdirectory with all its leftover subdirectories and files. Then I ran the 2.0 install program.>>

Is there any way to confirm that a message has been sent using ePrompter to send it?

Not yet, but that is a feature that we are looking into for a future version. One of our users sent in this suggestion for the time being:

<<On all messages I send through ePrompter, I bcc myself to a separate freebie webmail account that I set up just for the purposes of confirming messages were sent, as well as for storing my sent messages through ePrompter. Something you might consider.>>

But in the meantime, you can find out if your mail has been sent by checking your "sent mail" folder for AOL, Hotmail, Yahoo, Email.com, etc, if you have selected the option for saving sent messages for the respective email service. However, this will not be possible for POP3 messages, but we will be working on it.

How can I set up ePrompter to retrieve my messages as soon as I start my computer?

First go to the main ePrompter screen and click menu > setup >schedule > and make sure that the box that says "Retrieve mail when the program starts" is checked.

Next go to the main ePrompter screen and click menu > setup > systems and make sure that the box marked "Start Menu icon for ePrompter" is checked.

How do I change the message retrieval intervals for ePrompter?

To change the retrieval intervals for ePrompter, go to the main ePrompter screen; click on "Menu"; click on "Setup"; then click on "schedule"; and then select the interval you want between updates.

I received a "socket timed out" error message on one of my POP3 accounts. What does that mean?

The "socket timed out" error message (which is sometimes referred to as a V-sock error) usually has to do with your server being busy or slow in combination with ePrompter not allowing enough time to complete the retrieval process. Could you please monitor that account for the next day or so and let us know if ePrompter is unable to eventually retrieve any messages from that account.

We are looking at a few options that should help to alleviate this problem in the near future.

I just received a error message saying I was having a problem with WININET.DLL. Is there a solution to this problem?

You should be able to take care of it by downloading onto your computer a more recent version of Internet Explorer than you currently have. To get the latest free Internet Explorer download, just go to:

http://www.microsoft.com/windows/ie/default.htm

Exiting ePrompter

This command completely exits ePrompter.   Mail will not be retrieved or sent by ePrompter until you run the program again.

Glossary

address book

"BCC:"

blind copies

"CC:"

double-click

POP3

rotating tray icon

SMTP

"TO:"

web-based email

POP3 is a standard email method used to retrieve mail from many email servers.   POP3 mail is retrieved using programs like ePrompter and other email software.   The POP3 method does not use an Internet browser.   POP3 means Post Office Protocol 3.

SMTP is a standard method for sending email over the Internet.   For POP3 accounts, ePrompter sends mail through SMTP servers.   SMTP means Simple Mail Transfer Protocol.

Webmail and web-based email are email accounts that you retrieve by logging onto a website with your regular Internet browser.   For Example: Hotmail, Yahoo, Mail.com.

Double-Clicking is a way to select and open an item on a form a in a list-box.   Just hold the mouse in place and rapidly click the mouse button twice.

Dialup Networking (DUN) is Windows' standard method for connecting to the internet by telephone line.

Rotating Tray Icon: ePrompter displays the number of new emails for each account in colored circles in the task bar tray icon.   Each account is displayed for a short time before the icon 'rotates' to the next account.

Quick Fix is a feature that allows you to immediately stop ePrompter from updating all accounts. This command is on the Menu under 'Help'.

Please note that quick fix will immediately stop all Internet activity.   Some accounts may not be logged out properly.

TO: is for the main recipients of a message you are sending.   These people will know the message is meant for them.   Also, they will see who is receiving CC copies but they will not see who is receiving BCC copies.

CC: is for recipients of a copy of an email that you are sending.   All recipients will be able to see who is receiving a CC copy.   CC means "Carbon Copy"

BCC: is for recipients of a 'blind' copy of an email that you are sending.   It is called 'blind' because no other recipients will be able to see who is receiving a BCC copy.   BCC means "Blind Carbon Copy"

The Address Book is your list of email addresses that you use often.   When composing emails, click on the TO:, CC: or BCC: to display the address book and select a recipient.

Cannot exit while updating

ePrompter cannot exit while mail is updating.   If you need to exit ePrompter now, you may choose to 'Interrupt Updating' from the Main menu.

To exit the Updating Mode immediately, you may select 'Quick Fix' from the Help menu.

Server needed for POP3 accounts

To retrieve mail from a POP3 account, you need to enter the POP3 server.

No @ in address

An email address has the format   nnnn@dddddd.xxx

No DOT (.) in address

An email address has the format   nnnn@dddddd.xxx

Unknown problem with email address

An email address has the format: nnnn@dddddd.xxx

Select an email type

Please select a valid email type for your account.

Passwords didn't match

The confirmation password you entered didn't match.   Please try again.

No Protection Password

Please enter a protection password.   Otherwise, please turn off the protection option.

Incorrect Password

The password you typed is incorrect.   You do not have access to the selected feature on this account.

Outbox is Full

The outbox for this account is full.   You cannot compose any new emails for this account until the existing ones are sent during the next email update.

Cannot uninstall while updating

ePrompter cannot uninstall while mail is updating.   If you need to exit ePrompter now, you may choose to 'Interrupt Updating' from the Main menu.

To exit the Updating Mode immediately, you may select 'Quick Fix' from the Help menu.

Click the Wrench

Click the Wrench for important ePrompter self-adjustments.

ePrompter version is disabled

This version of ePrompter has been disabled.

For information about updates go to the http://www.ePrompter.com

Please Enter a Login Name

To login to your email server you must provide a login name.

Select a Dial-Up Account

To use Dial-Up Networking (DUN) you must select an account from the list.

If the list is empty, you do not have and dial-up accounts configured in Windows.

Please select a connection

You must select a connection type for ePrompter to use the Internet and retrieve mail.

AOL Shortcut Needed

For ePrompter to go online using AOL, you must provide your shortcut to the AOL program.

AOL Shortcut is Invalid

The AOL shortcut you provided seems to be invalid.   Please check your entry.

Not an AOL Shortcut

The shortcut you dropped here was not an AOL shortcut.   Please try again.

Email type is unavailable

You selected an email type that is not available in ePrompter right now.

Must enter a Screen Name

To use AOL to go online, you must provide a screen name for logging in.

Must enter a Password

To use AOL to go online, you must provide a password for logging in.

New account was created

Click 'Options / Setup' to enter a title, choose colors, protect with passwords and for other options.

You must enter a password

A password is needed to login to your email account.   Please enter your password here.

Status Bar

The status bar displays information about the next automatic mail update.

Invalid Entry

The entry you made is invalid.   Read the instructions and try again.

Check Version

The software version will be checked for upgrades during your next mail update.

How-To Subjects

Exiting ePrompter

Configuring ePrompter

Making New Email Accounts

Managing the Address Book

Exiting ePrompter

To exit ePrompter, click the Menu, then select "Exit ePrompter".

Configuring ePrompter

To configure ePrompter go to the main menu, then select "Setup"

Making New Email Accounts

To make a new email account, click on the main program menu. Select 'New Account'.   You will be taken to an "Account Wizard" which will take step-by-step through the process.   You can press F1 from any screen for help.

Managing the Address Book

ePrompter has an <u>address book</u> to hold your commonly used email recipients.   To add, remove and edit items in the address book, go to the main menu and select "Address book".