Contents

Introduction

About E-Mail Connection

Welcome to E-Mail Connection. We are proud to provide you with this exciting product designed to keep you in touch with all your friends and business associates.

With E-Mail Connection you can:

- Choose your user interface mode--Easy Mode for novices, Power Mode for users who are more familiar with Windows and e-mail

- Send and receive electronic mail

- Address mail without memorizing cryptic address formats

- Reply to and forward any message you receive

- Send and receive one or more files attached to an e-mail message

- Automate pick-up and delivery of your electronic mail

- Print your messages

- Store, organize and file messages in an easy-to-use Folder system

- Add names to your Address Book automatically

- Let other users setup and maintain separate mailboxes and preferences

- Continue to work in your other windows applications while E-Mail Connection uploads or downloads messages or application files

About ConnectSoft

ConnectSoft, founded in January 1988, currently employs more than 130 people in its Bellevue and Kirkland offices in Washington.   ConnectSoft operates three divisions (Consumer Online Products and Services, Commercial Software Development Services, and Commercial Network Services) that are each highly regarded for their innovative solutions and cutting edge technologies.
Through its Consumer Online Products and Services division, the company markets a family of Windows-based telecommunication programs known as "Desktop Connections" for accessing on-line information services.   ConnectSoft's flagship product, E-Mail Connection, supports most online services and all major local area network messaging protocols, and includes fax and postal message delivery.   In addition to E-Mail Connection, ConnectSoft publishes Internet Connection, KidMail Connection, Clip-Art Connection and Font Connection. Registered users of these ConnectSoft products are the first to be informed of new products and upgrades.

ConnectSoft's Commercial Software Development Services division provides consulting software development services to commercial PC software publishers, peripheral manufacturers, and Fortune 1000 clients.   (For more information, please see our home page: HTTP://WWW.CONNECTSOFT.COM).

ConnectSoft recently created a new division, Commercial Network Services, in order to develop high quality, commercial Internet and TCP/IP services.

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Installation and Configuration

What You Need

Hardware Requirements

E-Mail Connection requires the following hardware:

- A personal computer with an 80386-class processor (or higher)

- At least 4MB of RAM (8MB recommended)

- A hard disk drive with 7MB of free disk space

- Almost any popular modem (for connecting to the Internet via modem)

Related Topics:

Software Requirements

Modem and Network Services Requirements

Software Requirements

E-Mail Connection requires the following software:

- MS-DOS version 3.1 or later

- Microsoft Windows version 3.1 or later

Related Topics:

Hardware Requirements

Modem and Network Services Requirements

Modem and Network Services Requirements

To send e-mail using E-Mail Connection, you must have an e-mail account with an Internet service provider if you are using a SLIP/PPP connection. You can also use E-Mail Connection over a TCP/IP network connection.To use E-Mail Connection with a local area network (LAN), your computer must already be connected to the network, and you must have a mailbox in the network post office. If you are not sure about your mailbox, ask your network administrator.

Related Topics:

Hardware Requirements

Software Requirements

E-Mail Connection Installation

Installing E-Mail Connection

To install E-Mail Connection, use the Setup program. Setup will copy the E-Mail Connection files to your hard drive.

1. Place the E-Mail Connection disk labeled Disk 1 in either drive A or B.

2. From the Program Manager window, select **Run** in the File menu.

3. In the Command Line box, type **a:\setup.exe** or **b:\setup.exe**, depending on which drive the E-Mail Connection disk is in.

4. Press **Enter**.

5. Read the directions in the dialogs that follow and respond to the questions and prompts.

    To cancel the installation, select the **Cancel** button in any of the installation dialogs. When you are ready to install E-Mail Connection, proceed as if it were your first time.

When you <u>start</u> E-Mail Connection for the first time, you will see the <u>New User Information Dialog</u>.

Starting E-Mail Connection

The E-Mail Connection icon appears inside of the Program Manager Group that you specified during installation. The default Program Manager Group is ConnectSoft.

To start E-Mail Connection, double-click the E-Mail Connection icon.

The first time you start E-Mail Connection, you will see the New User Information Dialog.

New User Information Dialog

The New User Information dialog appears the first time you start E-Mail Connection.

1. You must complete the Name box.

2. E-Mail Connection uses the information you provide in the Company box, the <u>FAX Address dialog</u>, and the <u>Postal Address dialog</u> during <u>online registration</u>.

3. Click the <u>Set Password button</u> if you want to secure your e-mail from others.
    If you are not concerned about the security of your e-mail, ignore the Password option and click **OK**.

Set Password Dialog

The Set Password dialog appears when you click the **Set Password** button in the New User Information Dialog or the User Information Dialog. If you elect to set a password, access to your e-mail is limited to those who know your password.

To set a password:

1. Invent a word or a nonsensical string of characters that it is easy to remember and yet difficult to guess. There is little point using something as obvious as your name. If you have trouble remembering passwords, write your password down and keep it in a safe place.

2. Type the password in the Password text box in the Set Password dialog.

3. To ensure you have entered your password correctly, type the password again in the Password Match text box.

4. Click **OK** or press **Alt + O**.

From now on, E-Mail Connection will prompt you for your password in the User Login Dialog at the beginning of each E-Mail Connection session. To change your password, see Change Password Dialog

Related Topic:

How many characters may my password have?

Registration

Be sure to register your copy of E-Mail Connection with ConnectSoft. Registered users are always the first to receive information and product updates from <u>ConnectSoft</u>.

<u>Registering Online</u>

Registering Online

The Online Registration dialog lets you register your copy of E-Mail Connection with ConnectSoft via e-mail.

1. Open the Online Registration dialog by selecting **About E-Mail Connection** in the Help menu.

2. Click the Register Now button.

3. Check the user information in the Online Registration dialog. This information includes the postal address that you entered in the New User Information dialog. If anything is incorrect, click the **Modify** button, make your corrections, and then click the **OK** button.

4. When you are sure the information is correct, click the **Register Now** button.

   E-Mail Connection places your registration information in your Outbox as an e-mail message to ConnectSoft. The next time you log on to send mail, your registration form is sent.

Setting Up Multiple Users

Several users can share one copy of E-Mail Connection in the same way a household or an office shares a postal mailbox. Each user sets up a password to ensure privacy, and each user has a separate database.

To add, delete, or modify E-Mail Connection users, select **Manage Users** in the File menu.

Note that since each user must log in separately (with or without a Password at the discretion of the user), there is no way to switch from one user to another without first exiting E-Mail Connection. Once you have exited, restart E-Mail Connection and complete the <u>User Login dialog</u>.

To add a user:

1. Click **Add**.
    The Add User dialog appears.

2. Complete the User Name field.

3. Click **OK**.
    E-Mail Connection adds the new User Name to the pick list in the Manage Users dialog and creates a new database for that user. Thus, the first time new users log in, they must first complete the <u>New User Information dialog</u>, then configure E-Mail Connection, and set their own preferences.

To delete a user:

1. In the Manage Users dialog, select the user and click **Delete**.
    The Delete User dialog appears.

2. Type the user name in the Confirm User Name box and the user's password in the Confirm Password box.

    Note When you delete a user from your system, you delete the Address Book and Message database associated with that user. Thus, you should be very sure that no important information is in that database before you delete the user.

3. Click **OK**.

Related Topics:

<u>The User Login Dialog</u>

Add User Dialog

The **Add User** dialog appears when you click the **Add** button in the <u>Manage Users dialog</u>.

Type the name of the person you want to add in the **User Name** box, then click **OK**. The new name appears in the **Manage Users** dialog.

Note:
E-Mail Connection creates a new database for each new user you add. Thus, the first time a new user logs in, they must first complete the <u>New User Information dialog</u>, complete the configuration dialogs, and set their own preferences.

Customizing E-Mail Connection

The Preferences dialog makes it easy to customize E-Mail Connection;   change the look of your desktop by selecting new fonts and background patterns, change the default settings for sending, receiving, forwarding, deleting and replying to messages.

To open the Preferences dialog, select **Preferences** in the File menu.

A dialog with eight vertical Tabs will appear.

All of the options toggle off and on. If an option is checked, select it to erase the check mark;   selecting it a second time will turn it back on again. The Tabs are listed below in alphabetical order.

Confirmation Tab
Display Tab
Drafts Tab
Fonts Tab
New Mail Tab
Spell Check Tab
Trash Tab
Wallpaper Tab

Preferences Tabs

Please Note:
All default settings are indicated below by an asterisk (*).

Confirmation Tab

Require Password to Restore | When you minimize E-Mail Connection as an icon, it continues to send, scan for, and receive mail as scheduled.

The Require Password to Restore option lets you lock E-Mail Connection as an icon that no one can restore (i.e., read your mail) unless they know your Password.

*Send Status Confirmation | Inform you, when you send a message, that your message has been successfully placed in your Outbox.

*Forward Confirmation | Display the **Forward** dialog when you forward a message in order to override the defaults you set in the **Preferences** dialog.

*Reply Confirmation | Display the **Reply** dialog when you reply to a message in order to override the defaults you set in the **Preferences** dialog.

Delete Message Options

*Move to Trash | Move all messages you delete in the future to the **Trash Folder**. The advantage of using the **Trash Folder** is that you can recover a message later on if you need to.

Delete from database | Erase all messages you delete in the future from your database.

*Delete Confirmation | Display the **Confirm Delete** dialog in order to prevent an accidental deletion of an important message.

Display Tab

Please Note:
All default settings are indicated below by an asterisk (*).

*Smart Text Wrapping | Remove any extraneous carriage returns from your incoming mail so that the message text wraps smoothly in your Message and Folder windows. The option is

particularly useful if you receive messages from terminal based e-mail services such as the Internet that use a hard carriage return to represent a new line.

User Interface Mode

*Easy	Switch E-Mail Connection to Easy Mode in order to work with basic e-mail activities.
Enable Inbox Rules	Gives the Easy Mode user the option to let E-Mail Connection sort Inbox mail into one or more specified folders. E-Mail Connection conducts the rule-based sort based upon parameters set by the user in a simple template.
Power	Switch E-Mail Connection to Power Mode in order to take advantage of Search capabilities, Inbox Rules, Multiple Document Interface, and other advanced features requested by the power user.
Show Tool Bar	Display/Hide the Power Modes main tool bar.
Show Window Bar	Display/Hide the Window Bar in Power Mode. The Window Bar displays an icon *for each* open window on your desktop. If you hide the Window Bar, only your minimized windows will appear as icons at the bottom of your desktop.
	For more information, please see <u>The Window Bar</u>.
Show Status Bar	Display/Hide the Status Bar in Power Mode. The Status Bar contains a brief summary of the currently selected menu command.

Drafts Tab

Please Note:
All default settings are indicated below by an asterisk (*).

*Keep Copy	Create a copy of every message you send and place it in the **Sent Mail** Folder.

*Prefix Forwarded Messages	Mark the text of the original message in your forwarded message with the greater than symbol (i.e., >). The marks make it easy to distinguish your comments from the original message.

Reply Message Options

*Reply to Sender Only	Address your reply to the person who sent the original message.
Reply to All Recipients	Address your reply to every person who received the original message.
*Include Original Message	Copy the contents of the original message into the body of your reply. Including the original message in your response helps to clarify the content of your reply and allows you to view the message as you write your response.
*Prefix Message Text	Mark the text of the original message in your reply with the greater than symbol (i.e., >). The marks make it easy to distinguish your comments from the original message.
Message Headers	Please see the <u>Message Headers Dialog</u>.

Fonts Tab

Please Note:
All default settings are indicated below by an asterisk (*).

E-Mail Connection distinguishes between two sets of fonts:

1. Application Fonts. Those fonts E-Mail Connection itself uses to write application information to your screen;   for example, Folder names.

2. Document Fonts. Those fonts you prefer when you type your drafts or view your messages.

Within each set, you may choose between:

1. Fixed Pitch Fonts. Those fonts, such as Terminal, whose letters remain a fixed distance apart. If you receive a message from a terminal-based service such as the Internet, use a fixed pitch font to retain the original formatting of the message.

2. Proportional Fonts. Those fonts, such as Arial or Times New Roman, whose letters are placed a variable distance apart, depending upon the letter.

Application Font

Set Application Font	Lets you modify the font that E-Mail Connection uses to write application information to your screen.

In the **Choose Application Font** dialog, select the Font, Font Style, and Size, then click **OK**.

Document Font

Set Fixed Pitch Font	Lets you choose a Fixed Pitched font, such as Terminal, whose letters remain a fixed distance apart. If you receive a message from a terminal-based service such as the Internet, use a fixed pitch font to retain the original formatting of the message.
	When you want to use a fixed pitch font to read your e-mail and write your messages, E-Mail Connection will use the font, font style, and point size you select in the **Choose Document Fixed Pitch Font** dialog.
Set Proportional Font	Lets you choose a Proportional Font, such as Arial or Times New Roman, whose letters are placed a variable distance apart, depending on the letter.
	When you want to use a proportional font to read your e-mail and write your messages, E-Mail Connection will use the font, font style, and point size you select in the **Choose Proportional Font** dialog.

Default Document Font

Fixed Pitch	Of the two Document Fonts you chose above, you prefer to view the Fixed Pitch font *in most cases*.
*Proportional	Of the two Document Fonts you chose above, you prefer to view the Proportional font *in most cases*.

New Mail Tab

Please Note:
All default settings are indicated below by an asterisk (*).

*Notify on New Mail	Inform you when you receive new mail, and how many messages there are in your Inbox.
*Auto add to Address Book	Check the sender's address with each new message you receive and automatically add it to your Address Book if it is not already listed.

Select ***Sender Only** to add just the sender's address.

Select **Sender and All Recipients** to add the addresses of any and all recipients of a message in addition to the sender's address.

Sort Inbox by Priority	Place messages sent Priority Mail at the top of your Inbox.
	By default, E-Mail Connection sorts the mail in your Inbox by date, with the most recent mail at the top.
	Note: The Sort Inbox by Priority option applies only to the Inbox; not your other folders.

Spell Check Tab

Please Note:
All default settings are indicated below by an asterisk (*).

Spell Checker Options

Automatically spell check. . .	After you click **Send** in a Draft window, the spell checker will scan your draft for spelling errors.
*Always Suggest	Have the spell checker display a list of alternative spellings when it finds an error.
*Ignore words with numbers	Have the spell checker skip over words such as **17'th** or **486DX2/50**.
*Ignore words in upper case	Have the spell checker ignore text such as **C:\WINDOWS**.

Trash Tab

Please Note:
All default settings are indicated below by an asterisk (*).

When Emptying Trash

*Delete all messages	Delete all messages and drafts in the **Trash** Folder when you empty the trash.
Delete messages older than. . .days	Specify the number of days old a message or draft must be for E-Mail Connection to delete it when you empty the trash.

Emptying Trash

Empty trash after each use	Automatically empty your trash after each E-Mail Connection session.

| Empty trash now | Empty your trash immediately. When you do, the **Trash** message box appears. Click **Yes**. Selecting **No** will return you to the **Preferences** dialog without emptying your trash. |

Wallpaper Tab

Please Note:
All default settings are indicated below by an asterisk (*).

By default, your E-Mail Connection desktop has a single bitmap placed in the center. You can remove the background pattern (i.e., the wallpaper) on your desktop, or modify it using any **.BMP** file available to you.

Wallpaper Options

*Tiled	Repeats the bitmap until it covers the desktop.
Centered	Positions the bitmap in the center of the desktop.
None	Removes the bitmap from your desktop.
Current Wallpaper	The name of the bitmap you last selected to appear on your desktop.
Set Wallpaper	Change the bitmap displayed on your desktop. When you click **Set Wallpaper**, the **Select Wallpaper Bitmap** dialog appears. Select a directory in the **Directories** list box, then choose a bitmap in the directory. Or type a full path for the bitmap in the **Source File Name** box. Click **OK**.

Address Book

About the Address Book

E-Mail Connection can only send messages to people or groups whose addresses are listed in your Address Book. If you try to send a message to an unlisted recipient, E-Mail Connection asks you if you want to add the recipient to your Address Book. Once you have added addresses to your Address Book, E-Mail Connection takes care of the complicated addressing process for you;   addressing your mail is as easy as typing the recipient's name.

There are two additional ways to add an address to your Address Book.

- Add it manually. For more information, see Adding Addresses.

- Select the **Auto Add** option available in Preference's New Mail Tab. This option automatically adds the address of a new sender to your Address Book.

Add Address Dialog

Before adding addresses, your Address Book must be open . To open your Address Book in Easy Mode, click the <u>Address button</u> on the main window tool bar. In Power Mode, open your Address Book by double-clicking the **Address Book** icon.

To add an address, click the **Add** button.

- Select <u>Individual Address</u> to add an individual address to your Address Book.
- Select <u>Personal Mailing List</u> to add a personal mailing list to your Address Book.

Click the **OK** button.

Related Topics:

<u>Deleting Addresses</u>

<u>Modifying Addresses</u>.

Address Book Entry Selection

Easy Mode and Power Mode have different Address Book Entry Dialogs. Which mode are you working in?

[Easy Mode Address Book Entry Dialog](#)

[Power Mode Address Book Entry Dialog](#)

Easy Mode Address Book Entry Dialog

The Address Book Entry dialog appears when you click <u>Add</u> or <u>Modify</u> in the Address Book. E-Mail Connection stores your recipient's name and other personal information here as well as a listing of all his or her destination addresses.

Type a name in the dialog's Name box.

- Click the **E-Mail** button to add an e-mail address. Select the e-mail system from the New Address Type dialog, then complete the <u>Address dialog</u>.

- Click the **Facsimile** button to add a fax address, then complete the <u>Fax Address Dialog</u>.

- Click the **Postal Address** button to add a postal address, then complete the <u>Postal Address Dialog</u>.

The most important destination address is your recipient's default destination address. It is this address that E-Mail Connection automatically appends to your recipient's name in the To field of the Draft Window. In other words, E-Mail Connection automatically sends your messages to your recipient at his or her Default Destination until you change the default to a different address.

Related Topics:

<u>Deleting Addresses</u>

<u>Modifying Addresses</u>.

Power Mode Address Book Entry Dialog

The Address Book Entry dialog appears when you click Add or Modify in the Address Book. E-Mail Connection stores your recipient's name and other personal information here as well as a listing of all his or her destination addresses.

Selecting a destination address from the Address Types list box produces a dialog with the name of the destination in its title bar. It is in this dialog that you enter your recipient's address for the selected destination.

The most important destination address is your recipient's default destination address. It is this address that E-Mail Connection automatically appends to your recipient's name in the To field of the Draft Window. In other words, E-Mail Connection automatically sends your messages to your recipient at his or her Default Destination until you change the default to a different address.

Finally, note that there is ample room to save extensive remarks about each recipient in the Comments memo field.

Related Topics:

Deleting Addresses

Modifying Addresses

Personal Mailing List Dialog

The Personal Mailing List <u>dialog</u> lets you create mailing lists that provide you with a simple way to address a group of two or more persons. When you want to send a message to everyone in the group, you type the name of the appropriate Personal Mailing List in the To field of the Draft Window.

The Personal Mailing List dialog appears when you click the **Add** button in your Address Book, then select Personal Mailing List in the <u>Add Address dialog</u>.

To complete the dialog:

1. Type a name for the Personal Mailing List in the List Name box. Feel free to use any combination of characters.
    Use the Comments field for general remarks or reminders to yourself about specific members or about the group itself.

2. Under **Address Book**, E-Mail Connection lists every addressee to whom you have assigned a valid e-mail address.

3. Select an entry and click **Add** or press **Alt + A** to add the entry to the Personal Mailing List.
    The fastest way to find an entry is to type the first letter of his or her name on the keyboard.
    For example, to find *Mike Hammer*, press **M**.
    If you change your mind and want to remove an entry from the group, select it in the Group Members list box and click **Remove** or press **Alt + R**.

4. Repeat step 3 until your list is complete.

5. Click **OK** when your list is complete.

Related Topics:

<u>Deleting Addresses</u>

<u>Modifying Addresses</u>

Messages

Composing a Message

To compose a message, you need to be in the Draft window.

1. Open the Draft window by clicking the <u>Compose</u> button on the main window tool bar or selecting **New (Compose)** in the Message menu.

2. Add recipients. There are two ways to add recipients to your message:

    *   Type the recipient's name in the To or cc (Courtesy Copy or Carbon Copy) box, and then press **Enter** or click the **Return** symbol. Repeat this process for all of the recipients.

    *   Click the **Address** button on the Draft window tool bar, select the recipient's name from the Address List, and then click the **Add** button. When you have added all of the recipients, click the **OK** button.

3. Type a topic for your message in the Subject box.

4. Type the body of your message in the lower field of the window.

5. Send the message by following the instructions for <u>Sending a Message</u>.

Related Topics:

<u>Attaching a File to a Message</u>

<u>Deleting a Draft or a Message</u>

<u>Message Handling</u>

<u>Pasting from a Text File</u>

<u>Saving a Draft or a Message</u>

<u>Mail System Schedule (Modem Services)</u>

<u>Mail System Schedule (Network Services)</u>

Sending a Message

Sending a Message Over a Network

After you have written a message, send it by clicking the Send button on the Draft window tool bar.

By default, E-Mail Connection will transmit the message immediately over your LAN. For more information about scheduling network e-mail, see Mail System Schedule (Network Services).

Related Topics:

Message Handling

Overriding the Mail System Schedule

Sending a Message Over the Internet

To send a message:

1. Click the Send button on the Draft window tool bar.

    E-Mail Connection will notify you that the "Message is queued to be sent," and place the message in the Outbox.

2. Connect to the Internet by clicking the Connect button, or wait for the Mail System Scheduler to connect to the Internet if you have set up a scheduled connection. Messages wait to be transmitted in the Outbox until the Mail System Scheduler picks them up or until you connect to your Internet provider. For more information about scheduling modem-based e-mail, see Mail System Schedule (Modem Services).

Related Topics:

Message Handling

Overriding the Mail System Schedule

Overriding the Mail System Schedule

If you have set up E-Mail Connection to transmit messages at a certain time or interval but want to transmit a particular message immediately:

- Click the Connect button on the main window tool bar.

Reading a Message

When you receive a message, it appears in your Inbox.

Your Inbox is the distribution center for all new messages. To open your Inbox, click the <u>Inbox button</u> or select **Inbox** in the Folder menu.

The Inbox lists the status, sender, subject, and date for each message.

There are two ways to open a message from the Inbox:

- Double-click the message

- Select the message, and then click the <u>Read button</u>

Related Topics:

<u>Copying a Message</u>

<u>Deleting a Draft or a Message</u>

<u>Exporting a Message</u>

<u>Forwarding a Message</u>

<u>Moving a Message</u>

<u>Opening a File Attachment</u>

<u>Printing a Message</u>

<u>Saving a Message</u>

<u>Scheduling (Network Service)</u>

<u>Scheduling (Modem Service)</u>

<u>Searching for a Message</u>

<u>Sorting Inbox Mail</u>

Forwarding a Message

The Forward dialog appears when you click the <u>Forward button</u>.

- **Prefix Message Text**. Mark the text of the original message in your reply with the greater than symbol (i.e., >). The marks make it easy to distinguish your comments from the original message.

- **Dont ask me in the future**. Adopts the current setting as the default for all mail you forward in the future. In other words, if you select this option, you will not see the Forward dialog when you forward mail. If you change your mind and want the Forward dialog to appear when you forward mail, select **Preferences** in the File menu. A dialog with 8 vertical Tabs will appear. Click the **Confirmation Tab**, and toggle **Forward Confirmation** back on.

Click **OK** to open a Draft window and edit/send your forwarded message;   otherwise, click **Cancel**.

Related Topic:

<u>Message Handling</u>

Replying to a Message

As long as a message has not been deleted, you can reply to it any time.

To reply to a message:

1. Select the message from any Folder window.

2. Click the <u>Reply button</u>.

3. Select your reply options:

   - **Reply to Sender Only**. Address your reply to the person who sent the original message.

   - **Reply to All Recipients**. Address your reply to every person who received the original message.

   - **Include Original Message**. Copy the contents of the original message into the body of your reply. Including the original message in your response helps to clarify the content of your reply and allows you to view the message as you write your response.

   - **Prefix Message Text**. Mark the text of the original message in your reply with the greater than symbol (i.e., >). The marks make it easy to distinguish your comments from the original message.

   - **Dont ask me in the future**. Adopts the current setting as the default for all mail you forward in the future. In other words, if you select this option, you will not see the Reply dialog when you reply to a message. If you change your mind and want the Reply dialog to appear when you reply to a message, click **File** from the menu bar and select **Preferences**. A dialog with 8 vertical Tabs will appear. Click the **Confirmation Tab**, and toggle **Reply Confirmation** back on.

4. Click the **OK** button to open a Draft window and edit your reply;   otherwise, click the **Cancel** button.

5. Send the message by following the instructions for <u>Sending a Message</u>.

Related Topic:

<u>Message Handling</u>

Folders

Creating a User Folder

When a new message arrives, it is automatically stored in the Inbox. If you stored all of your messages in the Inbox, a particular message might take a while to find. You can avoid this problem by creating folders that describe the subject, and storing your messages in them.

To create a user folder:

1. Select **Create User Folder** in the Folder menu.

2. Select one of your custom folders or the User folder to serve as a parent folder for your new folder.

3. Type a name for your new folder in the New User Folder Name box.

4. Click the **OK** button.

   E-Mail Connection adds a new folder icon beneath the selected parent folder in the Folder List. The icon is clearly labeled with the name you assigned to the folder.

Related Topics:

Deleting a User Folder

Is there a limit to how many folders I can have?

Moving a Message

Renaming a User Folder

Moving a Message

After you have created one or more folders, you can continue organizing your desktop by moving messages and drafts into folders. **Note** You cannot move messages into the Inbox folder.

There are two ways to move a message:

- Select the message from any Folder window. Select **Move** in the Message menu, choose a destination folder in the Move Message dialog, and then click the **OK** button.

- Select the message. Drag and drop the message onto a folder.

Opening a Folder

To view the contents of a folder:

1. Click the <u>Folders button</u> (Easy Mode) or select **New Folder Window** (Power Mode) in the Folder menu if a Folder window is not open.

2. Click the folder you want to open.

Opening a Subfolder

To view the contents of a subfolder:

1. Double-click any folder with plus sign (+) on it to see the subfolders.

2. Click the folder you want to open.

Deleting a User Folder

The Delete User Folder dialog lets you delete one of your user folders. When you delete a folder you also delete its messages.

1. Open the Delete User Folder dialog by selecting **Delete User Folder** in the Folder menu.

2. Select the folder to delete by clicking it.

3. Click the **OK** button.

   To prevent accidental deletion of an important folder, E-Mail Connection prompts you to verify your intent to delete the folder with the Folder message box.

4. Click the **OK** button to complete deletion. If you change your mind, clicking **Cancel** will exit the dialog without deleting the folder.

Renaming a User Folder

The User Folder Properties dialog lets you rename one of your user folders. You cannot rename system folders.

1. Select the folder you want to rename from any Folder List.

2. Open the User Folder Properties dialog by selecting **Rename User Folder** in the Folder menu.

3. Type a new name for the folder in the User Folder Name box.

4. Click the **OK** button. If you change your mind, clicking **Cancel** will exit the dialog without changing the folder's original name.

How To...

Add an Address to your Address Book

Add a User

Attach a File to a Message

Change a Password

Compose a Message

Create a User Folder

Delete an Address from your Address Book

Delete a Draft or a Message

Delete a User Folder

Delete a User

Export a Message

Extract a File Attachment

Find a Message

Forward a Message

Install E-Mail Connection

Modify an Address in Your Address Book

Move a Message

Open a File Attachment

Open a Message

Print a Message

Read a Message

Register Your Product with ConnectSoft

Reply to a Message

Save a Draft or a Message

Schedule Modem Mail

Schedule Network Mail

Search for a Message

Select a Message

Send a Message

Set a Password

Sort Inbox Mail

Write a Message

Menus and Tool Bars

Menus

File Menu

Edit Menu

Message Menu

Folder Menu

Window Menu

Tool Bars

Main Window Tool Bar

Draft Window Tool Bar

Message Window Tool Bar

Folder Window Tool Bar

The File Menu

Easy Mode and Power Mode have different File Menus. Which mode are you working in?

Easy Mode

Power Mode

Easy Mode File Menu

E-Mail Connection stores information about you, your system, and your configuration preferences. To change this information, use the File Menu.

Select:	To:
Manage Users Alt + F, M	Add or delete an E-Mail Connection user. For more information, please see <u>Setting Up Multiple Users</u>.
User Information Alt +F, U	Modify your user name, phone number, and password, as well as to add, modify, or delete information that appears under your name in your Address Book. For more information, please see the <u>User Information Dialog</u>.
Configure Mail Alt + F, C	View or modify information concerning your email account(s), modem, mail schedule(s), etc.
Preferences Alt + F, R	Set various system-wide defaults including mail, drafts, fonts, trash, display, spell check, etc. For more information, please see <u>Preferences</u>.
Export Messages Alt + F, E	Export a copy of a message or a draft to a file on your hard disk. Export messages that are important or meaningful enough to save, but seem dated or inappropriate in your E-Mail Connection folders. For more information, please see <u>Exporting Messages</u>.
Print Alt + F, P	Print a copy of the selected message(s) and/or draft(s). Before you print the first message in an E-Mail Connection session, it is a good idea to select Printer Setup in the File menu first and check the current printer specifications. To check the current header and footer

settings, select Page Setup in the File menu. For more information, please see <u>Printing a Message</u>.

Page Setup

Alt + F, A

View or modify the current specifications set for the headers and footers that appear when you print a message or a draft. For more information, please see <u>Page Setup</u>.

Printer Setup

Alt + F, N

View or modify the current specifications set for the printer or printer driver. For more information, please see <u>Printer Setup</u>.

Exit

Alt + F, X

Exit E-Mail Connection.

Power Mode File Menu

E-Mail Connection stores information about you, your system, and your configuration preferences. To change this information, use the File Menu.

Select:	To:
Manage Users Alt + F, M	Add or delete an E-Mail Connection user. For more information, please see <u>Setting Up Multiple Users</u>.
User Information Alt +F, U	Modify your user name, phone number, and password, as well as to add, modify, or delete information that appears under your name in your Address Book. For more information, please see the <u>User Information Dialog</u>.
Preferences Alt + F, R	Set various system-wide defaults including mail, drafts, fonts, trash, display, spell check, etc. For more information, please see <u>Preferences</u>.
Export Messages Alt + F, E	Export a copy of a message or a draft to a file on your hard disk. Export messages that are important or meaningful enough to save, but seem dated or inappropriate in your E-Mail Connection folders. For more information, please see <u>Exporting Messages</u>.
Print Alt + F, P	Print a copy of the selected message(s) and/or draft(s). Before you print the first message in an E-Mail Connection session, it is a good idea to select Printer Setup in the File menu first and check the current printer specifications. To check the current header and footer settings, select Page Setup in the File menu. For more information, please see <u>Printing a Message</u>.

Page Setup Alt + F, A	View or modify the current specifications set for the headers and footers that appear when you print a message or a draft. For more information, please see Page Setup.
Printer Setup Alt + F, N	View or modify the current specifications set for the printer or printer driver. For more information, please see Printer Setup.
Exit Alt + F, X	Exit E-Mail Connection.

The Edit Menu

When you write your email messages, E-Mail Connection puts all the editing features you would expect to have in a text editor at your command. If you are not familiar with the commands, refer to the table below.

Select:	To:
Undo Alt + E, U Shift + BkSpCtrl + Z	Reverse the results of your most recent action or command. This is particularly helpful after a disastrous editing error.
Cut Alt + E, T Shift + DelCtrl + X	Remove the currently selected text from your message and place it temporarily on the Clipboard.
Copy Alt + E, C Ctrl + InsCtrl + C	Copy the currently selected text to the Clipboard.
Paste Alt + E, P Shift + InsCtrl + V	Place the most recent contents of the Clipboard into your text at the current cursor position.
Paste From Alt + E, F	Import a pre-existing text file into the current Draft Window. For more information, please see the Paste From Text File Dialog.
Delete Alt + E, D DelCtrl + X	Delete the character immediately to the right of the cursor, or delete all of the currently selected text from your message. In contrast to Cut, the selected text is not stored on the Clipboard.
Select All Alt + E, A	Select any and all text in the body of your message.

Spell Check		Check the message in the active Draft Window for spelling errors.
Alt + E, S		
Ctrl + S		

The Message Menu

E-Mail Connection exploits the most advanced email technology to offer you a complete package of messaging services. The Message Menu gives you easy control over both your messages and drafts. Refer to the table below.

Select:	To:
New (Compose) Alt + M, N F2	Write a new message. E-Mail Connection opens a new Draft Window from which to write, address, and send your e-mail messages. For more information, please see Composing a Message.
Open Alt + M, O	Open the currently selected message or draft. If you select a draft, E-Mail Connection opens a Draft Window. If you select a message, E-Mail Connection opens a Message Window.
Copy Alt + M, C	Copy the currently selected message or draft into the folder you specify. For more information, please see the Copy Message Dialog.
Move Alt + M, M	Move the selected message or draft from its current location to a different folder. For more information, please see Moving a Message.
Delete Alt + M, D	Delete the currently selected message(s) and/or draft(s) from your database, or move it to the Trash Folder, where you can retrieve it later. For more information, please see Deleting a Draft or a Message.
Forward Alt + M, F	Forward the currently selected message to one or more recipients. Forwarding mail works much the same as composing a new message. For more information, please see Forwarding a Message.

Reply Alt + M, R	Reply to the currently selected message. When you reply to a message, E-Mail Connection opens a new Draft Window, addresses it to the sender of the original message, and copies the contents of the message into the Draft Window so that you can review the original message as you write your reply. For more information, please see <u>Replying to a Message</u>.
Header Alt + M, H	View the full message header. Generally, E-Mail Connection only displays the header's Date, Status, From, and Subject fields. Some messages have detailed headers a page or more in length, particularly those sent via the Internet.
Attachments Alt + M, A	Add, delete, or extract a file attachment using the Message Attachments dialog. E-Mail Connection displays a list of files attached to the currently selected draft or message. For more information on how to attach a file to a message, please see <u>Attaching a File to a Message</u>.
View Using Alt + M, V	Choose to view the current message or draft using the Fixed Pitch Font you chose in the Preferences dialog, or the Proportional Font. For more information about setting your document fonts, please see Preference's <u>Fonts Tab</u>.

The Folder Menu

Easy Mode and Power Mode have different Folder Menus. Which mode are you working in?

Easy Mode

Power Mode

Easy Mode Folder Menu

Use the Folder Menu to organize your messages and drafts in any way that makes sense to you--simply create a folder or a hierarchy of folders and label each one by topic, by sender, or by whatever criterion you wish. Once you have established your system of folders, you maintain it through the Folder Menu as well;   i.e., periodically delete folders or restructure your folders' directory/subdirectory system.

Select:	To:
Open Folder Alt + O, O	Display a list of system folders (Draft, Sent Mail, Inbox, Outbox, Trash, User). To open any folder, select it from the list.
Create User Folder Alt + O, C	Create a new custom folder. The User Folder serves as the parent folder for all the folders you create in E-Mail Connection. The folders you create are hierarchical. That is, parent folders contain child folders and so on; down as many layers as you care to create. In the Create User Folder dialog, select one of your custom folders or the User Folder to serve as a parent folder. For more information, please see <u>Creating a User Folder</u>.
Rename User Folder Alt + O, E	Change the name of any custom folder. You cannot change the name of a system folder. For more information, please see <u>Renaming a User Folder</u>.
Delete User Folder Alt + O, D	Delete the currently selected folder along with any an all of its contents. For more information, please see <u>Deleting a User Folder</u>.
Mail Search Alt + O, S	Search one or more folders for a message or a set of messages in your database at the time of your search. E-Mail Connection conducts the search based upon the parameters you select in a search template. For more information, please see <u>Searching for a Message</u>.

Inbox Rules

Alt + O, N

To enable this menu item, please see Preference's Display Tab. Sort your Inbox mail into one or more folders that you specify. E-Mail Connection conducts the rule-based sort based upon parameters you select in a simple template. For more information, please see Sorting New Mail.

Power Mode Folder Menu

Use the Folder Menu to organize your messages and drafts in any way that makes sense to you--simply create a folder or a hierarchy of folders and label each one by topic, by sender, or by whatever criterion you wish. Once you have established your system of folders, you maintain it through the Folder Menu as well;   i.e., periodically delete folders or restructure your folders' directory/subdirectory system.

Select:	To:
New Folder Window Alt + O, W	Open a new Folder Window on your desktop. By default, E-Mail Connection opens a User Folder Window.
Open Folder Alt + O, O	Display a list of system folders (Draft, Sent Mail, Inbox, Outbox, Trash, User). To open any folder, select it from the list.
Create User Folder Alt + O, C	Create a new custom folder. The User Folder serves as the parent folder for all the folders you create in E-Mail Connection. The folders you create are hierarchical. That is, parent folders contain child folders and so on; down as many layers as you care to create. In the Create User Folder dialog, select one of your custom folders or the User Folder to serve as a parent folder. For more information, please see <u>Creating a User Folder</u>.
Rename User Folder Alt + O, E	Change the name of any custom folder. You cannot change the name of a system folder. For more information, please see <u>Renaming a User Folder</u>.
Delete User Folder Alt + O, D	Delete the currently selected folder along with any an all of its contents. For more information, please see <u>Deleting a User Folder</u>.
Mail Search Alt + O, S	Search one or more folders for a message or a set of messages in your database at the time of your search. E-Mail

Connection conducts the search based upon the parameters you select in a search template. For more information, please see Searching for a Message.

| Inbox Rules | To enable this menu item, please see Preference's Display Tab. Sort your Inbox mail into one or more folders that you specify. E-Mail Connection conducts the rule-based sort based upon parameters you select in a simple template. For more information, please see Sorting New Mail. |

Alt + O, R

The Window Menu

The Window Menu is only available in Power Mode. It allows you to control the appearance of your desktop. E-Mail Connection utilizes MDI (multiple document interface) technology, which means it has the capacity to maintain several open windows in view.

For example, you could have several Message windows open, each with a different message from a different source, but all concerning the same project. While those windows were open, you could be working in a Draft window composing your response and referring to the messages when you found it necessary.

Select:	To:
Cascade Alt + W, C	Arrange the windows on your desktop so that the newest window overlaps its predecessor, yet the boundary and the title bar of the overlapped window are still visible.
Tile Horizontally Alt + W, T	Resize and rearrange the windows on your desktop side by side so that as much of each window is visible as is possible.
Tile Vertically Alt + W, V	Resize and rearrange the windows on your desktop top to bottom so that as much of each window is visible as is possible.
Arrange Icons Alt + W, A	Line your minimized windows in a row along the bottom of your desktop.
Close All Alt + W, L	Close any and all windows currently open on your desktop.

Note   At the bottom of the list box is a list of open windows in E-Mail Connection, each with a number in front of it. You can shift the focus to a window by selecting it from the list, or by pressing Alt + W, followed by the number in front of the window. The currently active window has a check mark in front of it.

If you have the Window Bar enabled, each open window has a corresponding icon on the right side of your desktop. To view the window, double-click its representative icon. For more information about the Window Bar, please see The Window Bar.

The Main Window Tool Bar

Easy Mode and Power Mode have different Main Window Tool Bars. Which mode are you working in?

Easy Mode

Power Mode

The Easy Mode Main Tool Bar

All of the windows in E-Mail Connection share a common tool bar that gives you immediate access to commands from anywhere on your desktop. Each button on the Main Tool Bar is labeled explicitly by command.

Clicking the Help button opens the Help file you are currently reading.

Clicking the Compose button pens a Draft Window, where you write all your email messages. For more information, please see Composing a Message.

Clicking the Address button opens your Address Book, where you add or modify recipient information.

Clicking the Inbox button opens your Inbox Folder, where you read your new messages.
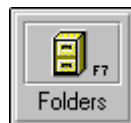
Clicking the Folders button opens the Folder window, where you store, organize, and read messages you have received.

Clicking the Print button prints a copy of the selected message(s) and /or draft(s). For more information, please see Printing a Message.

Clicking the Search button searches one or more Folders for a message or a set of messages in your database at the time of your search. E-Mail Connection conducts the

search based upon the parameters you select in a Search template. For more information, see Searching for a Message.

Clicking the Connect button connects you to the mail server of your choice so that you can exchange email.

The Power Mode Main Tool Bar

All of the windows in E-Mail Connection share a common tool bar that gives you immediate access to commands from anywhere on your desktop. Each button on the Main Tool Bar is labeled explicitly by command.

Clicking the Help button opens the Help file you are currently reading.

Clicking the Compose button opens a Draft Window, where you write all your email messages. For more information, please see Composing a Message.

Clicking the Forward button forwards the selected message to one or more recipients. Forwarding mail works much the same as composing a new message. For more information, please see Forwarding a Message.

Clicking the Reply button replies to the selected message. By default, E-Mail Connection addresses your reply to the sender and copies the original message into the Draft window edit field so that you can review the original message as you compose your reply. For more information, please see Replying to a Message.

Print Clicking the Print button prints a copy of the selected message(s) and /or draft(s). For more information, please see Printing a Message.

Delete Clicking the Delete button deletes the selected message(s) and/or draft(s). You have the option of placing the message in the Trash Folder, where you can retrieve it later if you need to, or deleting the message from your database altogether.

Forward Clicking the Search button searches one or more Folders for a message or a set of messages in your database at the time of your search. E-Mail Connection conducts the search over a broad range of parameters including, but not limited to, sender, subject, date, and text. For more information, please see Searching for a Message.

Forward Clicking the Connect button connects you to the mail server of your choice so that you can exchange email.

The Draft Window Tool Bar

Easy Mode and Power Mode have different Draft Window Tool Bars. Which mode are you working in?

Easy Mode

Power Mode

The Easy Mode Draft Tool Bar

For your convenience, E-Mail Connection includes the most common Draft Window commands on the Draft Window Tool Bar. Each button on the Draft Window Tool Bar is labeled explicitly by command.

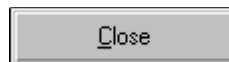|	
Send	Clicking the Send button sends or queues to send the message in the current Draft window to the recipient(s) in the To or CC list boxes. Messages "queued to be sent" wait in your Outbox until the Mail Scheduler picks them up and transmits them over the selected mail system.
Handling...	Clicking the Handling button allows you to select from among message handling options such as Return Receipt, Priority Mail, and document Mode. For more information, please see the Handling Dialog.
Address...	Clicking the Address button addresses the email message in the current Draft window. E-Mail Connection opens the Address Message dialog, where you can select your recipients from a master list.
Attach...	Clicking the Attach button attaches a file to the current draft. In many cases, it is easier to attach a file to an email message than to upload and transfer the file directly. For more information, please see Attaching a File to a Message.
Spell	Clicking the Spell button checks the draft for spelling errors.
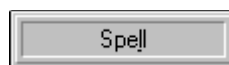
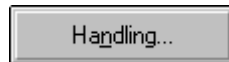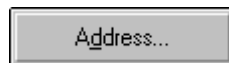|	
Save	Clicking the Save button saves the contents of the current Draft Window to the Draft Folder. E-Mail Connection uses your subject summary as the name of the saved draft. The Save command is useful when you work on a draft over a number of E-Mail Connection sessions. It should not be confused with the Keep Copy option (in the Preferences dialog), which saves a copy of each message you send to the Sent Mail folder.
Close	Clicking the Close button closes all of your Folders and returns you to the main E-Mail Connection desktop.

The Power Mode Draft Tool Bar

For your convenience, E-Mail Connection includes the most common Draft Window commands on the Draft Window Tool Bar. Each button on the Draft Window Tool Bar is labeled explicitly by command.
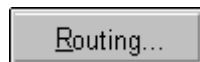
Send	Clicking the Send button sends or queues to send the message in the current Draft Window to the recipient(s) in the To or CC list boxes. By default, E-Mail Connection transmits a LAN message immediately over your network; all other messages are "queued to be sent." Messages "queued to be sent" wait in your Outbox until the Mail Scheduler picks them up and delivers them.
Handling...	Clicking the Handling button allows you to select from among message handling options such as Return Receipt, Priority Mail, and Document Mode. For more information, please see the Handling Dialog.
Address...	Clicking the Address button addresses the email message in the current Draft Window. E-Mail Connection opens the Address Draft dialog, where you can select your recipients from a master list.
Routing...	Clicking the Routing button allows you to view your recipient's default destination address and the route your message will take from your machine to its ultimate end. To change the destination address you want to use, click the arrow on the Destination drop down list box and select the address from the list

that appears. If your recipient has only one destination address in your Address Book, the Destination drop down list box will be disabled.

| Attach... | Clicking the Attach button attaches a file to the current draft. In many cases, it is easier to attach a file to an e-mail message than to upload and transfer the file directly. The number of files you can attach is dependent upon the size of your files.   You must attach one file at a time. A file attachment appears as an application icon in the right-hand column of the Draft Window edit field. To extend the edit field back to its normal size, position the mouse over the vertical bar that separates the edit field from the file attachment field and drag the split bar to the right. Before you attach a file to a message, be sure your recipient can extract and launch the file. That is, be sure your recipient has an application that can open and read the file. For more information, please see Attaching a File to a Message. |

Clicking the Spell button checks the draft for spelling errors.

Clicking the Save button saves the contents of the current Draft Window to the Draft Folder. E-Mail Connection uses your subject summary as the name of the saved draft. The Save command is useful when you work on a draft over a number of E-Mail Connection sessions. It should not be confused with the Keep Copy option (in the Preferences dialog),

which saves a copy of
each message you send to
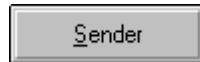the Sent Mail folder.

The Message Window Tool Bar

Easy Mode and Power Mode have different Message Window Tool Bars. Which mode are you working in?
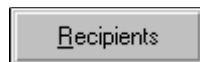
[Easy Mode](#)

[Power Mode](#)

The Easy Mode Message Tool Bar

For your convenience, E-Mail Connection includes the most common Message Window commands on the Message Window Tool Bar. Each button on the Message Window Tool Bar is labeled explicitly by command.

Sender	Clicking the Sender button allows you to view the sender's name and email address, as well as routing information about the message. If you do not have the Auto Add to Address Book option selected in the Preferences dialog, click the Add Address Entry button to add the sender's address to your Address Book. Click View Address Entry to open the sender's Address Entry dialog.
Recipients	Clicking the Recipients button allows you to view a list of recipients who received the active message E-Mail Connection displays address and routing details for the selected recipient, and gives you the option to open his or her Address Entry dialog. If you do not have the Auto Add to Address Book option selected in the Preferences dialog, click the Add Address Entry button to add the selected recipient's address to your Address Book.
Move...	Clicking the Move button moves the active message to a different folder. For more information, please see Moving a Message.
Forward	Clicking the Forward button forwards the active message to one or more recipients. For more information, please see Forwarding a Message.

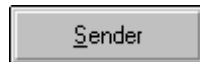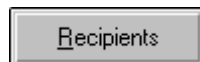|	
Reply	Clicking the Reply button allows you to reply to the active message. For more information, please see <u>Replying to a Message</u>.
Delete	Clicking the Delete button deletes the active message. For more information, please see <u>Deleting a Draft or a Message</u>.
Forward	Clicking the Close button closes the active message.

The Power Mode Message Tool Bar

For your convenience, E-Mail Connection includes the most common Message Window commands on the Message Window Tool Bar. Each button on the Message Window Tool Bar is labeled explicitly by command.
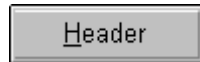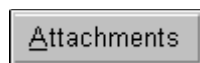
Header	Clicking the Header button allows you to view the full message header. In the message window, E-Mail Connection only displays the header's Date, Status, From, and Subject fields. Some messages have detailed headers a page or more in length, particularly those send via the Internet.
Sender	Clicking the Sender button allows you to view the sender's name and email address, as well as routing information about the message. If you do not have the Auto Add to Address Book option selected in the Preferences dialog, click the Add Address Entry to open the sender's Address Entry dialog.
Recipients	Clicking the Recipients button allows you to view a list of recipients who received the active message. E-Mail Connection displays address and routing details for the selected recipient, and gives you the option to open his or her Address Entry dialog. If you do not have the Auto Add to Address Book option selected in the Preferences dialog, click the Add Address Entry button to add the selected recipient's address to your Address Book.
Attachments	Clicking the Attachments button extracts an attachment from the currently active message to a file on your hard disk,

or removes the attachment from the message. For more information, please see the Extract File Dialog.

| Print | Clicking the Print button prints the message in the currently active Message Window. |

The Folder Window Tool Bar

For your convenience, E-Mail Connection includes the most common Folder Window commands on the Folder Window Tool Bar (only in Easy Mode). Each button is labeled explicitly by command.

Read	Clicking the Read button allows you to open a Message Window to read the selected message.
Forward	Clicking the Move button moves the selected message or draft from its current location to a different folder. For more information, please see Moving a Message.
Forward	Clicking the Forward button forwards the currently selected message to one or more recipients. Forwarding mail works much the same as composing a new message. For more information, please see Forwarding a Message.
Forward	Clicking the Reply button allows you to reply to the currently selected message. When you reply to a message, E-Mail Connection opens a new Draft window, addresses it to the sender of the original message, and copies the contents of the message into the Draft window so that you can review the original message as you compose your reply. For more information, please see Replying to a Message.
Print	Clicking the Print button prints a copy of the selected message(s) and/or draft(s). Before you print the first message in an E-Mail Connection session, it is a good idea to

select Printer Setup from the File menu first and check the current printer specifications. To check the current header and footer settings, select Page Setup in the File menu. For more information, please see Printing a Message.

Clicking the Delete button deletes the active message.

Clicking the Close button closes the Folder Window and returns you to the main E-Mail Connection desktop.

Technical Support

Our customer support staff, is available at the following e-mail address:

- SUPPORT@CONNECTSOFT.COM

We also provide support on our World Wide Web home page:

- HTTP://WWW.CONNECTSOFT.COM

The technical support staff can help you most effectively if you include the following information in your e-mail message:

1. The version of E-Mail Connection you are running. (To find out, select **About E-Mail Connection** in the Help menu.)

2. The type of hardware you are using, particularly your modem and network (if any).

3. The exact wording of the message that appeared on your screen, prompting you to contact our technical support staff.

4. A clear description of what happened and exactly what you were doing when you encountered the problem.

5. A summary of your attempts to remedy the problem.

If you experience difficulty connecting to your Internet provider from within E-Mail Connection, try connecting directly. If you still experience difficulty, please contact your services technical support staff:

Advanced Dialogs and Features

Advanced Installation and Configuration Dialogs and Features

Advanced Settings in the Internet Mail Setup Dialog

When you click the **More** button in the Internet Mail Setup dialog box, E-Mail Connection displays the options discussed below.

By default, E-Mail Connection sets the **POP3 port** (Post Office Protocol port) to 110, and the **SMTP port** (Simple Mail Transfer Protocol port) to 25. You should leave these values set to their defaults unless your Internet provider tells you explicitly to change them.

Delete mail from server. In order to preserve resources on your Internet Server, E-Mail Connection can delete any and all your messages from your Internet server once it is safely in your E-Mail Connection Inbox.

TCP timeout. When you attempt to connect to your Internet host from your LAN, it is your TCP (Transmission Control Protocol) stack that establishes the connection. Moreover, the stack expects to establish the connection within a predetermined interval of time.

In most cases, you will not need to change the default setting, but if the host is too slow to respond, the stack will timeout and fail to establish a connection. On the other hand, if the host is down and the **TCP timeout** is set for a long interval, the stack will keep trying to establish a connection even though it is impossible.

Once you find a reasonable interval that gives your host enough time to respond to the stack, you will probably not have to change the field again.

Show Send/Receive. If selected, E-Mail Connection displays a dialog when you send or receive messages. The dialog lets you monitor the progress of uploads to and downloads from, your Internet host(s).

MIME. Send binary file attachments to your recipients using MIME.

UUENCODE. Send binary file attachments to your recipients using UUENCODE.

Before you Connect

By default, E-Mail Connection displays this dialog before it attempts to log on to a modem-based server. The dialog lets you control the flow of incoming and/or outgoing mail.   In particular, you instruct E-Mail Connection to pick up incoming mail only, transmit outbound mail only, or do both.

Select **Receive Incoming Messages** to download your messages from the modem-based server.   The ability to turn the option off is very important when you know beforehand that you have a large file to download, and all you have time to do is send a quick message.

Select **Send Outgoing Messages** to transmit the messages in your Outbox that are bound for the selected service.   The ability to turn this option off is very important when you have one or more large files (that may take time to upload) attached to messages in your Outbox, and all you have time to do is download an urgent message.

Once you have set the options above and clicked **OK,** E-Mail Connection will attempt to log on to the modem-based server.

If you change your mind and do not want to log on at this time, click **Cancel**.

Change Password Dialog

The Change Password dialog appears when you click the **Change Password** button in the User Information Dialog.

1. Type your old Password in the Current Password box. For your protection and security, the password you enter will not echo to the screen. Instead, when you type a character, you will see an asterisk.

2. Use the New Password box to change your Password.

3. To ensure you have entered your new Password correctly, type it again in the Password Match text box.

4. Click **OK** to accept the change.

Related Topic:

How many characters may my password have?

Handling Dialog

The Handling dialog appears when you click the **Handling** button in a Draft Window. The options are message wide and override any per recipient options you set in the Recipient Routing Options dialog. For example, if you send a message to 10 different recipients and mark the message **Priority** in the Handling dialog, each of your recipients will receive a priority message, no matter what options may or may not be set for each individual recipient in their respective Recipient Routing Options dialogs. (By the way, you access the Recipient Routing Options dialog by double-clicking a recipients name in the Draft window To box.)

Message Options:

- **Priority Message**. If selected, your message is labeled **PRIORITY** and placed at the top of your recipient's Inbox.

- **Return Receipt**. If selected, you will receive e-mail verification that your recipient has received your e-mail message.

- **Keep Copy**. Save a copy of the message in the Sent Mail Folder.

Related Topics:

Recipient Routing Options dialog

Mail System Schedule (Modem Services)

For more information about scheduling network mail, please see the <u>Mail System Schedule (Network Services)</u>.

The modem Mail System Schedule appears when you click the <u>Schedule</u> button if the SLIP/PPP option is selected in the Internet Mail Setup dialog box.

1. **Begin Connecting at**. Type the time you want E-Mail Connection to conduct the first login of the day. The default is 9:00am.

    You may use military time (0:00--23:59) or civilian time (12:00am--11:59am, 12:00pm--11:59pm). Do not forget to append *'am'* or *'pm'* to a time you enter in the twelve hour format.

2. Provided E-Mail Connection is running and your modem is turned on, E-Mail Connection will automatically log you on to the host computer at the specified time.

    If you have outbound mail, it is transmitted first. Next, E-Mail Connection picks up your mail (if any), then logs off.

3. **Connect Every: __ minutes**. The interval between login times, in minutes. Try to estimate a reasonable interval between login times. If you do not know, start with 60 minute intervals, then expand or contract the interval as you see a clear pattern emerge.

4. **End Connecting at**. E-Mail Connection will not attempt to log on to the host computer past the time you specify. The default is 5:00pm. Again, either military or civilian time formats are acceptable.

5. **Days to Connect**. Select the days you want E-Mail Connection to abide by the "connect schedule" you have created. The default connection days are Monday through Friday.

Note:
You can continue to work in your other windows applications while E-Mail Connection uploads or downloads messages, application files, etc. Just press Alt + Tab to switch to any other open application.

If you are using a SLIP or PPP stack to connect to a remote Internet host, make sure your stack is configured to dial out automatically when it is called by other applications such as E-Mail Connection. If you are not sure, contact your stack provider.

The Connect button on the main window tool bar bypasses the automatic schedule and allows you to connect to your modem-based e-mail system instantly.

Related Topic:
<u>Overriding the Mail System Schedule</u>

Mail System Schedule (Network Services)

For more information about scheduling modem-based mail, please see the <u>Mail System Schedule (Modem Services)</u>.

The network Mail System Schedule appears when you click the <u>Schedule</u> button and the LAN option is selected in the Internet Mail Setup dialog box.

Mail Scanning Frequency. Refers to the interval of time that passes before E-Mail Connection checks your network mailbox for new mail. Your network mailbox is distinct from your E-Mail Connection Inbox and Outbox. In order for E-Mail Connection to retrieve your network mail and place it in your Inbox, it must scan the network for mail addressed to you.

If you do not know how often you are likely to receive mail, choose a 10 to 20 minute interval to start, then expand or contract it as you gain a better feel for the flow of mail to you over the network.

Transmit Outgoing Mail. Instructs E-Mail Connection when to transmit mail that is in your Outbox over the network.

- **When Sent**. Transmit outgoing mail immediately after you click **Send** in a Draft Window.

- **At Scan Intervals**. Outgoing mail waits in your Outbox until E-Mail Connection performs the next scan of the network for new mail.

Of course you may override any of the automated settings in the Mail **<u>Schedule</u>** and scan the network at any time for new mail by clicking the **Connect** button on the main window tool bar.

Using the **Connect** button does not reset or disrupt the default scan interval. For example, suppose you have the **Mail Scanning Frequency** set for 12 minutes, and you click **Connect** after only 4 minutes have passed since the last network scan. In 8 more minutes, E-Mail Connection will automatically scan the network again.

Related Topic:

<u>Overriding the Mail System Schedule</u>

Mailbox Update Utility

The Mailbox Update Utility is a database utility that cleans up and reorganizes your e-mail applications database files. After you run it, you will notice a dramatic reduction in the time it takes your application to load and access data files. Moreover, the data files themselves will occupy less space on your hard drive.

If you have received an Internal Database Alert from your e-mail application, follow the instructions below.

Updating your database Step-by-Step

Starting Up

1. First, close E-Mail Connection.

2. Open Program Manager, click **File** from the menu bar and click **Run**. Click the **Browse** button and locate the main directory of your e-mail application. Look for a file named **DBUTIL.EXE**. Select the file, then click **OK** in both the Browse and Run dialogs.

Select a User then click the Start button

1. Each E-Mail Connection user has his own database. The Mailbox Update Utility locates the E-Mail Connection database files on startup, and lists the users in the User list box. Select a user, then click the **Start** button.

2. As the Mailbox Update Utility runs, it tells you what it is doing every step of the way with text and graphic displays. Depending upon the number of folders and messages you have, along with the speed of your computer, the process can take time to complete.

Where is my old database?

When the Mailbox Update Utility is finished, it zips up your old database and places it in your E-Mail Connection database directory.

How do I open my old database?

Use PKUNZIP.EXE, a decompression utility widely available on BBSs and the Internet.

Message Headers Dialog

The Message Headers dialog appears when you click the **Header** button in any destination address dialog. When you send a message, E-Mail Connection can include an optional header to your messages. The header details the names and addresses of all those who received your message, as well as what file attachments, if any, you sent.

The header is especially useful when you send e-mail to multiple recipients.

Your options are as follows:

- **Use default**. By default, E-Mail Connection includes the header on all outbound messages.

- **Include message header**. You always want E-Mail Connection to send a header with your messages.

- **Do not include message header**. You never want E-Mail Connection to send a header with any messages you send.

Click **OK** to make your changes;   clicking **Cancel** exits the dialog without affecting any change.

Internet Mail Setup

1. **Mail host name**. Type in the full name of the Internet host over which you receive your mail. Use the example as a guide. If you are using a TCP/IP (Transmission Control Protocol/Internet Protocol) stack and you are not sure what the full name is, talk to your network administrator. If you are using a SLIP (Serial Link Internet Protocol) connection, contact your Internet provider.

2. **SMTP relay name** (Simple Mail Transfer Protocol relay name). In most cases, the Internet host you use to receive your mail is the same as the one you use to send your mail. If you use two distinct hosts, use the SMTP relay name box to enter the full name of the host over which you send your mail.

3. **User ID**. Type in the name you use to login to your Internet account. The ID is usually a first initial followed by a last name, or some variation on your name.

4. **Password**. Type the Password that gives you access to your Internet account.

5. **Return Address**. Type in your Internet address. The first box is for your User ID;   the second is for the domain. For example **dyeend@internet.com**

6. **TCP Connection Type** (Transmission Control Protocol Connection Type). Choose SLIP/PPP (Serial Link Internet Protocol/Point to Point Protocol) if you need a modem to contact your Internet provider.
   Otherwise, choose LAN (Local Area Network)

To view or to set more advanced options, click the More button.

For information about scheduling mail for a TCP connection (i.e., your LAN is connected to your Internet server), please see the Mail System Schedule (Modem Services).

For more information about scheduling mail for a SLIP connection (i.e., you need a modem to connect to your Internet server), please see the Mail System Schedule (Network Services).

Related Topics:

Advanced Settings

View Log

Select Wallpaper Bitmap Dialog

The Select Wallpaper Bitmap dialog appears when you click the **Set Wallpaper** button in <u>Preferences's Wallpaper Tab</u>. The dialog lets you browse your hard disk for the .BMP file you want displayed on your E-Mail Connection desktop.

Select the file you want displayed on your desktop and click **OK**. Clicking **Cancel** exits the dialog without affecting any change.

The Split Bar

E-Mail Connection has a multitude of features designed to put you in control of your desktop. One simple yet invaluable feature is your ability to resize the columns and fields in virtually every E-Mail Connection window.

To adjust the width of any column, position the mouse anywhere along the split bars, then drag the mouse right or left.

For example, in the Folder windows, point the mouse at the split bar between the From and Subject headings:

Status	From	Subject	Date

The cursor changes shape to a double-headed arrow:

◄┃►

Now drag the mouse left or right until the column is the width you want. To adjust all the columns right or left, press the Shift key as you drag the mouse.

Note as well that the long horizontal and vertical lines that divide the Folder window into different fields are split bars as well. On these split bars however, the cursor will change to look like either of:

╪

or

◄┃►

The first cursor shape indicates that you can adjust the vertical position of the split bar by dragging the mouse up or down. The second shape indicates you can adjust the horizontal position of the split bar by dragging the mouse right or left.

Transport Log Dialog

E-Mail Connection generates and maintains a log file that tracks, among other things, connect times, messages received, who sent each message, when they sent it, and when you received it.

Log files provide accurate information for accounting purposes, and include any error messages. These messages can be especially useful as an aid to solving problems you may experience.

If you have problems connecting to any host computer using E-Mail Connection, it is a good idea to click the appropriate **View Log** button in the Mail Systems window and take a look at any messages that may have been generated during your failed session(s).

The messages will often point to a simple problem that is easy to correct, or give you informative insights into why your session failed to produce the desired results.

If your LAN generates a message you do not understand, consult your network administrator.

If your Internet host generates a message you do not understand, contact your Internet provider.

Note:
E-Mail Connection only retains 16K of text in the Transport Log when you exit. Any remaining text is automatically deleted.

Related Topics:

Technical Support

User Information Dialog

The User Information dialog appears when you select **User Info** in the File menu. E-Mail Connection uses the dialog to store all your personal information.

- Click **Set Password** to create, or **Change Password** to modify or delete your E-Mail Connection Password. For more information, please see the Set Password dialog or the Change Password dialog.

- Double-click any of the **Address Types** to add a new destination address for yourself in your Address Book. For example, to enter your MCI Mail address, double-click **MCI Mail**. For more information about how to complete the various destination address dialogs, please see The Directory of Destination Addresses.

- Double-click any of the **Destination Addresses** to modify address information you have previously entered. For example, if you entered your Internet address incorrectly, double-click **Internet** and edit the information in the Internet Address dialog.

- Click **Remove** to remove the selected address in the Destination Addresses list box from your Address Book.

- Click the Default Destination box at the bottom of the dialog to set your own default address. When the pick list of all your addresses appears, click the address of your choice.

User Login Dialog

If you have configured E-Mail Connection for multiple users, the User Login dialog appears on startup. Select your name from the Name box and type your password in the Password field. For your protection and security, your password will not appear on the screen. Instead, when you type a character, the field will display an asterisk.

Click **OK** when you are sure all the information is correct. If you enter your password incorrectly (or just forget to enter it), you will be asked to enter it again. E-Mail Connection will not open until the information in the User Login dialog is accurate and complete.

Click **Cancel** if you change your mind and do not wish to open E-Mail Connection.

User Registration Information Dialog

The User Registration Information dialog appears when you click **Modify** in the <u>Online Registration dialog</u>. It lets you edit the information you entered in the <u>New User Information Dialog</u>.

The Window Bar

The Window Bar is available in E-Mail Connection's Power Mode. Every time you open a window in E-Mail Connection, an icon for that window appears in the far-right column of the desktop. In addition, the column has six permanent icons that give you easy access to your Inbox, Outbox, Mail Systems, Address Book, E-Mail Connection, and Folder Windows.

Why? Think of it this way: during any given project, reams of paper and multiple books cross your desktop. And when you are done with a book, you probably have a place to put it that is within reach, yet out of the way.

If you think of your open windows as loose pieces of paper on your desktop, it is natural to look for a 'shelf' where you can put them away, yet keep them within easy reach.

E-Mail Connection provides you with just such a 'shelf'. It runs the vertical length of the desktop and appears as a column slightly more than an inch wide when your desk top is maximized.

The area is a new feature called the Window Bar**.** With the Window Bar, important system windows and any other open windows remain visible at all times, in one place, and easy to access.

You do not have to use the Window Bar if you do not want to. To change or view the current default, select **Preferences** in the File menu. A dialog with eight vertical Tabs will appear. Click **Display**. Under Power Mode, use the Show Window Bar option to toggle between showing the Window Bar or hiding it from view.

If you hide the Window Bar, E-Mail Connection uses the traditional MDI interface;   i.e., any windows you have minimized will appear as icons at the *bottom* of your desktop, and you access open windows by pressing Ctrl + F6, or by clicking Window in the menu bar, and selecting the window you want to view.

Advanced Addressing Dialogs and Features

[Deleting Addresses](#)

[Directory of Destination Addresses](#)

[Fax Address Dialog](#)

[Modifying Addresses](#)

[Postal Address Dialog](#)

[Recipient Details Dialog](#)

[Recipient List Details Dialog](#)

[Recipient Routing Options](#)

[Sender Details](#)

Deleting Addresses

To delete an address:

1. Open your Address Book by clicking the <u>Address button</u>.

2. Click once on the address that you want to delete.

3. Click the **Delete** button.

    E-Mail Connection asks you to confirm the deletion.

4. Click the **Yes** button to delete the selected address.

Directory of Destination Addresses

America Online Address Dialog

AppleLink Address Dialog

AT&T EasyLink Address Dialog

AT&T Mail Address Dialog

CompuServe Address Dialog

Fax Address Dialog

GEnie Address Dialog

Internet Address Dialog

MCI Mail Address (Instant) Dialog

Postal Address Dialog

America Online Address Dialog

8619 Westwood Center Dr., Ste. 200

Vienna, VA. 22182-9806

800-827-6364

703-448-8700

To Complete the America Online Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. In the User ID text box, enter your recipient's America Online subscription ID.

3. For information on the **Header** button, see the <u>Message Headers Dialog</u>.

4. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

AppleLink Address Dialog

Apple Computer, Inc.

20525 Mariani Ave.

Cupertino, CA 95014

408-996-1010

408-974-3309

To Complete the AppleLink Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. In the User ID text box, enter your recipient's AppleLink ID.

3. For information on the **Header** button, see the <u>Message Headers Dialog</u>.

4. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

AT&T EasyLink Address Dialog

AT&T EasyLink Services

5501 LBJ Freeway

Room 1015

Dallas, TX 75240

800-242-6005

214-308-4235 (FAX)

To Complete the AT&T EasyLink Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. In the AT&T EasyLink ID text box, enter your recipient's ID.

3. For information on the **Header** button, see the Message Headers Dialog.

4. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

AT&T Mail Address Dialog

AT&T Mail

5501 LBJ Freeway

Room 1015

Dallas, TX 75240

800-242-6005

214-308-4235 (FAX)

To Complete the AT&T Mail Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. In the AT&T Mail ID text box, enter your recipient's ID.

3. For information on the **Header** button, see the Message Headers Dialog.

4. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

CompuServe Address Dialog

5000 Arlington Centre Blvd.

P.O. Box 20212

Columbus, OH 43220

800-848-8199

614-457-8600

To Complete the CompuServe Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. In the User ID field, enter your recipient's CompuServe User ID. The ID is usually five or six numbers followed by a comma, and then three or four additional numbers. For example, ***12345,678*** or ***12345,6789***.

3. For information on the **Header** button, see the Message Headers Dialog.

4. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

GEnie Address Dialog

General Electric Company, U.S.A

401 N Washington St.

PO Box 6403

Rockville, MD 20849-6403

800-638-9636

To Complete the GEnie Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. Type your recipient's GEnie User name in the User ID box. The name is usually a first initial followed by a last name.

3. For information on the **Header** button, see the <u>Message Headers Dialog</u>.

4. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

Internet Address Dialog

To Complete the Internet Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. In the User Name field, type in your recipient's Internet User Name. The name is usually a first initial followed by a last name, or part of a last name followed by the first letter of his or her first name. For example, Johnny Snyder might be ***jsnyder***.

3. Internet mail is transmitted from network to network. Each network has a name, known as a **domain**;   individual sites within the network are known as **subdomains**. The general form of an Internet address is ***username@subdomain.domain.***

   Under **Domain:**, type in any and all subdomains as well as the domain. Separate subdomains for one another with a period. For example, to send mail to the math department at the University of New Mexico, you would enter ***math.unm.edu***. Domain names are abbreviations for the function of the site associated with the network. For instance 'edu' is an educational institution, 'com' is a commercial site, 'gov' is a government site, etc.

4. For information on the **Header** button, see the Message Headers Dialog.

5. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

MCI Mail Address (Instant) Dialog

1111 19th St. NW, Ste. 500

Washington, DC 20036

800-444-MAIL

800-677-3303 (FAX)

To Complete the MCI (Instant) Mail Address Dialog:

1. E-Mail Connection automatically fills in the User Name field for you.

2. Type the seven-digit number that MCI assigned to your recipient in the MCI ID text box. The number resembles a standard telephone number.

3. Type your recipient's MCI Mail User name in the MCI Name text box. The name is usually a first initial followed by a last name.

4. For information on the **Header** button, see the Message Headers Dialog.

5. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

FAX Address Dialog

To Complete the FAX Address Dialog:

1. E-Mail Connection automatically fills in the Name field for you.

2. If you filled in the Company field when you added your recipient to your Address Book, E-Mail Connection automatically fills in the Company Name field for you. Otherwise, type your recipient's company name as you would like it to appear on the Fax cover page. To skip the option, leave the field blank.

3. In the FAX Phone field, click **US & Canada** if your recipient's fax machine is in one of those two countries. Select **International** otherwise.

4. If you select **US & Canada**, E-Mail Connection colors in the map of North America. To the left of the map are three text boxes and two options. Type the complete fax number in the three fields; for example *203 555 1212*. Do not include dashes.

   Check the Local Dial field near the middle of the dialog. This number should match the number you would dial to reach your recipient's FAX machine directly. Click **Long Distance** to append a **1** to the number;   click **Local call requires area code** to append the area code to the number.

5. If you select **International**, E-Mail Connection displays a world map, and the fields change. Fill in the fields, using standard telephone codes for the destination country and city;   type in the telephone number as you would dial it from a telephone.

6. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

Modifying Addresses

To modify an address:

1. Open your Address Book by clicking the <u>Address button</u>.

2. Click once on the address that you want to modify.

3. Click the **Modify** button.

4. Make changes to the address in the <u>Address Book Entry</u> dialog.

5. Click the **OK** button.

Postal Address Dialog

To Complete the Postal Address Dialog

1. At the top of the dialog, select **Residence** or **Office**, depending upon where your recipient will receive your message. Select **Office** to enable the Company field (step 3 below). Select **Residence** to disable it.

2. E-Mail Connection automatically fills in the Name field for you.

3. If you filled in the Company field when you added your recipient to your Address Book, E-Mail Connection automatically fills in the Company Name field for you. Otherwise, type the appropriate company name. To skip the option, leave the field blank.

4. Enter the primary address in the Street Address 1 field. Enter a secondary address in the Street Address 2 field. The second address field is optional.

5. At the bottom of the dialog, select one of the options listed under **Country**. The default setting is the United States. If you select **Canada**, the map shifts to a red Canadian map;   the flag to a Canadian flag. If you select **Other**, a new text box opens beneath a world map. Type the name of the country in the new text box.

6. Now type the city in the City field, the state or province in the State/Province field, and the Zip Code or International Postal Code in the Zip/Postal Code field.

7. Click **OK** to save the information and exit the dialog. Clicking **Cancel** will exit the dialog without saving changes.

Recipient Details Dialog

The **Recipient Details** dialog appears when you double-click a recipient's name in the To or CC box of a message window. The dialog lets you view the recipient's name and e-mail address, along with routing information about the message.

If you do not have the **Auto Add to Address Book** option selected in the Preferences Dialog (New Mail Tab), click the **Add Address Entry** button to add the recipient's address to your Address Book.

Click **View Address Entry** to open the recipient's **Address Book Entry** dialog;   i.e., their entry in your Address Book.

Recipient List Details Dialog

The Recipient List Details dialog appears when you click the **Recipients** button in a Message window. The dialog lets you view a list of recipients who received the selected message. E-Mail Connection displays address and routing details for the selected recipient, and gives you the option to open his or her Address Book Entry dialog.

If you do not have the **Auto Add to Address Book** option selected in the Preferences dialog, click the **Add Address Entry** button to add the selected recipient's address to your Address Book.

Recipient Routing Options Dialog

The Recipient Routing Option dialog appears when you double-click a recipients name in the Draft window To box. The options in this dialog are set on a per recipient basis and may be overridden by the message wide options you set in the Handling dialog. For example, if you send a message to 10 different recipients and mark the message **Priority** in the Handling dialog, each of your recipients will receive a priority message, no matter what options may or may not be set for each individual recipient in their respective Recipient Handling dialogs.

- **Recipient**. The name or list you selected in the Draft window.

- **Destination**. The e-mail service that . To change the destination, click the Destination box and select an alternative from the pick list.

- **Address**. The type of e-mail your recipient is currently slated to receive. To change the address, click the Address box and select an alternative from the list.

Sender Details Dialog

The **Sender Details** dialog appears when you select a message and click the **Sender** button on the Message window tool bar.   The dialog lets you view the sender's name and e-mail address, along with routing information about the message.

If you do not have the **Auto Add to Address Book** option selected in the <u>Preferences Dialog</u> (New Mail Tab), click the **Add Address Entry** button to add the sender's address to your Address Book.

Click **View Address Entry** to open the sender's **Address Book Entry** dialog;   i.e., their entry in your Address Book.

Advanced Messaging Dialogs and Features

Address Draft Dialog

Address Message Dialog

Attaching a File to a Message

Choose Name Dialog

Copying a Message

Deleting a Draft or a Message

Exporting a Message

Getting What You Want from Your Inbox Rules

Inbox Rule Dialog

Inbox Rule List Dialog

Mail Search Dialog

Message Attachments Dialog

Message Header Dialog

Message Status Icons

Moving a Message

Opening a File Attachment

Page Setup Dialog

Pasting from a Text File

Printer Setup Dialog

Printing a Message

Saving a Draft or a Message

Selecting a Message

Sending and Receiving Binary Files over the Internet

Sorting Inbox Mail

Address Draft Dialog

The Address Draft dialog appears when you click the <u>Address button</u> in a Draft window. The dialog lets you address a message by selecting your recipients from a pick list.

In the left column, E-Mail Connection lists every addressee to whom you have assigned a valid e-mail address. If your list is long, type your recipients name in the speed search box at the top. When E-Mail Connection selects your recipients name, double-click the selection or click the upper-most **Add** button. If your list is short, just scan the list and double-click your recipient, or select their name(s) and click **Add**.

Note that each click of the **Add** button places a name in the To list box on the right. This is where E-Mail Connection compiles your list of recipients.

Tip
The easiest way to compile your To: and CC: list(s) is to drag and drop your entries from one pick list to another.

If you add the wrong name, select the name in the To list box and click **Remove**. E-Mail Connection removes the name from the list of recipients. You will not delete anything permanently by clicking **Remove**. You only deselect the entry.

Repeat the procedure until your list of recipients is complete. When you are finished, click **OK**.

Address Message Dialog

The Address Message dialog appears when you click the <u>Address button</u> in a Draft window. The dialog lets you address a message by selecting your recipients from a pick list.

In the left column, E-Mail Connection lists every addressee to whom you have assigned a valid e-mail address. If your list is long, type your recipients name in the speed search box at the top. When E-Mail Connection selects your recipients name, double-click the selection or click the upper-most **Add** button. If your list is short, just scan the list and double-click your recipient, or select their name(s) and click **Add**.

Note that each click of the **Add** button places a name in the To list box on the right. This is where E-Mail Connection compiles your list of recipients.

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The easiest way to compile your To: and CC: list(s) is to drag and drop your entries from one pick list to another.

If you add the wrong name, select the name in the To list box and click **Remove**. E-Mail Connection removes the name from the list of recipients. You will not delete anything permanently by clicking **Remove**. You only deselect the entry.

Repeat the procedure until your list of recipients is complete. When you are finished, click **OK**.

Attach File Dialog

The Attach File dialog appears when you click the <u>Attach button</u> on the Draft Window tool bar. The dialog lets you send a file to your recipient as an attachment to your message. There are no limitations on the types of files you send (i.e., .xls, .doc, etc.) However, you might want to ask your e-mail service about rates before you attach very large files.

The Attach File dialog displays a pick list of files on the selected drive. To filter out all files but compressed files, select ZIP Files (*.ZIP) in the List Files of Type drop down list box.

1. Double-click the file you want to attach or select it and press **Enter**.

2. To attach multiple files, repeat the above steps as many times as necessary.

Each attachment appears as an application icon in the far right column of the Draft Window edit field.

Related Topic:

<u>Sending and Receiving Binary Files over the Internet</u>

Choose Name Dialog

The Choose Name dialog appears when E-Mail Connection finds more than one match to a name you have entered, and needs you to provide more information.

To select a recipient, type in his or her name in the Search box. As you type, E-Mail Connection dynamically selects the closest match from the Names list box. When you have typed in enough characters to uniquely identify your recipient (i.e., E-Mail Connection has selected your recipient) press **Enter**.

Copy Message Dialog

The Copy Message dialog appears when you select a message, and then select **Copy** in the Message menu.

To copy the active message, select a destination folder in the Copy Message dialog and click **OK**.

Deleting a Draft or a Message

To delete a draft or a message:

1. Click the <u>Folders button</u> (Easy Mode) or select **New Folder Window** in the Folder menu (Power Mode) and open the folder that contains the draft or message you want to delete.

2. Click once on the draft or message to highlight it.

3. Select **Delete** in the Message menu.

    E-Mail Connection will ask you to confirm the deletion. See **Delete Message Options** under <u>Preference's Confirmation Tab</u> for more information.

4. Click the **OK** button to delete the draft or message.

Export Messages Dialog

The Export Messages dialog appears when you select **Export Messages** in the File menu. The dialog lets you archive the currently selected message to your hard disk. E-Mail Connection exports a message by formatting it as a DOS file and saving it to your hard disk. You can give the file any name and extension you want provided it is a valid DOS file name.

Type a name for the file in the Destination File Name box. The name must be a valid DOS file name.

Select a destination directory for the file in the Directories list box. The path of the default subdirectory is C:\EMC\TEMP.

Click **OK**.

Getting What You Want from Your Inbox Rules

Suppose you wanted E-Mail Connection to file all messages with the word *Meeting* in the message body to a folder called **Boring** only if the messages were from Fred.

To set up such an Inbox Rule, give the rule a name, then

Type: ***Fred*** in the Sender field.

Type: ***Meeting*** in the Message Text box.

Select: **Boring** from File Message in Folder box.

Now suppose you wanted E-Mail Connection to file all messages into the **Boring** folder that were either from Fred *or* had the word ***Meeting*** in the message body.

Setting up such an Inbox Rule is very different from the first one. For example, if you put both criteria in a single rule, all messages that were from Fred, but did not have the word ***meeting*** in the message body would not be filed in the **Boring** folder.

Instead, set up two Inbox Rules, one for **Fred** and one for **Meetings**. Select **Boring** as the destination folder in the **File Message in Folder** box for both Inbox Rules.

From that point forward, E-Mail Connection would file all messages into the **Boring** folder that were either from Fred *or* had the word ***meeting*** in the message body.

In general, if your sorting criteria involve the word "and" (a message from Fred *and* about a meeting), use a single Inbox Rule. If your sorting criteria involve the word "or" (a message from Fred *or* about a meeting), use two or more Inbox Rules.

Inbox Rule Dialog

The Inbox Rule dialog appears when you click **Add** or **Modify** in the Inbox Rule List Dialog. The dialog lets you create or modify an Inbox Rule. Inbox Rules sort your Inbox mail into different folders or subfolders according to the parameter(s) you select in this dialog.

1. **Rule Description**. Give the Inbox Rule a descriptive name. For example, if the Inbox Rule will place all mail from Carl into a folder named Carl, you might want to type in *Carl's Mail*.
The name you assign to the template will appear in the Inbox Rule List dialog. Thus, if you give the template a descriptive name, later on, if and when you want to modify the template, it will be easy to find in the pick list.

2. **File Message in Folder**. Select a folder from the directory tree. E-Mail Connection will place all messages that satisfy this Inbox Rule, into the folder you select.

3. Choose one or more sorting rules that you want applied to Inbox mail. Refer to the table below for a complete listing of the available sorting rules.

Select:	To include in your template:
Source	Only those messages from a specific E-Mail Service. Select **All Sources** to include messages from all E-Mail Services.
Any Sender	Messages from any and all senders.
Any Unknown Sender	Only those messages from senders not currently listed in your Address Book.
Any Known Sender	Only those messages from senders currently listed in your Address Book.
A Specific Sender	Only those messages from a sender you specify using the Sender button. See below.
Sender (button)	Only those message from a sender you specify. Click the button to bring up a dialog that contains a pick list of addressees in your Address Book. Use the speed search box or select the name from the pick list, then click **OK**.
Subject	Only those messages with the same subject heading you type into the **Subject** box.
Message Text	Only those messages with the same text you type into the **Message Text** box.
Attachment	Only those messages sent to you with files attached to them. DOS wild cards are okay. For example, to include only those messages with Excel spreadsheets attached to them, type in ***.XLS**.
Priority	Only those messages sent Priority Mail.

4. Click **OK**. Click **Cancel** to exit the dialog without setting up an Inbox Rule.

Related Topics:

Inbox Rule List Dialog

The Inbox Rule List dialog appears when you select **Inbox Rules** in the Folder menu. The dialog lets you create and manipulate your Inbox Rules - guidelines you set up to automatically sort your Inbox mail into different folders or sub-folders.

- **Add**. Create a new Inbox Rule that will sort your Inbox mail according to one or more specific parameters that you select in the Inbox Rule Dialog. The name you assign to your new Inbox Rule will appear in the Rule List.

- **Modify**. Change the Inbox Rule that is currently selected in the Rule List.

- **Delete**. Remove the Inbox Rule that is currently selected in the Rule List.

- **Promote**. When new mail arrives, E-Mail Connection looks down the Rule List. It starts at the top, trying to match the message with the set of sorting rules outlined in the first Inbox Rule it finds. If the message and the Rule match, E-Mail Connection places the message in the folder you selected in the Inbox Rule dialog when you created the Rule. Otherwise, it goes on to the next Rule, and so on until all the mail has been distributed.
  To move an Inbox Rule one step closer to the top of the Rule List, first select it, then click **Promote**. The selected Inbox Rule and the one above it exchange places.

- **Demote**. To move an Inbox Rule one step closer to the bottom of the Rule List, click **Demote**. The selected Inbox Rule and the one below it exchange places.

Mail Search Dialog

The Mail Search dialog appears when you click <u>Search</u> on the main window tool bar, press **F10**, or select **Mail Search** in the Folder menu. The dialog lets you search for messages and/or drafts in your E-Mail Connection message database.

Type in a name for the search in the Search Description field. E-Mail Connection uses the name you create to reference the search results later on if you want to modify the search parameters in the search template or view the resulting list of messages again.

If you select **Search One Folder**:

- Choose the folder you suspect contains the message(s)

- By default, E-Mail Connection selects Include Sub-Folders. Leave the option checked if you want the search to continue down the directory tree. Otherwise, toggle it off.

If you select **Search All Folders**:

- E-Mail Connection will search all folders for a match to any and all your criteria.

- Fill in as many of the available fields as possible. For the speediest, most efficient search, be as complete as you can be without sacrificing accuracy.

E-Mail Connection conducts searches from the Mail Search dialog using any combination of the following parameters:

Parameter	Description
Source	Select the E-Mail Service from which the message was sent.
Sender	Enter the name of the person who sent the message you are looking for. Click the button to bring up a dialog that contains a pick list of the addressees in your **Address Book**. Use the speed search box or select the name from the pick list, then click **OK**.
Recipient	Enter the name of the person to whom you sent or will send the draft you are looking for. Click the button to bring up a dialog that contains a pick list of the addressees in your **Address Book**. Use the speed search box or select the name from the pick list, then click **OK**.
Subject	Enter the **Subject Header**, in whole or in part, from the message you want to find.
Message Text	Enter any string, in whole or in part, from the message you want to find. Note: A search for body text in a database full of messages can be very slow.
Attachment	Enter the name of the file you have sent or received as a file attachment. DOS wild cards are okay. For example, to find any and all Excel spreadsheets attached to messages, use *.XLS.
Unread Only	Toggles off and on. Prompts E-Mail Connection to search only those messages you have not yet read.
Priority	Toggles off and on. Prompts E-Mail Connection to search only those messages sent to you Priority Mail.

Click **OK** only if you are ready for E-Mail Connection to begin the search.

Message Attachments Dialog

The Message Attachments dialog appears when you select **Attachments** in the Message menu, or click the <u>Attachments button</u> in a Message window (Power Mode only). The dialog lists the files (if any) attached to your message or draft.

There are three command buttons:

1. **Attach**. Opens the <u>Attach File dialog</u>, where you attach a file to your message.

2. **Extract**. Opens the <u>Extract File dialog</u>, where you separate the selected attachment from the message and save it as an independent file on your hard disk.

3. **Delete**. Removes the selected attachment from the message or draft.

Message Header Dialog

The Message Header dialog appears when you select **Header** in the Message menu. The dialog lets you view the full message header of the active message. Headers detail the names and addresses of all those who received the message, as well as other facts about the message you may want to know;   for example, what files were attached to it. Some messages may have detailed headers a page or more in length, particularly those sent via the Internet. Note that E-Mail Connection automatically displays the header's Date, Status, From, and Subject fields.

Message Status Icons

Heading	Description
Status	The type of message, indicated by the following icons.
!	A Priority message.
✉	A message that you have not yet read.
✉	A message that you have read.
✉	A message forwarded to you.
✉	A working draft that you have saved, or a draft waiting in your Outbox.
▯	A file attached to a message.
From	The name of the person who sent you the message.
Subject	The subject of the message
Date	The date the message was sent

Extract File Dialog

The Extract File dialog appears when you double-click a file attachment or click the **Extract** button in the Message Attachments dialog. The Extract File dialog lets you separate a file that is attached to an e-mail message and save it as an independent file so that you can view the file in its native application.

Under **Destination File Name**, E-Mail Connection writes the name of the file as it was sent to you. You can change the name to anything you want within the restrictions imposed by DOS.

Under **Directories**, E-Mail Connection selects TEMP as the default destination directory. TEMP is a subdirectory of the main E-Mail Connection directory.

At the bottom of the dialog, under **Other Actions**, you have two options.

- Delete file from message after extracting: Click the option if you want E-Mail Connection to remove the attachment from the message once the file has been safely extracted.

- Launch file after extracting: Click the option if you want E-Mail Connection to run the application capable of opening the file once the file has been safely extracted.

Select **OK** to extract the file. Select **Cancel** to exit the dialog without affecting any change.

Page Setup Dialog

The Page Setup dialog appears when you select **Page Setup** in the File menu. The dialog lets you control margins, headers, and footers when you print a message or a draft. By default, E-Mail Connection prints the date, time, and sender in the header. In the footer, it prints the page number, and the margins are set to 1/2 inch all around.

1. **Header**. Specify the contents and appearance of printed headers.

   Use the Header/Footer Key at the top of the dialog as a quick reference guide.

   For example, take a look at the default:

   &L&D &CFrom: &S &R&T

   The resultant header has:

   a. The date of the message left-justified on the page.

   b. The word **From:**, followed by the sender's name in the center of the page.

   c. The time of the message right-justified on the page.

2. **Footer.** Specify the contents and appearance of printed footers.

   The default footer (**Page &p**) prints the word **Page**, followed by a number, on the left-hand side of the page, at the bottom.

3. **Left, Right, Top, Bottom.** Set the left, right, top, and bottom margins on the printed page.

4. Click **OK**.

Paste From Text File Dialog

The Paste From Text File dialog lets you paste an ASCII text file into the active Draft Window, starting from the current cursor position. To open the dialog, select **Paste From** in the Edit menu.

The Paste From Text File dialog displays a pick list of files on the selected drive. To filter out all files but text files, select Text Files (*.TXT) in the List Files of Type drop down list box.

Double-click the file of your choice or select it and press **Enter**.

Printer Setup Dialog

The Printer Setup dialog appears when you select **Printer Setup** in the File menu. The dialog lets you modify the options you have set for your printer.

1. **Printer.**
   Select **Default** to use the printer you set as your default printer in Control Panel.
   Select **Specific Printer** to choose an alternative from the pick list. The pick list will include only those printers for which you have loaded a valid printer driver in **Control Panel**.

2. **Orientation**.
   Select **Portrait** to print your messages right-side-up on the page.
   Select **Landscape** to print your messages sideways on the page.

3. **Paper**.
   Size. Select the size you prefer from the pick list.
   Source. Choose the location of the paper tray for automated form feed, or select an alternative manual-form-feed method.

4. **Options**. Specify dithering, intensity, and duplex settings.

5. Click **OK**.

Printing a Message

To print a message:

1. Select the message that you want to print from any Folder window.

2. Click the Print button.

Saving a Draft or a Message

Saving a draft:

- Click the <u>Save button</u> before you send the draft
- E-Mail Connection places saved drafts in the **Draft** folder.

Saving a message you send:

- By default, E-Mail Connection creates a copy of every message you send and stores it in the **Sent Mail** folder.
- To change the default, remove the check mark from **Keep Copy** under Preference's <u>Drafts Tab</u>.

Selecting a Message

E-Mail Connection uses folders to store your e-mail messages. Each folder window lists the status, sender, subject, and date for each message in that folder. Use any Folder window to select messages.

To select a message, just click the message one time.

A message is selected if it is highlighted.

Note Selecting a message does not mean selecting the text of the message.

Sending and Receiving Binary Files Over the Internet

E-Mail Connection sends/receives binary file attachments using either MIME or UUENCODE/UUDECODE.   You do not have to do anything special to view the attachments you receive -- E-Mail Connection does all the work for you.   When you send a file attachment, ask your recipient which format they prefer (i.e., MIME or UUENCODE), then set the appropriate option when you configure Advanced Settings in the Internet Mail Setup Dialog.

Sorting Inbox Mail

You can instruct E-Mail Connection to move mail from your Inbox into specific folders by creating rules that specify where certain messages should be filed. By default, Inbox Rules are turned off in Easy Mode. To enable Inbox Rules, select **Preferences** in the File menu, click the Display tab, and then check the Enable Inbox Rules box.

When new mail arrives in your Inbox and you click the <u>File All Messages button</u>, E-Mail Connection checks to see if the mail satisfies the set of rules outlined in the template. If so, it places the mail in the designated slot, i.e., the folder you specify in the template. If not, it checks the next template you have defined, and so on until it has distributed all your Inbox mail. If a message does not meet the requirements of your Inbox Rules, it remains in your Inbox until you <u>move</u> it to another folder or delete it.

If you only want E-Mail Connection to sort and file specific messages in your Inbox, just select them and click the <u>File Selected Messages</u> button.

For more information on defining Inbox Rules, see <u>Inbox Rule List Dialog</u>.

Common Questions about E-Mail Connection

Address Book
Attachments
Database
Error Messages
File Attachments
Folders
Installation
Internet
Messages
Passwords
Printing
Registration
Users
View Log / Transport Log
Winsock

Address Book

[Is my Address Book stored in one specific file on my hard disk?](#)

[Is there a limit to how many addresses I can have in my address book?](#)

[Is there a way to print out my address book?](#)

Q. Is my Address Book stored in one specific file on my hard disk?

A. No. E-Mail Connection stores the Address Book and Message database of each user in separate subdirectories. If you installed E-Mail Connection, your database is in a subdirectory called data0001. If you were the second person to configure E-Mail Connection , your database is in a subdirectory called data0002, and so on.

There is no file that specifically contains just the Address Book. If you are trying to move your Address Book and Message database to another computer, please see <u>Database</u>.

By the way, you should not delete or manipulate any of the files in the data000n subdirectories;   if you do, your database may become corrupted.

Q. Is there a limit to how many addresses I can have in my address book?

A. There is a display limit of 2500 per Tab. You can actually add more than this but you cannot see more than 2500. They will be there but they appear as blank spaces. Note as well that there is a display limit of 2500 messages in any folder (including the Inbox). In other words, if you have 2550 messages in your Inbox, you will not be able to see 50 of them until you move or delete 50 other messages.

Q: Is there a way to print out my address book?

A. Follow the steps below:

1. Click the **Compose** button.

2. Address the message to everyone in your address book whom you'd like to include in the printout.

3. Click **Save**.

4. Click **Print**.

5. Delete the message or save it for other printouts you may want to make in the future.

Attachments

When is a message sent as a file attachment?

How do I send an attachment from MS Word?

Does E-Mail Connection support MIME?

When can I successfully send an attachment (i.e. a binary file)?

Do I have to extract and save an attachment to a file in order to view it?

What is the difference between the Paste From command and the Attach command?

If I extract an attachment and make changes to it, will these changes be reflected in the original message?

Q. When is a message sent as a file attachment?

A. Any message over 30K. E-Mail Connection uses the basic windows edit controls which set the 30K limit. If you are concerned that your message is reaching the limit, take a look at the right-hand side of the Draft window status bar - it displays the size of your message as you type. When you reach the 30K limit, the Draft window will not accept any new text. Note that many MAPI enabled applications give you the option to send all your files as attachments. For example in MS Word, select **Options** from the Tools menu, click **General**, then select **Mail as Attachment**.

Q*. *How do I send an attachment from MS Word?

A. Open the **Tools** menu, choose **Options**, click **General**, then select the **Mail as Attachment** option.

Q*. Does E-Mail Connection support MIME?*

A. Yes..

Q. *When can I successfully send an attachment (i.e. a binary file)?*

A. Attachments may be sent by anyone on the internet to anyone else on the Internet.

E-Mail Connection sends/receives binary file attachments using either MIME or UUENCODE/UUDECODE.   You do not have to do anything special to view the attachments you receive -- E-Mail Connection does all the work for you.   When you send a file attachment, ask your recipient which format they prefer (i.e., MIME or UUENCODE), then set the appropriate option when you configure Advanced Settings in the Internet Mail Setup Dialog.

Q*. Do I have to extract and save an attachment to a file in order to view it?*

A. Yes.

Q. What is the difference between the Paste From command and the Attach command?

A. The **Paste From** command lets you import an ASCII text file into your message. The **Attach** command lets you send a binary file to your recipient. What that means is that your recipient receives a file that looks exactly the same as the one you have on your machine.

Q. If I extract an attachment and make changes to it, will the changes be reflected in the original message?

A. No. If you are editing a word processor document however, there is usually an easy way to make conditional changes to a file. For example, in MS Word open the **Tools** menu and choose **Revisions**. The Revisions feature lets you make and save changes to a file without deleting the original information. After you make your revisions, send a message to the original sender and attach the revised file for approval.

Database

If I reinstall E-Mail Connection over itself will it erase my database?

Is there a way to compress my database?

I am getting Internal Database Errors.

How do I move my database (all folders with saved messages and complete Address Book) from one computer to another?

Can I erase my database and start over without reinstalling?

Every time I open E-Mail Connection it says that it cannot find the database. I click OK and everything seems fine.

Q. If I reinstall E-Mail Connection over itself will it erase my database?

A. No, the database will remain intact - your messages, saved drafts, and Address Book remain untouched.

Q. *Is there a way to compress my database?*

A. Run the <u>Mailbox Update Utility</u>. The utility is in the main E-Mail Connection directory and is called DBUTIL.EXE.

Q. *I am getting Internal Database Errors.*

A. Assuming you have not altered or deleted any files in the database subdirectories (data0001, data0002, etc.), the <u>Mailbox Update Utility</u> should cure any problems. The utility is in the main E-Mail Connection directory and is called DBUTIL.EXE.

If the Update utility does not solve your problem, run the DOS Scan Disk utility (or a similar utility) to check for bad sectors or bad clusters. If Scan Disk does not solve the problem, run the DOS Defrag utility (full optimization) to defragment your hard drive.

Q. How do I move my database (all folders with saved messages and complete Address Book) from one computer to another?

A. First, do not alter any file in the database subdirectories (i.e., data0001, data0002, etc.). Altering the files could cause an internal database error, permanently damaging your database.

Note that the steps below detail how to move one and only one user database, and assumes the user data resides in the data0001 subdirectory. If you were the second user to configure E-Mail Connection, your data subdirectory is called data0002.

1. On the old computer create a temporary directory named ORIGDB.

2. Copy all the files in the data0001 directory into it to keep as a backup.

3. Copy all the data0001 files to either disk or up onto your Network (you may want to zip the files first). If the database is large, using the pkzip utility with the command pkzip -& db.zip will span the files across a number of disks.

4. Install E-Mail Connection on the new machine.

5. When the **New User Information** dialog appears, click **Cancel** to create your data0001 directory. Delete all the files within the data0001 directory on the new machine and replace them with the data0001 files from the old computer.

Q. *Can I erase my database and start over without reinstalling?*

A. Yes. Assuming you are the only user, delete the data0001 directory and the EMCMAIN.INI (located in the E-Mail Connection directory), and restart Windows. Open E-Mail Connection. You create a brand new database when you reenter all your user information.

***Q**. Every time I open E-Mail Connection it says that it cannot find the database. I click OK and everything seems fine.*

A. You have probably deleted a user, and E-Mail Connection is still looking for the associated database on startup. When you choose OK it looks and finds your other, current database, and continues normally. You should open EMCMAIN.INI, set NumProfiles = 1, and delete the second user.

Error Messages

Error Messages that may appear when you write a message

Internet Error Messages

Error Messages that may appear when you write a message

Error Message:

System error -901 (may be followed by other errors)

When the message appears:

Composing a message.

Solution:

You are running out of disk space.

Folders

Is there a limit to how many folders I can have?

***Q**. Is there a limit to how many folders I can have?*

A. The limit is 2500 folders, with 2500 messages in each one.

Installation

How do I move E-Mail Connection to another drive?

Where do I enter the phone number for an Internet SLIP and/or PPP connection?

If I reinstall E-Mail Connection over itself will it erase my database?

Q. How do I move E-Mail Connection to another drive?

A. Follow the steps below:

1. Create the new directory and its sub-directories on the new drive.

2. Copy all of the corresponding files into each directory.

3. Rename your old directory EMC_OLD.

4. In your new E-Mail Connection subdirectory, double-click EMCMAIN.INI and change the line that reads: 1=(path to original location)   to the path to the new location.

5. Switch to Program Manager and select the E-Mail Connection icon

6. Open the File menu and select Properties.

7. Edit the command line and the working directory to reflect the new path to the executable files.

Q. *Where do I enter the phone number for an Internet SLIP and/or PPP connection?*

A. In order to use the Internet driver in E-Mail Connection, you need to install a stack that lets you communicate with your Internet host. When you set up and configure your stack, you enter the phone number to your Internet host in a script file that handles all of your dial-outs. E-Mail Connection assumes you are already connected to your Internet host when you attempt to download or upload your e-mail.

Internet

[Where do I enter the phone number for an Internet SLIP and/or PPP connection?](#)

[Internet Error Messages](#)

Internet Error Messages

Error Message:
Socket error. This may be a problem with your TCP/IP network software.

When the message appears:
You are trying to connect to your Internet host.

Solution:
Exit windows, then reopen

Error Message:
wsa get last error = 11004

When the message appears:
Trying to connect to the Internet.

Solution:
Your stack must first connect to your Internet host before E-Mail Connection can download your Internet mail.

Error Message:
Cannot find remote.dll.

When the message appears:
Trying to connect to the Internet.

Solution:
Your stack must first connect to your Internet host before E-Mail Connection can download your Internet mail.

Error Message(s):
Internet System Error. This may be a problem with your configuration.
OR
Internet initialization error, unable to load winsock.dll, may be a problem with configuration.
OR
Winsock load failure. This may be a problem with your TCP/IP network.

When the message appears:
Scanning for Internet Mail.

Solution:
Search for WINSOCK.DLL on your hard drive. If your search engine finds two or more such files, E-Mail Connection is probably finding the incorrect one first and trying to use it. Rename one of the files WINSOCK.OLD and try again. If you get the same error, change the name back to WINSOCK.DLL and rename the second .DLL file to WINSOCK.OLD. When you find the correct version of WINSOCK.DLL, adjust the PATH statement in your AUTOEXEC.BAT file so that the correct WINDSOCK.DLL is listed first.

Error Message:
Internet System Error, see view log. Failure, may be problem with TCP/IP network software. May be problem with Internet configuration.

When the message appears:
After you click the Internet Connect button.

Solution:

Open the Internet configuration dialog and make sure the information in the dialog is correct, especially the name of your Mail Server. If you have any doubts about any of the information, ask your Internet provider to verify it for you. Click the More button and check that the defaults are set. These are only changed in rare circumstances. Re-try.

Messages

Does E-Mail Connection include archived messages in a search?

Is it possible to address a message to a Personal List and have each recipient see only his or her name in the header?

Is there a Send Only option in E-Mail Connection?

What is the largest message I can send?

Why would I queue a message to be sent rather than simply sending it?

How many messages can I store in a folder?

Q. Does E-Mail Connection include archived messages in a search?

A. No. Archiving (Export Message) moves messages to the hard drive.

Q. Is it possible to address a message to a Personal List and have each recipient see only his or her name in the header?

A. This is not possible with a Personal List.

Q. *Is there a Send Only option in E-Mail Connection?*

A. For modem-based e-mail services:

1. If you use the Scheduler, open your mail system configuration dialog and click the **Schedule** button. Choose **Notify Before Manual Connections**, then click **OK**.

2. If you do not use the Scheduler, note the dialog that appears when you click the **Connect** button. Make sure the **Receive Incoming Messages** option at the bottom of the dialog is **deselected** before you log on to your e-mail service.

For LAN e-mail services, there is no way to only send mail.

Q. What is the largest message I can send?

A. 30K without <u>file attachments</u>;   2MB or more with file attachments. The upper limit on the size of a message depends more upon your Internet provider than E-Mail Connection.

Q. *Why would I queue a message to be sent rather than simply sending it?*

A. If you need to dial up the service for access (as opposed to having a constant connection through your LAN), you would have to pause any work you are currently doing on the computer until the process of sending/receiving mail is done. If you are in the middle of something when the scheduler alert appears you may pause the connection until you are ready.

Finally, some users like to proof their messages one last time in the Outbox before they transmit the message to their recipients.

Q. *How many messages can I store in a folder?*

A. There is a display limit of 2500 messages in any folder (including the Inbox). In other words, if you have 2550 messages in your Inbox, you will not be able to see 50 of them until you move or delete 50 other messages.

Q. Do the contents of a message have to be sent as ASCII text?

A. Anything in the **body** of the message must be ASCII text;   if you want to send formatted text, graphics, spreadsheets, etc., you must be send it as a binary <u>file attachment</u>.

Passwords

How many characters may my password have?

Q. *How many characters may my password have?*

A. There is no limit.

Printing

Can I print just the body text of a message (i.e., exclude the header)?

I have changed my document font but it always prints using the default font.

Q*. Can I print just the body text of a message (i.e., exclude the header)?*

A. No. But an attachment would print with no header.

Q*. I have changed my document font but it always prints using the default font.*

A. Changing the document font affects only your screen view. Printing from E-Mail Connection will always use the default font.

Registration Questions

[I didnt receive a registration card with my E-Mail Connection.](#)

Q*. I didnt receive a registration card with my E-Mail Connection.*

A. Please see <u>online registration</u>.

Users

In my office we have six co-workers using one computer to access our mail. When I change to a different user the database shown is still mine.

How many users can use one copy of E-Mail Connection?

We have multiple users set up on one computer, but I cannot seem to access the other peoples address books.

Q*. In my office we have six co-workers using one computer to access our mail. When I change to a different user the database shown is still mine.*

A. Each user has a separate and distinct Message and Address Book database. You need to exit E-Mail Connection, then start it up again and log in with the different users name and Password.

Q*. How many users can use one copy of E-Mail Connection?*

A. The only limit is the amount of hard disk space you have available for multiple Message and Address Book databases.

Q*. We have multiple users set up on one computer, but I cannot seem to access the other peoples address books.*

A. Each user has a separate and distinct Message and Address Book database. You need to exit E-Mail Connection, then start it up again and log in with the different users name and Password.

View Log

[How do I clear the View Log?](#)

Q. How do I clear the View Log?

A. The View Log/Transport Log purges itself automatically when it reaches 16K. It is also cleared when you run the Mailbox Update Utility (DBUTIL.EXE).

Winsock

What is WinSock?

What mail protocol does E-Mail Connection support?

Do I need to have the WINSOCK.DLL in the E-Mail Connection directory?

Q. What is WinSock?

A. WinSock is a standard developed by Microsoft and other Internet developers that provides a common programming interface between Internet applications and internal system network (or operating system) software. Vendors supply the WinSock functions in a module called WINSOCK.DLL. All WINSOCK.DLLs provide the same standard set of services, but are structured differently, depending on the vendor and the system that the .DLL was written for.

For PC users, WinSock implementations provide TCP (Transmission Control Protocol - network), or SLIP (Serial Link Internet Protocol - dialup), or PPP (Point-to-Point) connections.

Where do I find WinSock.dll?

There are several shareware WinSock.dll's on the Internet and in the libraries of many online services.

Q. What mail protocol does E-Mail Connection support?

A. SMTP/POP (Simple Mail Transfer Protocol/Post Office Protocol), a fairly universal protocol on the Internet. As long as the machine we are talking to understands SMTP/POP, it does not matter what operating system it is running;   UNIX, VMS, etc.

Q. Do I need to have the WINSOCK.DLL in the E-Mail Connection directory?

A. No. But you need to have the path to the correct WINSOCK.DLL (if you have more than one in your hard drive) in your AUTOEXEC.BAT file. In some cases, WinSock needs to be in the same directory as your stack software.

Glossary of Terms

Asynchronous Server

Distribution List

E-Mail Service

E-Mail System

Extract

Inbox

LAN

Launch

Network

Outbox

Personal Mailing List

Protocol

Asynchronous Server

Any dial-up server. Examples of asynchronous servers include MCI Mail, CompuServe, and PRODIGY.

Distribution List

A special name you assign a list of recipients who share a common interest. Distribution Lists, like Personal Mailing Lists, provide you with a simple way to address mail to a group of two or more recipients. Distribution Lists are maintained by an e-mail system.

E-Mail Service

Generic term used to refer to the global set of e-mail providers or vendors E-Mail Connection can access directly or indirectly. *E-Mail Systems* are a subset of e-mail services. See E-Mail System.

E-Mail System

Refers to the first e-mail service that transmits a message you send. In other words, messages you send originate from e-mail systems.

Extract

To separate a file that is attached to an e-mail message and save it as an independent file.

Inbox

The window in which E-Mail Connection puts any e-mail messages you receive. Serves as the delivery hub, the distribution center from which you file your messages into specific folders.

LAN

Local Area Network. A network structured to serve a small area such as a building or group of buildings.

Launch

To activate an application that can open a file specifically formatted to run under that application. For example, if you receive an Excel spreadsheet as an attachment to an e-mail message, E-Mail Connection will start up Excel, which in turn will open the file.

Network

A combination of hardware and software that allows computers to share files and to communicate with one another.

Outbox

The window in which E-Mail Connection holds your e-mail messages waiting to be sent. E-Mail Connection temporarily places your outgoing mail into there until you are actively connected to a network or an e-mail service that can properly route your message to its destination.

Personal Mailing List

A special name you assign to a list of recipients who share a common interest. Personal Mailing Lists, like Distribution Lists, provide you with a simple way to address mail to a group of two or more recipients. Personal Mailing Lists are maintained by E-Mail Connection.
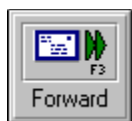
Protocol

A set of rules or specifications that dictate how hardware or software should operate.
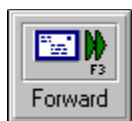
Forward

Forward

Forward

Attachments

Forward

Forward
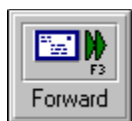
File All Messages
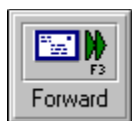
FileSelected Messages

Forward

 Power Mode
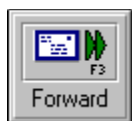
 Easy Mode

E-Mail
Connection

Forward

 Easy and Power Modes

 Power Mode

Forward

Register Now

Power Mode

Easy Mode

Forward

Forward

Forward