

CHAPTER 1: WELCOME TO QUICKMAIL PRO

CE Software welcomes you to the world of electronic mail! We believe you'll find QuickMail Pro is an indispensable communication tool. Its intuitive interface, combined with its speed and robust feature set, make QuickMail Pro ideal for home, work and school.



QUICKMAIL PRO FEATURES

QuickMail Pro is based on the open standards of the Internet. This means you can retrieve your E-mail from any location worldwide as long as you have a machine running QuickMail Pro and access to a POP server.

WHAT SETS IT APART

- Simple mail management. Easily manage all your incoming messages from one central, intuitive window.
- The same look and feel for both the Mac™OS and Windows™ clients lowers your learning curve in an increasingly multi-platform world.
- A complete cross-platform solution that works on your choice of Internet POP3 servers. See page 6 for more information on POP3.
- For increased speed, QuickMail Pro's Backgrounder application sends and receives your mail even if QuickMail Pro isn't running.
- The ability to implement HTML (Hypertext Markup Language) text formatting. See page 37 for more information.
- Automate business processes with QuickMail message forms. Choose from more than a dozen installed forms or create your own. See QM Forms on page 71.
- Spend less time managing your mail. Filter incoming messages automatically with MailManager. See page 61.
- Eliminate unreadable enclosures. Send attachments that match each recipient's computing environment — Macintosh®, Windows™ and UNIX®. See page 21.
- Use the Message Peek feature to display the general content of your messages and make more efficient use of your time. See page 40 for more information.
- Eliminate typing errors with QuickMail Pro's built-in Spell Checker.
- Launch your Web browser directly from a QuickMail Pro message with a click of your mouse. See Internet Config on page 89.
- Extend the power of QuickMail Pro with support for AppleScript™. See page 87.

SALES AND CUSTOMER SERVICE

CE Software's excellent Sales and Customer Service staff can answer your questions about QuickMail Pro.

CONTACT INFORMATION

The CE Software Customer Service department is open Monday through Friday from 8:00 A.M. to 5:00 P.M. U.S. Central Standard Time. They can answer questions on product availability, upgrades, product prices, damaged disks, customer registration, and general policies. If you have a question about your CE Software product, please have your serial number ready when you call. For customers outside the U.S., please call your local distributor.

- Phone: Domestic orders: 800-523-7638
International orders: 515-221-1801
- Fax: International and Domestic orders: 515-221-2258
- Online: www.cesoft.com/service/customerservice.html

OWNERSHIP TRANSFER

If you transfer ownership of a CE Software product, send a letter with the product name, serial number, your name and the new owner's name and address to:

CE Software, Inc.
Attn: Ownership Transfer
P.O. Box 65580
West Des Moines, IA 50265 U.S.A.

CHANGE OF ADDRESS

If you change your address, please send a letter indicating your old and new address to:

CE Software, Inc.
Attn: Change of Address
P.O. Box 65580
West Des Moines, IA 50265 U.S.A.

TECHNICAL SUPPORT

All CE Software products include the consulting services of an experienced Technical Support staff. CE Software offers online, fax and telephone support.

CONTACT INFORMATION

The Technical Support Department's hours vary depending upon the support package you select. Regular hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. Some packages offer support from 7:30 A.M. to 6:00 P.M. CE Software Technical Support can be reached by:

- Phone: 515-221-1803
- Fax: 515-221-1806
- Newsgroups: <http://help.cesoft.com/>
- E-mail: ce_support@cesoft.com

You can also have the most recent information sent to your Inbox by selecting Send for latest info in the QuickMail Pro Apple Guide menu.

BEFORE YOU CALL

Please verify the following:

- Does your hardware and Operating System version meet the minimum requirements for QuickMail Pro?
- Have you checked the manual or the most updated documentation at <http://www.cesoft.com/quickmail/qmsupport.html> to see if your problem is discussed?
- Have you checked the CE Software Technical Support Web page at [http://help.cesoft.com/?](http://help.cesoft.com/)
- Have you checked the CE Software newsgroups at <http://help.cesoft.com/newsgroups.html>?

INFORMATION YOU NEED

To help our Technical Support team assist you as quickly as possible, please have the following information available when you speak with, or write to, a Technical Advisor:

- Product name and version (*e.g.* QuickMail Pro v. 1.0)
- Serial number. Copy it here for future reference _____
- Computer type and model (*e.g.* PPC 6100/66)
- Operating System and version (*e.g.* Mac OS v. 7.5.5)

ABOUT THIS MANUAL

This documentation provides detailed information for QuickMail Pro software. It assumes you are familiar with Macintosh hardware and the Mac OS. If you need assistance with standard Macintosh procedures such as drag and drop, consult the documentation that came with your Macintosh.

CONVENTIONS

Different fonts and styles are used in this manual to make instructions more clear. The conventions include:

- Helvetica Condensed font to indicate menu options, buttons and active dialog text. Example: Go to the File menu.
- Avante Garde Condensed font to indicate typed text and Uniform Resource Locators (URLs) for World Wide Web pages. Example: <http://www.cesoft.com>.
- Times Italic font for emphasis. Example: Do *not* restart your machine.

ICONS

Icons are used to draw attention to significant points in the documentation. The icons used include:

- ❖ Indicates a Note
- Indicates an Important point
- ▲ Indicates a Warning

GLOSSARY

See the glossary on page 109 for definitions of unfamiliar terms.

COMMENTS

We like to hear from people who use our products and we welcome feedback about the user guide. Please write to us at manuals@cesoft.com with your comments and suggestions.

The most current version of this manual is available at <http://www.cesoft.com/quickmail/qm-support.html>. Use your Web browser to view it.

You can also download the User guide in Portable Document Format (PDF) from <ftp://ftp.cesoft.com/pub/Info/Documentation/>. Use Adobe™ Acrobat to view it.

CHAPTER 2: GETTING STARTED

This chapter covers installation and login procedures. A diagram of what's installed on your hard drive is located on page 92.

HOW IT ALL WORKS

The Internet can be a confusing subject, especially if you are just getting started. This section will help clear up confusion about how E-mail works over the Internet.

THE INTERNET MAILBOX

People use phone lines, direct lines, or network connections to access the Internet.

A network connection means your computer is connected to a local area network (LAN) or a wide area network (WAN). The LAN or WAN your computer is on is connected to the Internet.

Direct lines to the Internet are primarily used by businesses, schools, and universities that can afford purchasing and maintaining an Internet server and the accompanying hardware.

People who use phone lines rely on an Internet Service Provider(ISP) for Internet access. Most ISPs are local companies that have a host, or server, on the Internet. ISPs purchase and maintain the servers, and people access the server for a fee. When you use an ISP for Internet mail, it's like you have rented a mailbox on their server. See Figure 2 on page 6.

INTERNET ADDRESS

An Internet address is in two parts: the user name and the domain, separated by @. The address looks like: user@domain.

The user name is a mail account name. The domain is the section of the Internet that contains the server you use.

The domain also includes your organization type. Common organization types include .gov (government), .edu (universities), .com (commercial), and .mil (military). When the organization type represents a country, it is called a location code. Examples of location codes are .ca (Canada), .se (Sweden), and .pl (Poland).

Internet addresses are read from right to left by Internet servers. Your mail is routed from one server to the next until it reaches the server that stores your mailbox. When you connect to your Internet mailbox, QuickMail Pro retrieves your mail and places it in your Inbox.

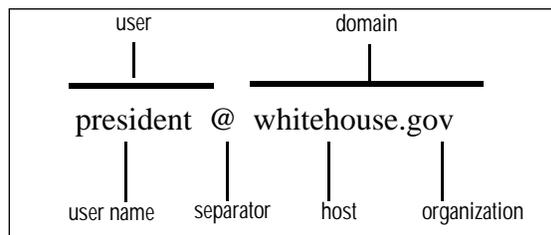


Figure 1 Parts of an E-mail address

POP3 PROTOCOL

There are several protocols, or languages, that have evolved with the explosion of the Internet. The most common electronic messaging protocol today is called the Post Office Protocol, version 3 (POP3). This protocol is popular because it is based on open standards. “Open standard” means the language used is not dependent upon computer platform or operating system. The POP3 server uses a “layer” of language that any computer can understand. This makes Internet and LAN communication easier as open standards become more widespread.

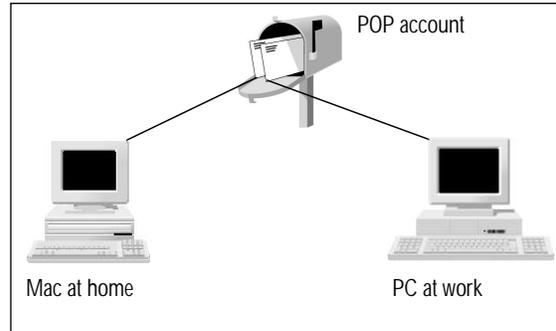


Figure 2 POP3 protocol lets you get your mail from home or work.

You can connect to your POP account from machines at home and work using QuickMail Pro. The POP3 server acts like a mailbox at the post office. Visit your mailbox when you want to check for mail. When you connect to your server, you can choose to download mail or leave it on the POP server. It is important to check with your ISP before choosing to leave mail on their server as many providers restrict account space and the amount of time mail can be stored on the server.

SECURITY

Security issues are a concern on the Internet. CE Software recognizes this and has incorporated Automatic Processing Options Protocol (APOP) into QuickMail Pro to help ensure your passwords are secure.

When you login to QuickMail Pro, you’re also logging into your mailbox at the POP server. APOP issues a timestamp when you login. QuickMail Pro records this timestamp and issues encrypted information based on the timestamp and your password. When the server receives the APOP command, it verifies the encryption string. If the string is correct, the POP3 server issues a positive response and your mail session begins.

WHAT YOU NEED

Before installing QuickMail Pro, check the following:

- Does your machine meet the minimum System requirements?
- Does your machine meet the minimum hardware requirements?
- Do you have the account information necessary to connect to the Internet?

SYSTEM REQUIREMENTS

Requirements	Minimum	Recommended
System Version	Mac OS 7.1	Mac OS 7.6
Processor	68020	68040 or PPC
RAM for 68K Macintoshes	5 MB	8 MB or more
RAM for Power PC Macintoshes	8 MB	12 MB or more
TCP/IP	MacTCP 2.0.6	Open Transport 1.1 or later

Table 1 System requirements

HARDWARE REQUIREMENTS

- A modem or network connection to your POP3 server.
- A phone line to your modem if you do not have a network connection to the POP server.
- A grayscale or color monitor.

ACCOUNT INFORMATION

IF YOU HAVE AN INTERNET SERVICE PROVIDER

Your Internet Service Provider supplies:

- Point-to-Point Protocol (PPP) or Serial Line Internet Protocol (SLIP) software. PPP software is recommended. This software allows you to connect to your ISP through a dial-up connection.
 - The SMTP host address.
 - A POP account name.
 - A POP account password.
 - A phone number to the POP server.
 - A Domain Name Service (DNS) address.
- ❖ *Note:* Many POP servers require a direct connection (e.g. T1 line) to the Internet. For more information, visit the Solutions Central section of our Web site at <http://www.cesoft.com>.

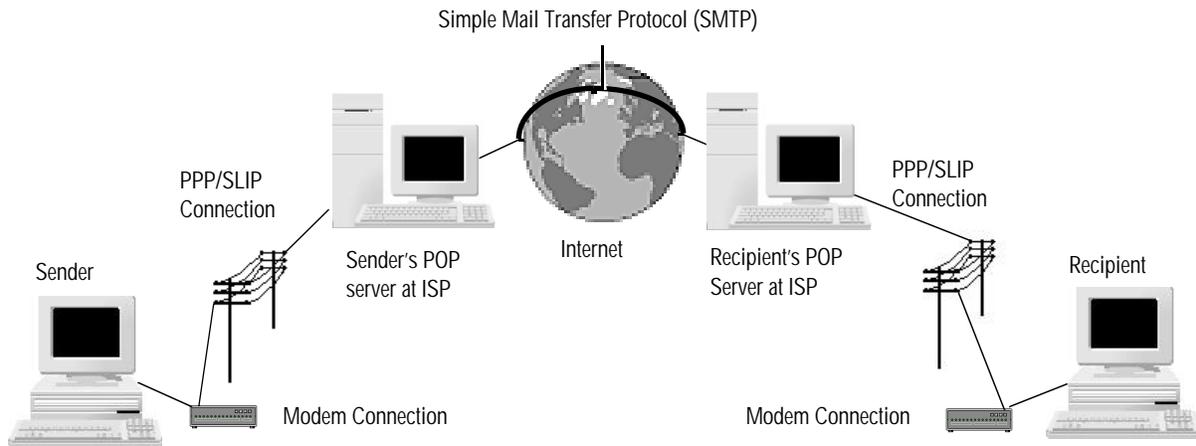


Figure 3 Using an ISP to send Internet mail

IF YOU HAVE A NETWORK CONNECTION TO THE INTERNET

You need:

- TCP/IP networking software installed on the machine used for E-mail.
 - A POP account name.
 - A POP account password.
- ❖ *Note:* Many POP servers require a direct connection (e.g. T1 line) to the Internet. For more information, visit the Solutions Central section of our Web site at <http://www.cesoft.com>.

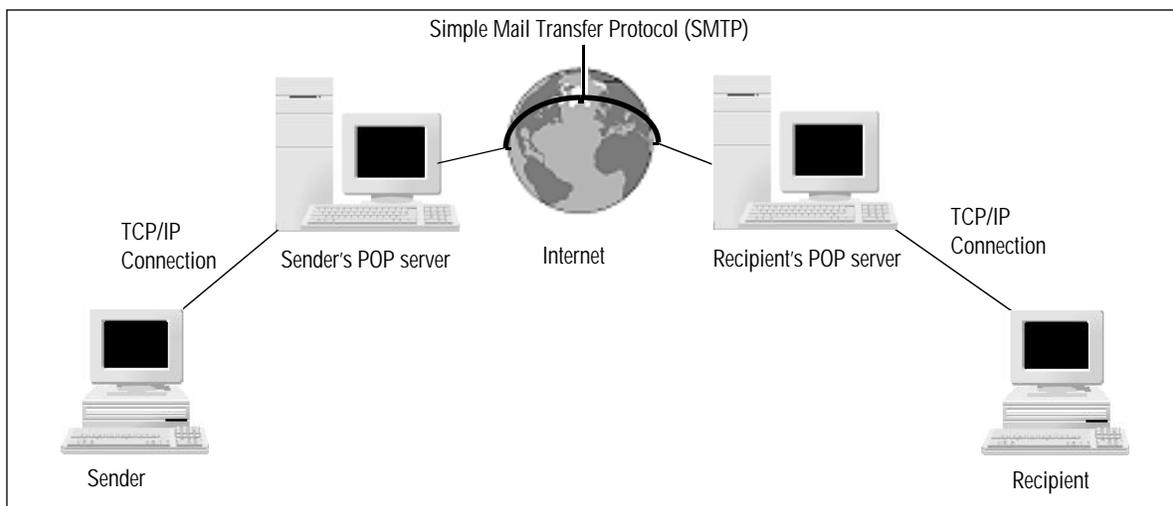
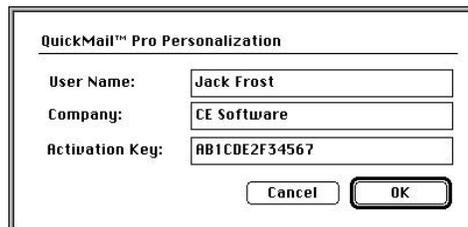


Figure 4 Using a network connection to send Internet E-mail.

INSTALL QUICKMAIL PRO

To install QuickMail Pro:

- 1 Insert the QuickMail Pro Install disk 1. Double-click the QuickMail Pro Installer icon.
- 2 Click Continue in the QuickMail Pro splash screen. The ReadMe appears. It contains important installation notes and tips about the software. Click Continue when you finish reading the ReadMe.
- 3 Complete the Personalization screen. Type your Activation Key from your QuickMail Pro registration card at the prompt. Click OK.
- 4 Click Install in the software installation dialog.



- 5 Select the folder on your hard drive where you wish to install QuickMail Pro. We recommend installing it at the main level of your hard drive. Click the Install button.
 - 6 A progress bar displays during installation. If you are installing from floppies, insert disk 2 at the prompt.
- ❖ *Note:* During installation, you may be prompted to set QuickMail Pro as your default MailTo helper. Select Yes or No to proceed with installation.



- When you select Yes, QuickMail Pro launches when you ⌘-click an E-mail address in most applications.
- Click No to close the dialog until your next login.
- Check the Do not ask . . . option when you want to permanently remove the set Mailto prompt.

QuickMail Pro does *not* present the MailTo prompt when:

- QuickMail Pro is already set as your default MailTo helper.
- No MailTo helper is designated. QuickMail Pro automatically becomes your MailTo helper after installation. See “Helpers” on page 89.

- 7 Insert disk 1 again at the prompt if you are installing from floppies.
- 8 When installation is complete, click Restart.

CUSTOMIZE THE INSTALLER

You can customize the QuickMail Pro installation to make mail administration even easier. For example, change the QuickMail Pro banner to your company logo and link it to your Web site.

When you want to make the Banners, Help URL, Custom Address Settings, and Forms uniform throughout your organization, follow these steps:

- 1 Copy the QuickMail Pro Installer files from the installation disks to an empty folder on your hard drive or network drive.
 - **IMPORTANT:** The contents of the Installer Files folder in Figure 5 may not be identical to the Installer Files folder on your screen.
- 2 Name the empty folder Installer Files.
 - ❖ *Note:* The folder name that contains the installer files is arbitrary.
- 3 Create a new folder named Additions at the main level of the Installer Files folder.
- 4 Copy a custom Banner, Help URL, or Form(s) to the Additions folder. Treat the Additions folder as if it were the CE Software folder in the System Folder. For example, if you want to install custom forms, save them to the Installer Files folder:Additions folder:QuickMail Internet folder:Standard Forms folder.
 - ❖ *Note:* You would have to create the QuickMail Internet folder and the Standard Forms folder within the Additions folder before the installer would recognize the new forms.
- 5 Double-click the Installer icon. The Installer installs all items in the Additions folder as well as items that are part of standard installation.
 - **IMPORTANT:** The installer checks the version of each installed file and does not install files created with software older than what is used by QuickMail Pro. For example, an LDAP file that is older than LDAP v.1.5 will not be installed.

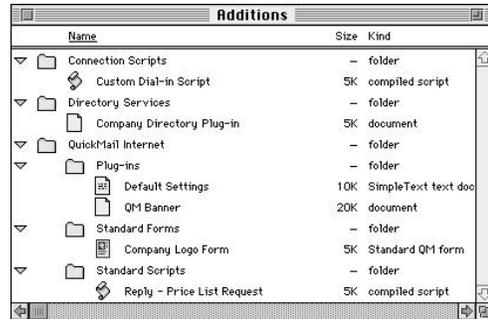


Figure 5 Contents of the Additions folder. See page 24 for information on creating a Default Settings file

For instructions on creating a custom banner, visit our Web site at <http://www.cesoft.com>.

LOGIN TO QUICKMAIL PRO

QuickMail Pro installs an alias in the Apple menu. To launch QuickMail Pro, click the Apple menu and select QuickMail Pro.

SET UP YOUR ACCOUNT

When you first launch QuickMail Pro or create a new user, a New Account Wizard guides you through setting up your E-mail account. Before you start the Wizard, you must know the following information:

- Your E-mail address
- Your POP3 account and password
- Your SMTP Host name

❖ *Note:* The New Account Wizard does *not* display when you are upgrading your existing account from QuickMail Pro 1.0.

- 1 Click Next after you read the first Wizard dialog.
- 2 Select your connection method in the second Wizard dialog and click Next.



- Figure 6 shows the dialog that appears when you choose the Modem connection option. Make your selection from the pop-up menu or select Add to display the Make New Connection dialog. Click Next when you are finished.

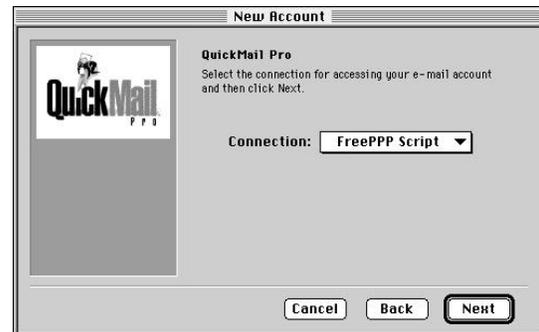


Figure 6 Select your connection script from the pop-up menu.

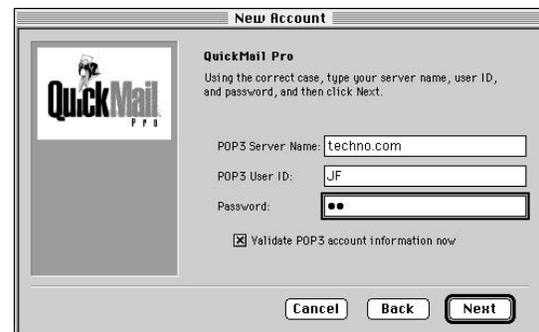
3 Type your name and E-mail address in the appropriate fields and click Next.

- An entry in the last name field is required.
- Combined maximum character length for the first and last name field is 30 characters.
- The E-mail address field must contain the @ symbol.
- The character length for the E-mail address field is 110 characters.



4 The POP3 Server Name and POP User ID fields are populated by the information you provided in Step 3. Type your account password in the Password field. Click Next.

- The POP3 Server Name field defaults to the domain part of your E-mail address. The POP3 server handles incoming mail. The maximum character limit for this field is 110 characters.
- The POP3 User ID field defaults to the user part of your E-mail address. It represents your POP account that connects to the POP3 server. The maximum character limit for this field is 110 characters.



- The maximum character limit for the Password field is 110 characters. It is not necessary to enter a password to proceed.
- If you leave the Validate POP3 account . . . checkbox selected, QuickMail Pro checks that you have an account on the specified server when you click Next.

❖ *Note:* The standard POP3 port is 110 and the standard SMTP port is 25.

5 The Outgoing Server Name field is populated by the information provided in Step 3. Your ISP provides the name of the SMTP server that handles outgoing mail. Click Next.

- The maximum length for the Outgoing Server Name field is 110 characters.



6 Leave Work Online selected when you want to automatically send and receive mail. Click Next.

- Choose Work Offline when you want to compose messages disconnected from the network. Select Send Mail Now in the File menu to force connections when you are working offline.



7 Select Leave mail on server . . . when you want copies of all your mail to reside on the server. This allows you to retrieve your mail from any computer that has access to the POP server. Click Next.

➤ **IMPORTANT:** You must select Empty Trash in the File menu to delete mail from the server when this option is selected.

- Leave this option deselected to preserve disk space on the POP server. Your ISP may limit your mailbox space on the server, as well as the amount of time you can leave mail on the server.



- 8 Read the final Wizard screen and click Finish.

REGISTRATION

The first time you login to Quickmail Pro, a registration dialog appears. Select Register Now to register your copy of QuickMail Pro. Registering your software gives you access to new product and upgrade information.

The Mail Browser displays and you're ready to send and receive E-mail. For information on customizing your account, look at your Preferences options in the Configure menu. For information on setting Preferences, see page 51.



YOUR NEXT LOGIN

QuickMail Pro preserves your account information in the Name Cache. As a result, the next time you login to QuickMail Pro you select your name from a pop-up menu rather than typing it out.

- 1 Select QuickMail Pro in the Apple menu.
- 2 Select your name from the Name pop-up.
- 3 Type your password.
- 4 Click OK.

See page 51 for information on bypassing the login screen.

NAME CACHE

When you login to QuickMail Pro for the first time, your name is cached. Select Name Cache in the Configure menu to view the list of people who use this copy of QuickMail Pro. If only one person logs in to QuickMail Pro from your machine, Name Cache is empty. If others have logged in, they are listed. The currently logged in person is not in the list. The limit for Name Cache is 42.

When you delete a name in the Name Cache, that person's account is removed. Delete is useful if you misspelled your name or just want to change your account.

- ▲ **WARNING:** When an account is deleted from the Name Cache, all filed mail is removed.



CHAPTER 3: SEND MAIL

Send messages, text files, and graphic images over the Internet, across town or next door with QuickMail Pro.

In this chapter, you learn how to address messages, create Address Books and Groups, send enclosures, Spell Check messages, edit dictionaries and stylize text.

TOUR THE MAIL BROWSER

Before you send your first message, take a look at QuickMail Pro's interface. The first window you see is called the Mail Browser. The Mail Browser is QuickMail Pro's control center. See Figure 7.

The buttons along the top of the Mail Browser perform many of the same tasks the menu options offer; they are often just more convenient. Mail arrives in the Inbox and you decide what to do with it. See Handle Received Messages on page 40.

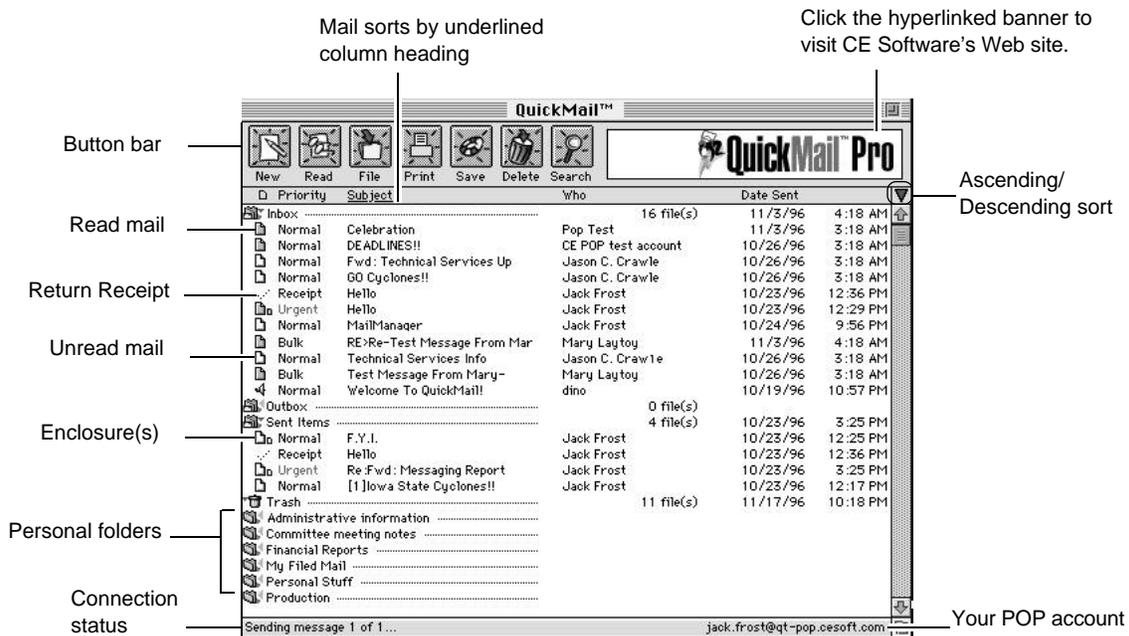


Figure 7 The Mail Browser

- ❖ *Note:* If you have System 7.5 or later, you can drag and drop messages from the Inbox, Outbox, Sent Items, Trash or personal folders to the desktop or to any folder or button in QuickMail Pro. Shift-click or ⌘ -click to select multiple messages.

CREATE AND SEND A MESSAGE

To create a message:



- 1 Launch your PPP or SLIP software if you are using a modem. Refer to your ISP manual to configure PPP and SLIP to automatically launch when QuickMail Pro is selected.
- 2 Use the default hot key, ⌘ -Ctrl-Q, to launch QuickMail Pro. See System Preferences on page 52 to change the hot key.
- 3 Click the New button or select New in the File menu to display a list of your forms. See Forms on page 71.
- 4 Select a form and click OK.
- 5 Type your message in the message body.
 - Press the Tab key or use your mouse to move between fields on the form.

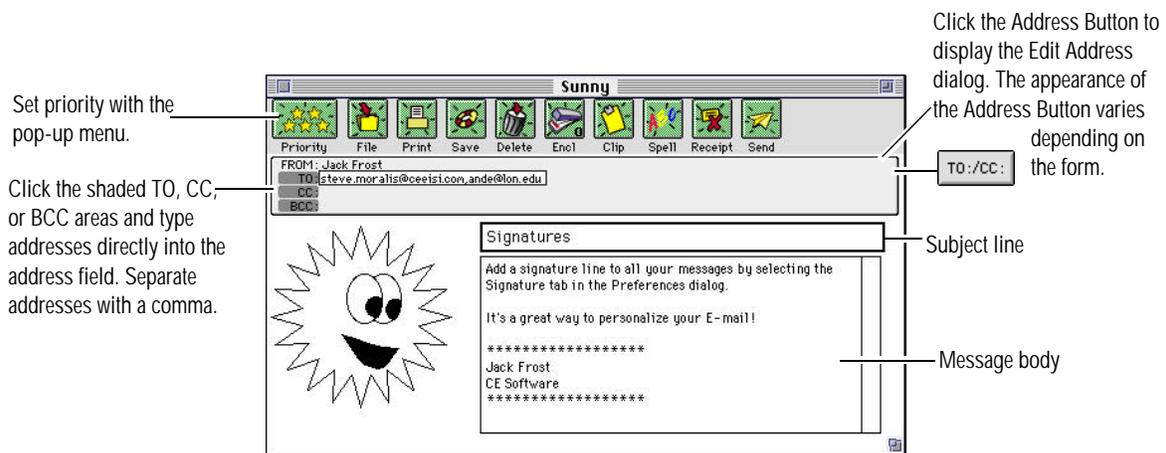


Figure 8 Message Window



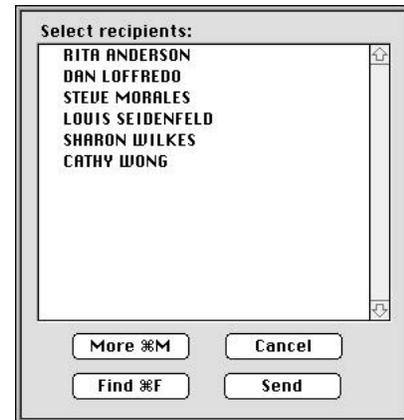
6 Click the Send button. The Select recipients dialog displays.

❖ *Note:* The Address Book displayed is the one last used. Click More to open another Address Book.

7 Select the recipient of your message.

8 Click Send in the dialog. Your message is stored in the Outbox until you select Send Mail Now in the File menu or until your next scheduled connection.

❖ *Note:* The time of your next connection displays in the Connection Status portion of the Mail Browser.



SCHEDULE YOUR CONNECTIONS

To schedule your connection intervals:

1 Select Preferences in the Configure menu.

2 Select the Account tab and adjust your connection intervals in the Work Online area of the dialog.



After the mail is sent to the POP server, the message is stored in the Sent Items folder.

❖ *Note:* Select Send Mail Now in the File menu or press ⌘-S to send mail immediately.

USE QUICKSEND

To learn how to send messages when QuickMail Pro is not launched, see page 52.

USE RETURN RECEIPT

The Return Receipt feature sends a Receipt to your Inbox when mail recipients open your messages. This feature is useful if you send important documents across the Internet. When you double-click a Return Receipt, a dialog appears with information about the message that was sent.

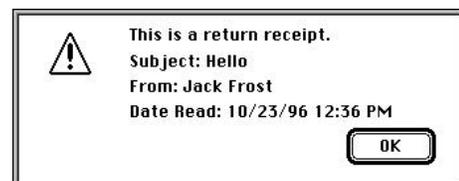
➤ **IMPORTANT:** You may not receive a Return Receipt if the recipient's E-mail software does not support this feature.



Return Receipt on



Return Receipt off



ADDRESS MESSAGES

There are three ways to address a message:

- Type the address in the TO, CC, or BCC fields of a message form.
 - Click the Address button or label in a message form.
 - Click the Send button in a message form.
- **IMPORTANT:** The address is not saved in an Address Book or Group when using these three methods. It is used only for the outgoing message. See page 29 to learn how to preserve addresses in your Address Books and Groups.

TYPE THE ADDRESS

If you don't send to someone frequently enough to place them in an Address Book, enter their address directly in QuickMail Pro's Address label. In the Message Window, click the shaded TO area of the Address label and type the address in the white box that appears. Separate multiple addresses with a comma. Addresses entered directly are formatted as MIME and use AppleDouble to encode attachments. See page 21 for information on mail settings.



- **IMPORTANT:** You cannot type an address in forms that use small Address buttons. See Figure 9.
- ❖ *Note:* You can also drag an address to the Address label to address a message.

CLICK THE ADDRESS BUTTON

- 1 Click the New button in the Mail Browser and select a form at the prompt.
- 2 Depending on the form you have selected, click the large or small Address button to display the Address dialog. The Address dialog is shown in Figure 11 on page 25.
- 3 Select New in the Address dialog to display the New Address dialog.

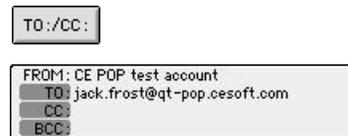


Figure 9 The appearance of your Address button depends on the form you select.

- 4 Enter the first and last name of the recipient in the First Name and Last Name text fields. The combined length of the first and last names is limited to 30 characters.

QuickMail Pro requires at least one character in the First Name field. The name fields are arbitrary. They are used to remind you of the recipient represented by the E-mail address.

- **IMPORTANT:** Both Name fields must have entries to successfully export and import names in QuickMail Pro. See page 32 for information.

- 5 Enter the E-mail address of the recipient in the E-mail Address field. For example: susan@isp.com.

SELECT MAIL SETTINGS

- 6 Select the recipient's operating system. If you do not know which settings to select, use the Compatible Computer option. QuickMail Pro automatically selects the appropriate message format type and enclosure encoding method for you.
- 7 Click OK. The name appears in the Address dialog.

- The Computer pop-up menu specifies the addressee's system. Choose Compatible, QuickMail, MacOS, Windows, UNIX, or Custom.

- The Message Format pop-up menu specifies the message content and format.

QuickMail— Preserves the QuickMail message form and formatted message text when sending mail to another QuickMail user.

- ❖ *Note:* When QuickMail address formatting is selected between QuickMail users, the mail recipient cannot view the SMTP header information. See page 54 for more information.

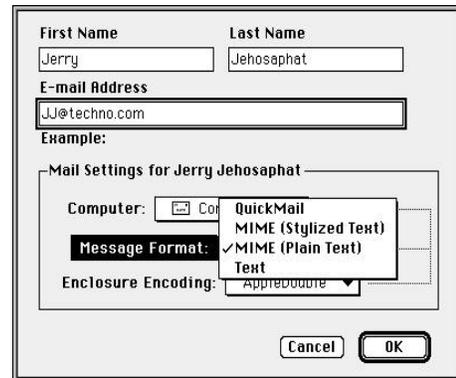
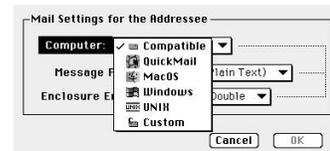
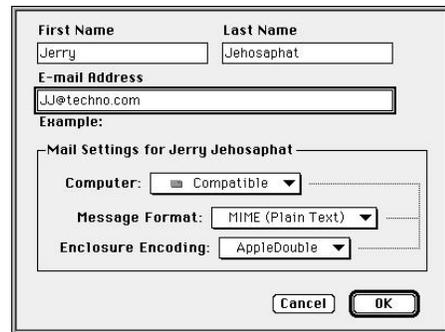


Figure 10 New Address dialog



MIME (Stylized Text) — Sends MIME-compliant messages that can be read by any MIME-compliant E-mail package. The QuickMail Pro form is not saved, but the format preserves stylized text.

MIME (Plain Text) — Sends MIME-compliant messages that can be read by any MIME-compliant E-mail package. The QuickMail Pro form and stylized text are not saved.

Text — Sends only the message text, using the RFC822 standard. For example, select the Text option when posting to automated lists that only support 7 bit ASCII text.

- The Enclosure Encoding pop-up menu specifies how enclosures are prepared to cross the Internet.

BinHex — The default encoding method when you select Macintosh in the Computer pop-up menu. BinHex converts binary files to ASCII text files. Both the resource fork and the data fork of the Macintosh file are transmitted. BinHex works best when recipients have a Macintosh.

Enclosure Encoding:

BinHex
uuencode
Base 64
✓ AppleDouble
AppleSingle

uuencode — The default encoding method when you select UNIX in the Computer pop-up menu. uuencode encodes binary data as ASCII text files. uuencode works best when recipients do *not* have MIME-compliant E-mail or a Macintosh.

Base 64 — A robust encoding method designed to preserve an E-mail message as it passes through E-mail gateways.

AppleDouble — The selected encoding method when Compatible or Windows is chosen in the Computer pop-up menu. Separates the data fork from the Macintosh-specific resource fork using AppleDouble encoding.

AppleSingle — Transmits both the resource and data fork. Enclosures encoded with AppleSingle® must be read by MIME-compliant E-mail software or combined with uuencode.

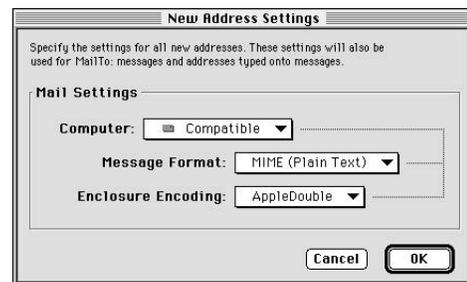
Recipient's E-mail software	Computer field setting	Message Format	Enclosure Encoding
Unknown	Compatible	MIME (Plain Text)	AppleDouble
Mailing lists/ Usenet newsgroups used primarily by Macintosh users	Custom	Text	BinHex
Mailing lists/Usenet newsgroups used primarily by non-Macintosh users	UNIX	Text	uuencode

Table 2 When to use the various Mail Settings options

CUSTOM ADDRESS SETTINGS

You can now set the default Mail Settings options for QuickMail Pro addressing. Setting the default options makes creating addresses quicker and easier. Use this option for:

- MailTo messages
- Addresses typed directly into the Address field of a message
- New addresses created by clicking New or Add



SET CUSTOM ADDRESSING

To set custom address options in QuickMail Pro:

- 1 In the Configure menu, select New Address Settings. The New Address Settings dialog appears.
 - 2 Choose an option in the Computer pop-up menu. The Message Format and Enclosure Encoding options for the selected Computer option are automatically selected.
 - 3 Click OK. Now, whenever you create a new address, the option you specified in Step 2 is automatically chosen.
- ❖ *Note:* The Mail Settings can be changed when you create a new address.

CREATE A DEFAULT SETTINGS FILE

You can also set custom address options at the Finder level. Use this option when you want multiple users to use specific default mail settings.

- 1 Open a text editor, such as SimpleText.
- 2 Type the following information in the document:
defaultMessageFormat=MIME (Stylized Text)
defaultEnclosureEncoding=AppleDouble
 - The defaultMessageFormat line can be QuickMail, MIME (Stylized Text), MIME (Plain Text), or Text. The defaultEnclosureEncoding line can be BinHex, uuencode, Base 64, AppleDouble, or AppleSingle.
 - A carriage return separates preferences.
 - Text is *not* case sensitive.
 - The order of preferences is insignificant.
- 3 Name the document Default Settings and save it to the System Folder:CE Software:QuickMail Internet:Plug-ins folder.

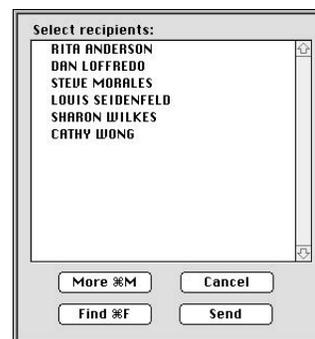
Now when users login to QuickMail Pro from this machine, the Mail Settings are set to options specified in the Default Settings file.

❖ *Note:* Users can change Mail Settings using the method discussed on page 21.

CLICK THE SEND BUTTON

If no address has been entered in the message:

- 1 Click the Send button. The Select recipients dialog displays.
- 2 Select a name.
- 3 Click Send to send your message to the selected recipient.
 - Click More to display the Address dialog.
 - Click Find to locate an address. Find displays the selected directory service dialog. See page 92 for information on the directory service plug-ins installed with QuickMail Pro.



THE ADDRESS DIALOG

The Address dialog appears when you click the Address button in the Message Window. It also displays when you click the More button in the Select recipients dialog.

The scrolling list in the left half of the dialog shows addresses in the selected Address Book.

You can select a different Address Book (if you have created others) from the pop-up menu.

The Address Book called Main is created when you install QuickMail Pro. The Main Address Book is empty. To add addresses to the Main Address Book, see page 31.

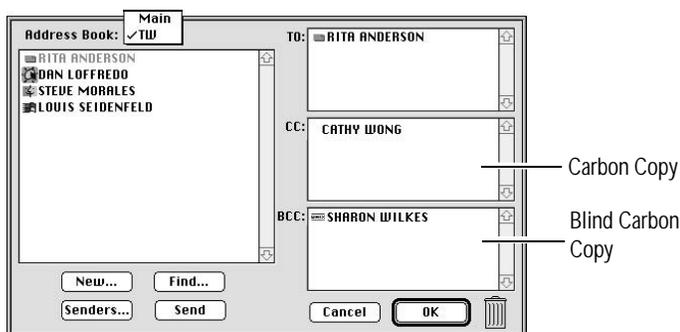


Figure 11 Address dialog

Messages are sent to each recipient listed in the TO, CC, and BCC fields. Names in the TO and CC fields will be visible to all recipients. Names in the BCC field cannot be viewed by anyone receiving the message.

THE BUTTONS

The buttons along the bottom of the Address dialog help you address and send messages:

New — Displays the New Address dialog. See Figure 10 on page 21.

Find — Locates an electronic mail address using a directory services plug-in. See page 92 for more information.

Senders — Displays the Senders List. This is a list of the people who have sent, forwarded, or replied to a message you have received. For more information, see page 42.

Send — Sends the message to your Outbox folder until your next connection.

DRAG NAMES

Drag names from the Address Book's list to the TO, CC (Carbon Copy), and BCC (Blind Carbon Copy) fields. Names from multiple Address Books can be placed in these fields.

USE KEYSTROKES

You can also move names to the TO, CC and BCC fields using the keyboard. Select the name in the Address Book list and press Tab or Return.

- Press Tab once to place the name in the TO area.
- Press it again to move it to the CC area.
- Press Tab a third time to move the name to the BCC area.
- Shift-Tab moves the selection in the opposite direction.

DELETE AN ADDRESS

To remove names from any of the three addressing fields in the Address dialog:

- Drag the name to the trash icon in the Address dialog; or
 - Highlight the name and press the Delete key.
- **IMPORTANT:** Deleting names from the Address dialog does not delete them from your Address Books or Groups.

SEND ATTACHMENTS

Send files, the contents of the Clipboard, or voice recordings with messages. Use the enclosures option to enclose any type of computer file or use the Clipboard option to attach Clipboard contents to a message. If you have the right hardware, you can even record a message and attach it to a message. You can include up to 16 enclosures in a message.

ENCLOSURES



1 Create a message and click the Encl button to display the Enclosures dialog.



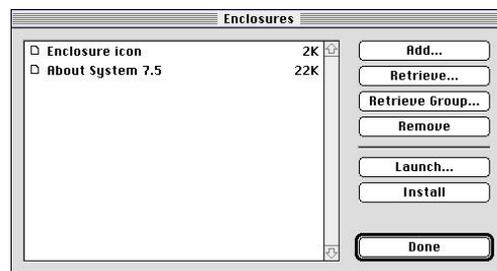
2 Click Add to display a standard Open File dialog.

3 Select a file and click Add. The file name displays in the Enclosures dialog's scrolling list.



4 Click Done to close the dialog. The message form indicates an enclosure on the Encl button.

5 Click the Send button.



❖ *Note:* The Enclosures dialog uses drag and drop technology. You can drag and drop files from the desktop to the Enclosures dialog, or vice versa.

ENCLOSE SYSTEM 7 ALIASES

You can enclose aliases in a QuickMail Pro message.

To enclose the alias of an original file, select the alias, hold down the Option key and drag the alias to the Enclosures dialog.

To enclose the original file of an alias, drag the alias to the Enclosures dialog. The enclosure selection box displays the original file.

CLIPBOARD CONTENTS



You can copy text and graphics to the Clipboard, and exchange it with other QuickMail users. To send a Clipboard attachment:

1 Highlight an item and press $\text{⌘} - C$ to copy it to the Clipboard.

2 Create your message.

3 Click the Clip button or select Clipboard in the Message menu to display the Clipboard dialog.

- 4 Click Paste and the contents of your Clipboard are copied to QuickMail Pro's Clipboard.
- 5 Click OK to attach the Clipboard contents to your message.
- 6 Click Send.

▲ **WARNING:** Only QuickMail users can view enclosed Clipboard contents.



VOICE ATTACHMENTS

Sometimes the tone of voice or the inflection of the spoken word can carry more meaning than written words. If your Macintosh supports a microphone, you can record messages and enclose them with your electronic mail.

To record a voice mail message:

- 1 Click the New button in the Mail Browser and select a form at the prompt.
- 2 Select Record Sound in the Message menu after the Message Window displays.
- 3 Speak to test your microphone. If you see sound waves next to the speaker icon, your microphone input level is set correctly.
- 4 Click Record and speak into your microphone. The amount of time available to record is shown under the right end of the minutes bar. If you need to pause during your message, click Pause. If you finish with time to spare, click Stop.
- 5 Click Play to hear your message.
- 6 Click Save to enclose the voice attachment.

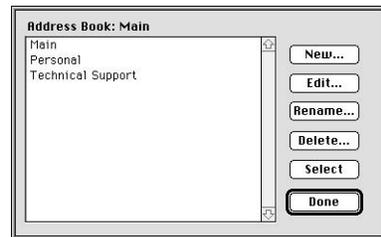


ADDRESS BOOKS AND GROUPS

Address Books and Groups store information needed to route messages to intended recipients. You can have 1000 names in each Address Book and create up to 250 Address Books and Groups.

CREATE A BOOK

- 1 Select Address Books in the Configure menu.
- 2 Click New.
- 3 Name the Address Book and click OK.
- 4 Add names to your new Address Book and click OK when finished. See page 31 for more information.
- 5 Click Done.



CREATE A GROUP



If you routinely send messages to the same group of people, it may be more efficient to put addresses into an Address Group. You can address all the members of the group at once when you select the Address Group from the Address Book list. The icon next to a Group has two faces.

- 1 Select Address Groups in the Configure menu. The first time you create a group, the Address Group list is empty.
- 2 Click New. Name the Address Group and click OK.

The Address Group dialog appears. There are six ways to add names to your new Address Group:

- Drag names from the currently selected Address Book to the Address Group list.
- Double-click on names in the Address Book.
- Select a name and click OK or press Return.



- Select **New** and create an address in the **New Address** dialog.
- Click **Find** and let your directory services plug-in locate an address. See page 92 for more information.
- Select **Import** to import addresses into your Address Group. See page 32 for more information.

- 3 After you add names to your Address Group, select **OK** to close the Address Group dialog.

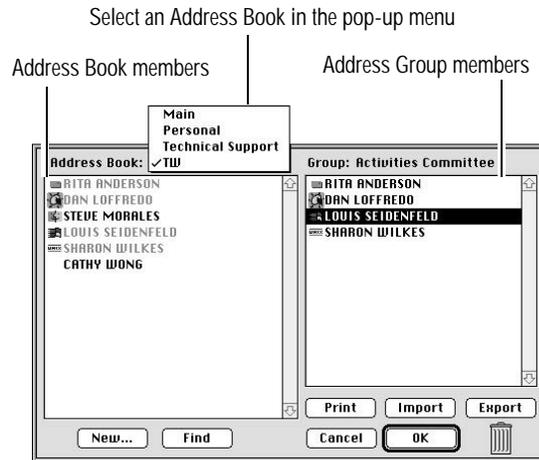
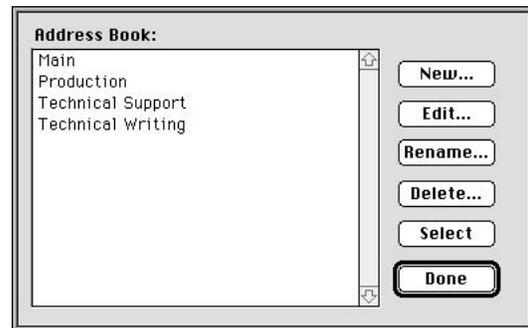


Figure 12 Address Group dialog

EDIT ADDRESS BOOKS AND GROUPS

- 1 Select Address Books or Address Groups in the **Configure** menu to display the **Editing** dialog.
- 2 Select the name of the Address Book or Address Group to edit.
 - **Delete** — Removes the selected Address Book. You are asked to confirm deletion.
 - **Rename** — Changes the name. Enter the new name and click **OK**.
 - **Edit** — Adds or deletes members. You can also double-click the book or group name to display the Address Book or Address Group dialog.
 - **Select** — Specifies an Address Book that appears by default when you click **Address** or **Send** on message forms. **Select** is not available for Address Groups.
- 3 Click **Done**.



EDIT USERS IN ADDRESS BOOKS AND GROUPS

- 1 Select Address Books or Address Groups in the Configure menu.
- 2 Select an Address Book or Group and click Edit.
- 3 Click one of the following buttons to edit your Address Group:

New — Displays the New Address dialog where you add members to the Address Book or Group.

Edit — Displays the Address Book or Address Group dialog where you edit the selected name. Edit is not available for Address Groups.

Delete — Removes a selected name. Delete is not available for Address Groups.

Print — Prints the selected names. Control characters and non-printable characters are printed as box characters. Words that are too long are clipped and appended with an ellipsis.

Import — Imports an Address Book or Address Group file. This feature is useful when several people send mail to the same users. See page 32.

Export — Exports the Address Book or Address Group file. This feature is useful when several people send mail to the same users. See page 33.

Find — Displays the selected directory service dialog. See page 92 for more information on directory services.

Trash — Drag names to the Trash icon to remove them from the Group. Trash is only available for Address Groups.

- 4 Click OK to return to the Address Book or Address Group Editing dialog. Click Done.
- ❖ *Note:* You can also add other Groups to your Address Group.

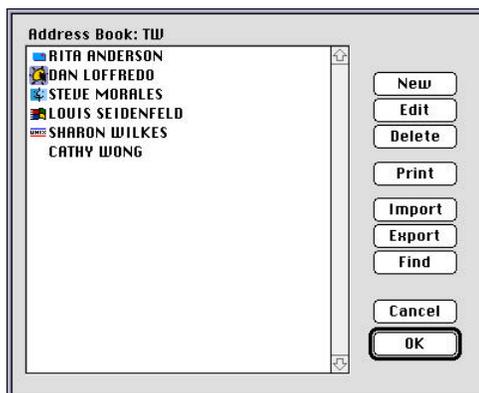


Figure 13 Edit members of your Address Book.

COPY AND PASTE ADDRESSES

Copy names to your Clipboard and paste into an Address Book or Group.

- 1 Select a name from the Address dialog, Address Books, Address Groups, or the Senders List and press ⌘-C . See page 42 for more information on the Sender's List.
- 2 Select Address Books or Address Groups from the Configure menu to open the Editing dialog.
- 3 Press ⌘-V to paste the copied name to the selected Editing dialog.

IMPORT ADDRESSES

Import addresses when account information has been entered in a text-based application.

- 1 Select Address Books or Address Groups in the Configure menu.
- 2 Select the book or group and click Edit to display the Editing dialog.
- 3 Click Import.
- 4 A standard dialog requests an address file. The address file must be a tab-delimited text file. The format is:

Last Name	First Name	Address	Computer Type	Format	Enclosures
-----------	------------	---------	---------------	--------	------------

For example, Smith <tab> Joe <tab> Joe.Smith@cesoft.com <tab> QuickMail <tab> QuickMail <tab> Binhex

When you import addresses, you must keep the number of characters within the limits displayed in the below table.

Field	Required	Length
First Name	Y	30 characters/bytes combined
Last Name	N	
E-mail Address	Y	110 characters/bytes

Table 3 Character limits of fields used when importing and exporting addresses.

During the import process, QuickMail Pro verifies the record components.

- Records with the incorrect number of fields are skipped.
- Addresses must have at least one character space in each Name field for successful import.
- Truncated records are invalid.
- Any address that has a text size violation is skipped.
- If a format error is detected, the appropriate error name, incorrect field information and offending row number are displayed. You can cancel the import at this time.

All non-text files are filtered from the list of available import files. Current addresses are not affected by the import process. Only new, non-duplicate addresses are imported.

❖ *Note:* Each QuickMail Pro Address Book can hold up to 1,000 individual addresses.

EXPORT ADDRESSES

- 1 Select Address Books or Address Groups in the Configure menu.
- 2 Select a book or group and click Edit to display the Editing dialog.
- 3 Click Export. A standard dialog requests a destination file. When you export the file nothing visible happens; however, when you close the Editing dialog, the address file is in the location you specified.
 - When the file already exists, confirm replacement of the existing file.
- 4 Enclose this document in an E-mail message and send it to other QuickMail Pro users.

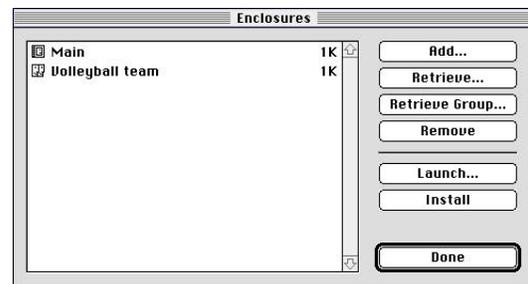
The format of the export file is the same as the import format.

Last Name	First Name	Address	Computer Type	Format	Enclosures
-----------	------------	---------	---------------	--------	------------

SHARE ADDRESS BOOKS AND GROUPS

Enclose Address Books and Groups in QuickMail Pro messages and distribute them to friends or business associates.

- 1 Create and address a QuickMail Pro message. See page 18 for more information.
- 2 Click the Encl button.
- 3 In the Enclosures dialog, select Add. A standard Open dialog appears.
- 4 Select an Address Book or Group. Address Books and Groups are located in the System Folder:CE Software:QuickMail Internet:Users:<yourname> folder.
- 5 Click Add.
- 6 Click Done. Your Message Window appears with the enclosed attachments indicated in the Encl button.
- 7 Click Send.



When you receive Address Books and Groups as enclosures, you are automatically prompted to install them when they arrive in your Inbox. For more information on installing enclosures, see page 45.

FILE MESSAGES BEFORE SENDING

QuickMail Pro installs a folder named My Filed Mail on your hard drive. You may want to file messages in this folder prior to sending them if:

- You are composing a message and are unable to complete it.
- You want to keep a copy of the message to send to other people later.

See page 46 for information on creating filed mail folders.

SPELL CHECK

- 1 Open a message and click the Spell button.

QuickMail Pro scans for misspelled words. When text is highlighted before you select Spelling, the highlighted text is scanned for errors. When text is not highlighted, QuickMail Pro scans all text for misspelled words. Spell Check skips URLs.



- 2 The spell checker pauses and offers suggestions when it encounters an unknown or misspelled word.

Context — Displays the detected misspelled word in the sentence in which it appears. If possible, the Context field displays the sentence before and after the error.

Change to — Contains the correct spelling of the word. Select the correct word from the Suggestions list or type words in this field.

Suggestions — Lists possible words to use in place of the misspelled word. Highlight a word to place it in the Change to field.

Add Word — Adds the word displayed in the Change to field to the Custom Dictionary. See information on dictionaries in the following section.

Dictionaries — Displays the Dictionaries dialog to select another dictionary, or to add a word to your Custom Dictionary.



- 3 Click Replace.

- Replace All substitutes every duplicate error with the word displayed in the Change to field.

- 4 Click Ignore to bypass the flagged word and to continue the check.
 - Select Ignore All if you are positive that every occurrence of a flagged word is correct. The Spell Checker then temporarily bypasses all occurrences of that particular word.
 - 5 Click Done to return to the Message Window. Any changed words or dictionary modifications are saved. A dialog displays the number of words modified.
- ❖ *Note:* The Spell Checker dialog displays only when spelling errors are detected.
- **IMPORTANT:** When you forward or reply to a message, your Internet header information is flagged by Spell Check. To avoid this, highlight your part of the message before selecting Spell Check.

DICTIONARY

Select Dictionaries in the Spell Checker dialog, or in the Tools menu, to modify or view the dictionary contents. Select one language; the language can be changed at any time.

Dictionaries are stored in the System Folder:CE Software: QuickMail Internet: Dictionaries folder. Standard dictionaries have a suffix of .dic. The Custom Dictionary is distinguished from the Standard Dictionary by the file creator, type and file suffix of .ced.

STANDARD DICTIONARY

Select a dictionary from the Standard Dictionary pop-up menu.



You can change dictionaries during a spell check. This is advantageous to QuickMail Pro users who use several languages. When a different Standard Dictionary is selected during a spell check, the check begins from the paused position — the start of the last misspelled word detected.

MODES/DIALECTS

- 1 Click Options to display the Modes/Dialects dialog.
- 2 Select the checkbox that applies to your dialect.
- 3 Click OK.



CUSTOM DICTIONARY

The Custom Dictionary contains words which are not in the selected Standard Dictionary. These are words you have added. View custom dictionaries by selecting Dictionaries in the Tools menu or in the Spell Check dialog.

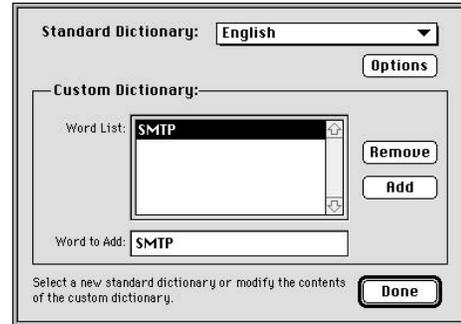
Word List — Displays a list of words in the Custom Dictionary.

Word to Add — Displays the word to add to the Custom Dictionary, or the word selected in the Word List. Type words in this field to add them to the selected dictionary.

Add — Places the word in the Word to Add field in the Custom Dictionary. A beep warns if the word already exists in this dictionary.

Remove — Deletes the word selected in the Word List.

Done — Continues Spell Check.

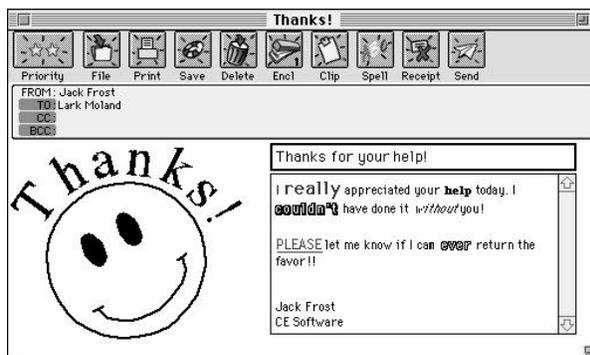


STYLIZED TEXT

The Format menu offers stylized body text options. The options include:

- Fonts available on your system.
- Font style (bold, italics, etc.).
- Font sizes.
- Colored text.

Stylized text is only available in the message body; subject lines cannot use stylized text.



- **IMPORTANT:** Stylized text and HTML formatting are only preserved when the recipient's E-mail software supports it.

Application	Windows	Macintosh
Eudora Pro 3.0	X	X
Microsoft Internet Mail	X	X
Netscape 3.0	X	X

Table 4 QuickMail Pro stylized text is compatible with several other E-mail applications.

- ❖ *Note:* The above table summarizes compatibility with major E-mail applications. This list is *not* exhaustive.

You can stylize text prior to typing, or you can highlight text to change it.

- ❖ *Note:* Only the default font is recognized when printing. The default font is Geneva 9 pt.

FONT

Set the font in your message to any font available on your system. When you receive a message with a font not available on your machine, QuickMail Pro substitutes the form's default font, Geneva 9 pt.

STYLE

Set the style of the text in your message body. All fonts can use these styles. When font substitution occurs, QuickMail Pro retains the style settings with the substituted font. Text styles are Plain, Bold, Italic, Underline, Outline, and Shadow.

SIZE

Set the size of text in the message. The sizes available depend upon the font. Other displays a dialog to set a size not listed in the menu.

COLOR

Colors can be used with any font, style, or size.

CHAPTER 4: RECEIVE MAIL

Receive messages, text files, and graphic images from another country or the office next door with QuickMail Pro.

In this chapter, you learn about notification, reading messages, retrieving enclosures, and organizing received mail.

NEW MAIL

There are two ways to download new mail: automatically and manually. QuickMail Pro checks for new mail every 15 minutes by default. See Account Preferences on page 51 to adjust the interval for mail downloads.

To manually check for new mail, select Check Mail in the File menu. In the Connection Status portion of the Mail Browser window, you see QuickMail Pro connect, check for mail, and disconnect from the POP server. See Figure 7 on page 17 for an illustration of the Connection Status line.

NOTIFICATION



QuickMail Pro notifies you when new mail arrives. Your incoming mail is stored in the Inbox. When a new message is delivered to the Inbox, you are notified immediately.

Notification is usually a chime and a QuickMail Pro icon flashing over the Apple icon, in the upper left corner of your screen. You can change the notification to use other actions or you can choose not to receive notification. See Notification Preferences on page 55.

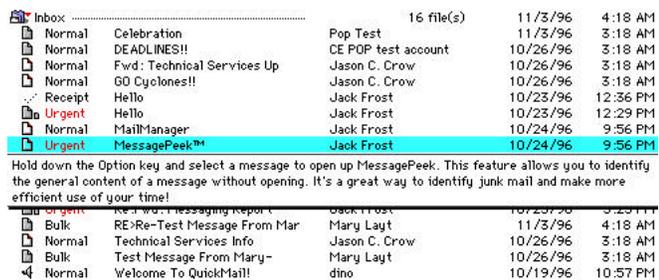
READ MESSAGES

The Inbox holds all messages you receive until you file or delete them. There are six ways to view a message:

- Option-click a message to display the Message Peek. See the next section for information on Message Peek.
- Select a message and press **⌘-O**.
- Double-click the message.
- Select the message line and press Return.
- Select the message line and click the Read button.
- Select the message line and select Open in the File menu.

MESSAGE PEEK

Message Peek opens the first 10 kilobytes (the first few lines) of the selected message while you're in the Mail Browser. This feature allows you to identify the general content of a message without opening it. It's a great way to identify the importance of messages and make more efficient use of your time.



			16 file(s)	11/3/96	4:18 AM
Normal	Celebration	Pop Test		11/3/96	3:18 AM
Normal	DEADLINES!!	CE POP test account		10/26/96	3:18 AM
Normal	Fwd: Technical Services Up	Jason C. Crow		10/26/96	3:18 AM
Normal	GO Cyclones!!	Jason C. Crow		10/26/96	3:18 AM
Receipt	Hello	Jack Frost		10/23/96	12:36 PM
Urgent	Hello	Jack Frost		10/23/96	12:29 PM
Normal	MailManager	Jack Frost		10/24/96	9:56 PM
Urgent	MessagePeek™	Jack Frost		10/24/96	9:56 PM

Hold down the Option key and select a message to open up MessagePeek. This feature allows you to identify the general content of a message without opening. It's a great way to identify junk mail and make more efficient use of your time!

To use Message Peek, hold down the Option key and click a message in your Mail Browser. Close Message Peek by clicking anywhere in the Mail Browser.

HANDLE RECEIVED MAIL

You can forward, reply, print, delete, save, and file messages you receive.

FORWARD MESSAGES



- 1 Open a message you received and click Forward.
- 2 Type a note above the original message if you wish to add comments.
- 3 Click the Address button and select to whom you want to forward this message.
- 4 Click Send.

REPLY TO MESSAGES

To reply to a message:



- 1 Click the Reply button. If more than one recipient is possible, a Select Reply Option dialog appears.
 - Select To: Sender to send the reply to the person who forwarded the message to you.
 - Select To All Recipients to send the reply to anyone listed in the TO, CC fields and the Senders List.



Select Reply Option

To: (Jack Frost)

To All Recipients

Cancel OK

2 Select a form and click OK. The Reply form displays the original message with a flashing insertion point.

3 Type your reply and click Send. The original text contains a ">" at the beginning of each line. To change the character that designates original text, see Sending Preferences on page 53.

Attribute →
 Reply text with quotes →
 Signature line →

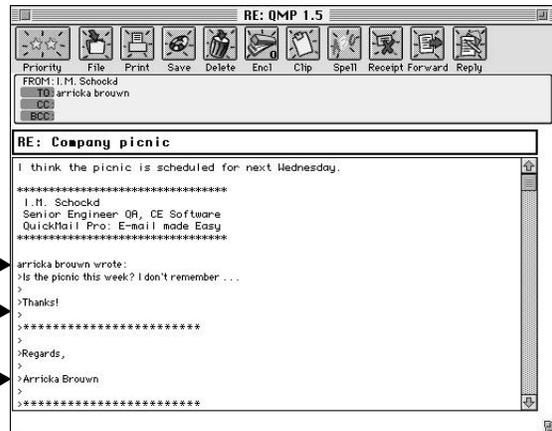


Figure 14 A reply message with original text designated by quote characters.

When the reply arrives, it is listed with RE: by the subject of the message in the Subject column of the Mail Browser.

❖ *Note:* Your Sending Preferences determine if the body of the original message is on the Reply form. See page 53.

COPY SENDER'S ADDRESS

You can copy the sender's address using the Message menu or the Senders button.

CAPTURE SENDER'S ADDRESS

To copy the address from a received message to your Address Book:

1 Open a message listed in your Mail Browser.

- 2 Select Capture Sender's Address in the Message menu. The Previous senders dialog appears.
- 3 Highlight the name(s) in the Previous senders dialog and select an address book from the Address Book pop-up.
- 4 Click Add to Book to add the highlighted address to the selected Address Book.
 - Click Copy to copy the highlighted address(es) to the Clipboard. Use this option when you want to paste an address to a different file.
- 5 Select Done to close the Previous senders window.

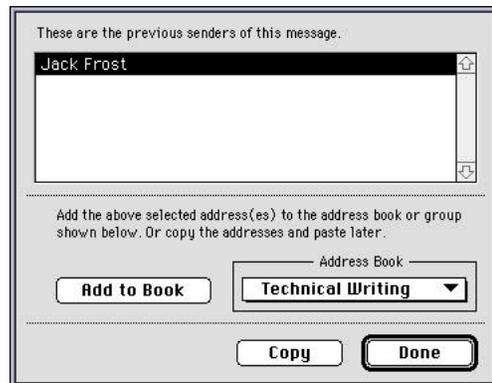
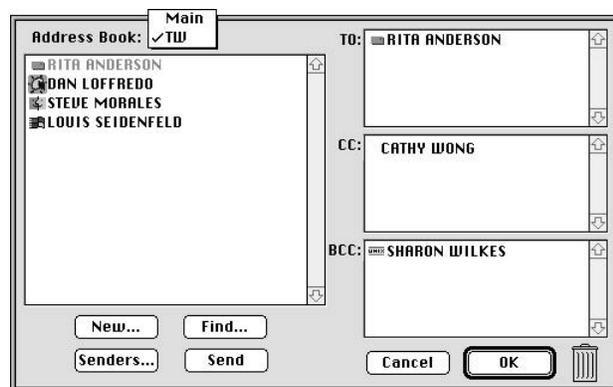


Figure 15 Previous senders dialog

USE SENDERS LIST

Another way to capture addresses is to add them using the Senders button:

- 1 Open a message listed in your Mail Browser.
- 2 Click the Reply button and select a form at the prompt.
- 3 Click the Address button. The Address dialog appears.
- 4 The Senders button displays in the Address window. Click it to view the Previous senders dialog.
- 5 Highlight the name(s) in the Previous senders dialog and select an address book from the Address Book pop-up.
- 6 Click Add to Book to add the highlighted address to the selected Address Book.
- 7 Select Done to close the Previous senders window.



PRINT MESSAGES



To print a message, select it and:

- 1 Click the Print button; or
 - Select Print in the File menu, or
 - Press **⌘-P**.
- 2 Print displays the page setup and print dialogs. Set the options and click Print.

PRINT MAIL LISTS

The Mail Browser lists the messages in the Inbox, Outbox, Sent Items, Trash, and filed mail folders. You can print multiple folders, message lists, and messages by selecting them and clicking the Print button.

- ❖ *Note:* Text that extends beyond the width of a column (for example, the Subject or Who columns) is replaced with an ellipsis.

MOVE MESSAGES TO TRASH



There are five ways to move unwanted messages to the Trash:

- Click the Delete button in an open or highlighted message.
- Press **⌘-D** in an open message.
- Select the message(s) in the Inbox, Outbox, or Sent Items and select Delete in the File menu.
- Drag the message to the Trash.
- Set QuickMail Pro to automatically delete messages in your Receiving Preferences. See page 54.

Items remain in the Trash until you select Empty Trash from the File menu.

EMPTY TRASH

There are three ways to empty your Trash and permanently delete mail:

- In your System Preferences, set the Trash to empty when you quit QuickMail Pro. For more information, see page 52.
- Select Empty Trash from the File menu or press **⌘-T**.
- Drag the Trash's contents to the Delete button.

SAVE MESSAGES AS TEXT



QuickMail Pro can create a text file of a message that can be read by most word processors.

To create a text file:

- 1 Select a message.
- 2 Click the Save button or select Save as Text in the File menu.
- 3 Select the checkbox Save fields (Tab Delimited) to export messages to a database.
- 4 Name the file and specify a destination for it.
- 5 Click Save.

FILE MESSAGES



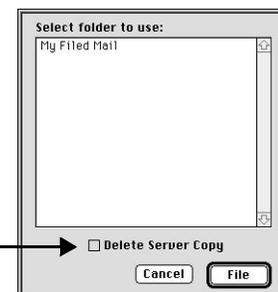
File or delete messages you don't need to keep. See Move Messages to Trash on page 43.

File places up to 250 messages in a mail folder of your choice. When you receive a message you need for future reference, file it in a personal folder. To see a list of messages in a mail folder, double-click the folder to open it. Double-click to close it.

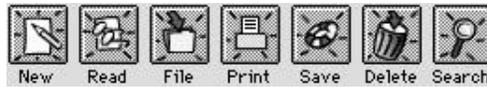
To file a message:

- 1 Select the message and click the File button to display the Select folder to use dialog.
 - ❖ *Note:* A folder named My Filed Mail is created when QuickMail Pro is installed. To make other folders, see page 46.
- 2 Select a folder and click File or select File into Folder from the File menu. My Filed Mail may be your only option if you haven't created any other folders.
 - The Delete Server Copy checkbox in the Filing Mail dialog is enabled when you have Leave mail on server or Don't download messages larger than X K selected in the Receiving Preferences tab. See page 54 for more information.
- 3 A filing status bar appears briefly and your message is filed in the folder you selected.

Check when you want to delete filed mail from the server.



- ❖ *Note:* Select a message and drag it to a QuickMail Pro button. When you drop the message, QuickMail Pro performs the selected operation. You can drag and drop to the Read, File, Print, Save, and Delete buttons.



UNFILE MESSAGES

To extract a message from a folder, delete the message or move it to another folder. To place a filed message in your Inbox, open it and send it to yourself.

AUTO-INSTALL ADDRESS BOOKS/GROUPS

When you receive a message with enclosed address books or groups, a dialog automatically prompts you to install them. If you select Yes, the message icon indicates the message has been read and the file is installed. If you select No, the message remains in your Inbox with an unread message icon.

- ❖ *Note:* The dialog that prompts you to install address books/groups also displays who sent the address books/groups. The auto-install prompt only appears when *all* enclosures are either Address Books or Address Groups.

LAUNCH UNIVERSAL RESOURCE LOCATORS

QuickMail Pro uses Internet Config to launch Universal Resource Locators (URLs) in the text of your electronic messages. Internet Config is a Public Domain application installed with QuickMail Pro that allows you to launch URLs from within the Message Window.

URLs appear blue and underlined in the message body. Double-click the URL to launch your Web browser and visit the named Web site.

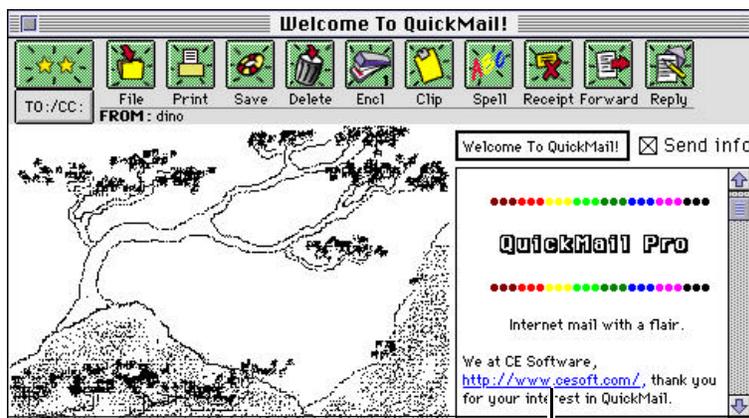


Figure 16 QuickMail Pro automatically detects URLs in message body text. When you see a URL in a message, it is colored blue and underlined. Double-click the URL to open your Internet browser and go to the site.

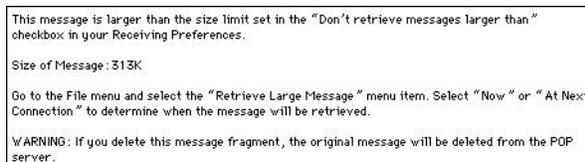
Your Internet Config Helpers preferences must be configured for URLs to be launched from QuickMail Pro. See page 89 for more information.

> **IMPORTANT:** URLs must be in the appropriate format for your browser to recognize them.

RETRIEVE LARGE MESSAGES



When you open a message that displays a fragmented message icon in your Inbox, you are notified that a message on the POP server is “X” kilobytes in size. The fragmented icon indicates that the message is larger than what is specified in your Don’t download messages larger than “X” K preference. See Receiving Preferences on page 54 for information on adjusting your message size restrictions.



To download the message, select Retrieve Large Messages from the File menu.

▲ **WARNING:** When you delete a message that displays the fragmented message icon, the message is also deleted from the POP server.

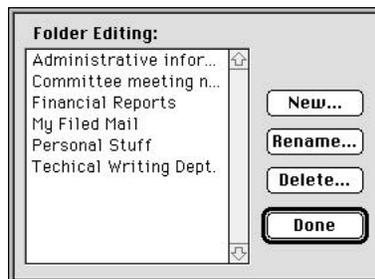
MAIL FOLDERS

Mail folders are an easy way to organize important messages you want to keep. You can create up to 1024 folders, and file up to 250 messages in each folder.

On a shared machine, people have access only to the folders they create. QuickMail Pro indexes filed messages using the account information of the logged-in person.

CREATE A MAIL FOLDER

1 Select Folders in the Configure menu.



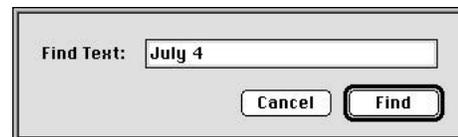
- 2 Click New.
- 3 Type the folder name and click OK.
- 4 Click Done.



FIND/FIND AGAIN

Use the Find feature to locate text or text strings in a selected message.

- 1 Open a QuickMail Pro message.
- 2 Select Find in the Edit menu or press **⌘-F**.
- 3 Enter text in the FindText field. You can search for any text, word or group of words up to 255 characters in length.
- 4 Click Find to scan all fields within a message.



- Select Find Again in the Edit menu to locate the next occurrence of the specified text in the open message. Find Again starts from the text position at the end of the currently selected text.

RECEIVE ATTACHMENTS

In QuickMail Pro, you can receive large files, graphics, or sound bytes as enclosures or Clipboard contents. The enclosure option allows you to receive multiple files, while the Clipboard option contains a single item pasted from your Clipboard.

ENCLOSURES

You are notified two ways when you receive a message with an attachment:

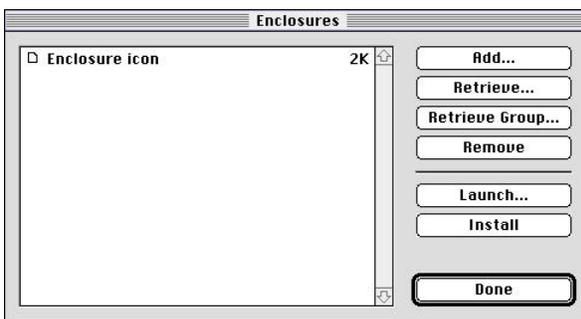


- In your Inbox, the icon next to the message has a smaller icon next to it.
- In an open message, the Encl button indicates attachments.

RETRIEVE

To retrieve an enclosure:

- 1 Open a message that contains an enclosure.
- 2 Click the Encl button to display the Enclosures dialog.
- 3 Select Retrieve to display the standard Save dialog.
 - Select Retrieve Group to save a group of enclosures to a single location.
- 4 Select the destination folder and click Save.
- 5 Click Done and close the message.



LAUNCH

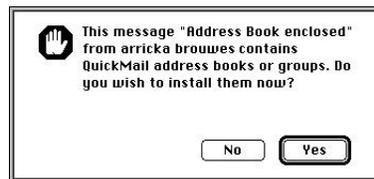
Launch saves files to a specified location and launches the application in which the enclosure was created. To launch an enclosure:

- 1 Open the message and click the Encl button.
 - 2 Select the enclosure and click Launch in the dialog to display the Save dialog.
 - 3 Select a location for the file and click OK.
 - 4 If you have the application in which the file was created, Launch opens the selected enclosure.
- ❖ *Note:* You can only use Launch on one enclosed file at a time.

INSTALL

Install retrieves and automatically installs Forms, Address Groups, and Address Books. It places the files in the correct location in your System Folder so they are available to QuickMail Pro.

When you receive Address Books and Groups as enclosures, you are automatically prompted to install them when they arrive in your Inbox. If you choose to install the Address Books and Groups, the message icon indicates the message has been read. If you choose *not* to install the Address Books and Groups, the message remains in your Inbox with an unread message icon.



See page 33 for information on sharing Address Books and Groups.

CLIPBOARD CONTENTS

You are notified two ways when you receive a message with a Clipboard attachment:



- In your Inbox, the icon next to the message has a smaller icon next to it.
- In an open message, the Clip button displays paper over the clipboard icon.



To view a Clipboard attachment:

- 1 Open the message and select the Clip button to display the Clipboard dialog.
- 2 Click Copy to copy the item from the Finder's Clipboard. The type of item contained in the Clipboard is shown in the lower right corner of the Clipboard window.
 - Click Paste to replace the item shown with the current item on your Clipboard.
 - Click Clear to delete the item.
- 3 Click OK to close the Clipboard dialog.



- **IMPORTANT:** Clipboard contents can only be sent from other QuickMail users.

When Show clipboard automatically is checked in Receiving Preferences, the Clipboard dialog automatically displays when you open a message. See Receiving Preferences on page 54.

When Show clipboard automatically is not checked, click Clip to show the Clipboard contents.

VOICE ATTACHMENTS



Messages with voice mail enclosed display a speaker icon in the Priority column of the Mail Browser.

PLAY VOICE MAIL

A Voice Attachment is a recording that can only be opened by QuickMail Pro. To listen to voice mail:

- 1 Open the message.
 - 2 Select Play Sound in the Message menu.
- ❖ *Note:* When the Play voice mail automatically option is checked in your Receiving Preferences, a dialog prompts you to play the voice attachment. See Receiving Preferences on page 54.

VERIFY INBOX

When you select Verify Inbox in the Tools menu, you are asked if you wish to retrieve all mail from the server. This is useful if you have previously stored a copy of your messages on the server and want to ensure you have seen all your mail.



LOGOUT OF QUICKMAIL PRO

Select Logout from the File menu to terminate your mail session on the Internet. Logout is useful when you want to reduce connection charges.

Select Quit from the File menu to close the QuickMail Pro application, but remain connected to the Internet. When you select Quit from the File menu, you continue to receive mail.

CHAPTER 5: PREFERENCES

Customize your account with Preference options in the Configure menu. There are preferences for Account, System, Sending, Receiving, Signature, Sorting, Printing and Notification.

PREFERENCE TABS

ACCOUNT PREFERENCES

Account Preferences specify account, login, mail checking and connection information. When you tab out of the E-mail Address field, the Incoming, Outgoing, and User ID fields are automatically prefilled if they are empty.

First/Last Name — Your first and last name.

E-mail Address — Your complete E-mail address as assigned by your ISP or network administrator. For example, sara@isp.com.

Incoming Mail — The address of the POP server to which your mail is sent.

User ID — Your first and last name with an Internet separator, such as a period or underscore. For example, sara.james.

Outgoing Mail — The address of the SMTP server through which your mail is sent out to the Internet. This entry may be the same as the Incoming Mail field if one server is used for both incoming and outgoing mail.

On computer startup . . . — Specifies how QuickMail Pro connects:

- **Ask me to login** — Presents the login dialog when your machine starts up.
- **Login for me** — Connects to your POP account when your machine starts up and launches the QuickMail Pro application.
- **Do nothing** — Skips the login process during startup. With this option selected, you must launch QuickMail Pro and login to your account to receive mail from the POP server.

Work Offline — Directs QuickMail Pro not to login to the POP3 server. Work offline to avoid long distance connection charges.

Work Online — Specifies the interval QuickMail Pro checks for mail.

- **Send Mail** — Specifies whether to send mail Immediately or When Checking for new mail.

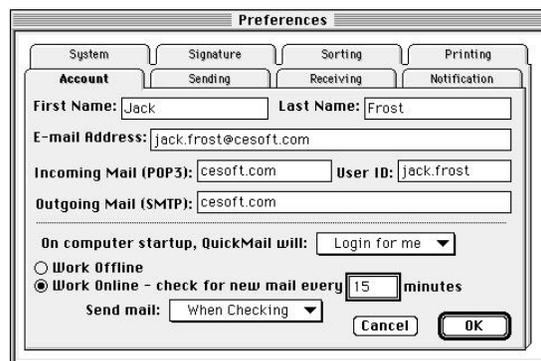


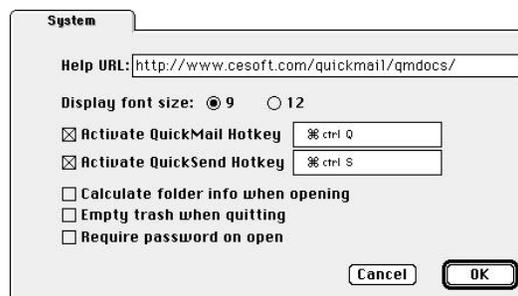
Figure 17 Click a tab to edit the corresponding preferences

SYSTEM PREFERENCES

System Preferences determine how QuickMail Pro functions at the System level.

Help URL — Location of on-line help. Select QuickMail Pro Help in the Help menu to launch your Web browser and visit this URL.

Display font size — Selects text size in the Mail Browser in 9- or 12-point font.



Activate QuickMail Hotkey — Specifies the hot key used to launch QuickMail Pro. To change the hot key, highlight the current hot key and type a new keystroke. Select the Activate checkbox to enable the hot key.

Activate QuickSend Hotkey — Specifies the hot key used to launch QuickSend. To change the hot key, highlight the current hot key and type a new keystroke. Select the Activate checkbox to enable the hot key.

USE QUICKSEND

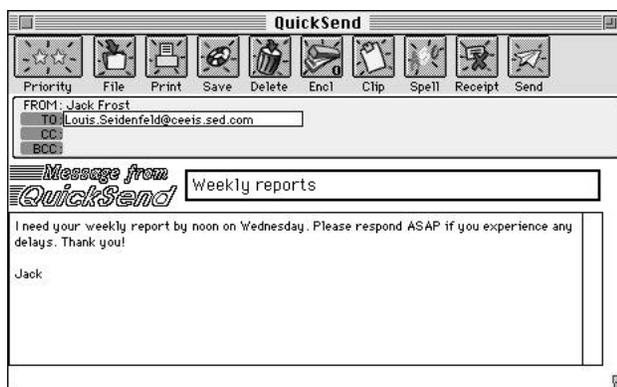
Use QuickSend when QuickMail Pro is not launched and you need to send an E-mail message quickly. For example, if you are using Microsoft Word™ and want to send a message to a business partner:

- 1 Select **⌘-Ctrl-S** to launch the QuickSend form.
- > **IMPORTANT:** You must be logged in to QuickMail Pro for the QuickSend hot key to work.
- 2 Type and address your message. See “Address Messages” on page 20.
- 3 Click Send.

Your E-mail reaches your colleague and all you had to do was press a hot key!

After you click Send, the QuickSend form closes and you return to your Microsoft Word document.

- > **IMPORTANT:** When you select the Send button in a QuickSend message, mail waits in your Outbox until the next scheduled connection. See Account Preferences on page 51 to schedule your connections.



Calculate folder info. . . — Displays the number of messages in a folder when QuickMail Pro is launched. Selecting this option increases login time.

Empty trash . . . — Removes items from the Trash when you quit QuickMail Pro.

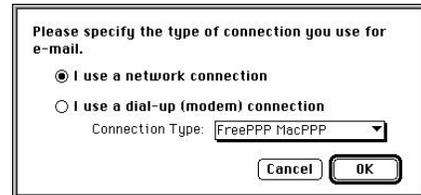
Require password on open — Requires a password to open Quickmail Pro.

Connection Script — Set whether you connect to the Internet using a modem or network connection by clicking the Connection Scripts button in the System Preference tab or the New Account dialog.

➤ **IMPORTANT:** You must have AppleScript installed for the Connection Script button to be enabled.

Installed scripts help you make and break dial-up connections to the Internet. The scripts are installed in the CE Software:Connection Scripts folder. The dialog that appears after clicking the Connection Script button displays all the files in the folder by name.

You can create your own connection scripts using AppleScript. Open one of the existing scripts with Apple's Script Editor and use it as a reference when building your own scripts. When your script is finished, save it to the Connections Scripts folder.



SENDING PREFERENCES

Sending Preferences specify how QuickMail Pro functions when sending messages.

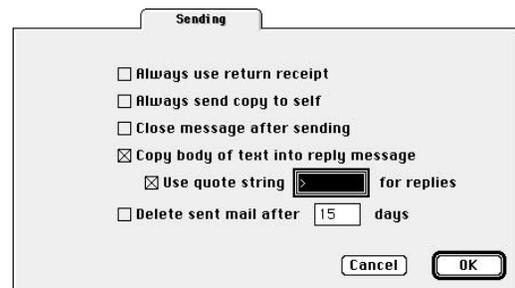
Always use return receipt — Sends a Return Receipt to your Inbox when mail recipients open your messages. You can turn the Return Receipt off in the message form for an individual message before sending.

➤ **IMPORTANT:** You may not receive a Return Receipt if the recipient's E-mail software does not support this feature.

Always send copy to self — Returns a copy of each message you send to your Inbox. This preference is ignored for return receipts.

Close message after sending — Closes the Message Window after you send a message.

Copy body of text into reply message — Copies the original text of the message into the Reply.



Use quote string ‘X’ for replies — This option is only available when Copy body of text ... is checked. Specifies the character used to mark the body of the original message. The default is “>”. To change the character, highlight the field and press a character key.

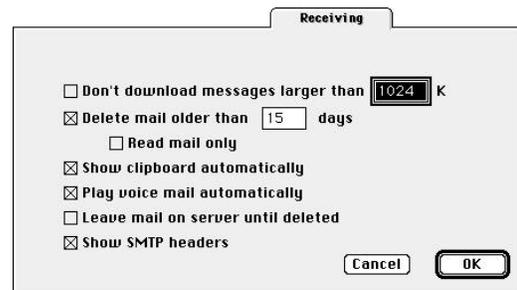
Delete sent mail after ‘X’ days — All messages in Sent Items are moved to the Trash after the specified number of days. Select Empty Trash in the File menu to delete mail from the Trash.

RECEIVING PREFERENCES

Receiving Preferences specify how QuickMail Pro functions when receiving messages.

Don’t download messages larger . . . — Defers retrieval of large messages, or messages with large enclosures. Select Retrieve Large Message in the File menu to download the entire message. See page 46.

❖ *Note:* Select Verify Inbox in the Tools menu when you wish to delete mail left on the server.



Delete mail older than ‘X’ days — Moves all messages older than the specified number of days from the Inbox to the Trash.

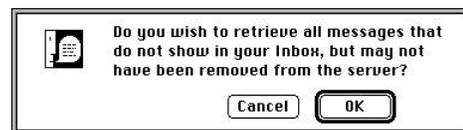
- **Read mail only** — Prevents moving unread mail to the Trash, even if it is older than the specified number of days. This option is available only when you have checked Delete mail . . .

Show clipboard . . . — Opens the Clipboard window when you receive a Clipboard attachment.

Play voice mail automatically — Prompts you to play voice mail enclosures.

Leave mail on server . . . — Copies messages to your Inbox and leaves original messages on the server until you remove them with QuickMail Pro. This option is useful when you access your mail from multiple machines. To remove messages that have accumulated on the POP server, deselect this option, download your mail, delete items you have previously read, and select Empty Trash from the File menu.

❖ *Note:* Select Verify Inbox in the Tools menu to retrieve mail left on the server.



Show SMTP headers — Displays the SMTP header in the message body. Header information is used to route mail across the Internet. This option is useful when you need to extract an E-mail address from a damaged message.

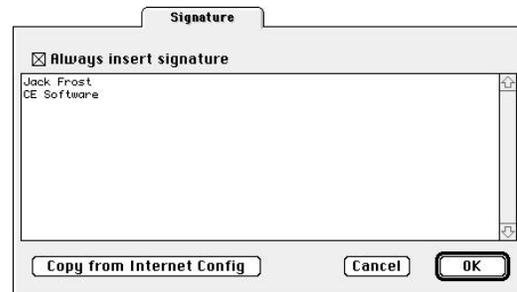
➤ **IMPORTANT:** This preference is ignored when you receive mail addressed in QuickMail format. See page 21 for more information on address format options.

SIGNATURE PREFERENCES

The Signature Preference determines your signature in QuickMail Pro messages.

Always insert signature — Includes your signature with every message. Enter your signature in the scrolling field.

Copy from Internet Config — Copies your signature from Internet Config. In a new message, the signature appears at the bottom of the body text. Internet Config is located in the QuickMail Pro Utilities folder. See page 89 for more information.



NOTIFICATION PREFERENCES

Notification Preferences adjust the way your incoming mail is announced.

Play Sound — Chimes when mail arrives.

- **Repeat signaling every 'X' minutes** — Sets the frequency of notification. Select the checkbox and enter an interval.

Display icon in menu bar — Displays a flashing QuickMail Pro icon over the Apple menu to indicate new mail.

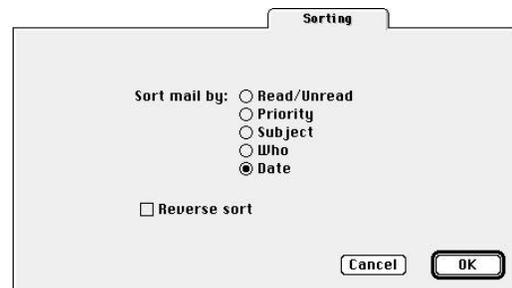


SORTING PREFERENCES

Sorting Preferences specify how QuickMail Pro sorts messages in the Mail Browser.

Unread/Read — Displays unread or read messages first.

Priority — Lists your messages by order of priority. Priority levels are Urgent, ASAP, Important, Normal, and Bulk. Other E-mail packages may have similar priority levels, but these options only apply to messages sent between QuickMail users.



Subject — Sorts the messages alphabetically according to the text in the Subject field.

Who — Sorts the messages alphabetically according to the sender's name.

Date — Lists the messages chronologically, from the most recent to the oldest date.

Reverse sort — Sorts the messages in reverse order, according to the selected category.

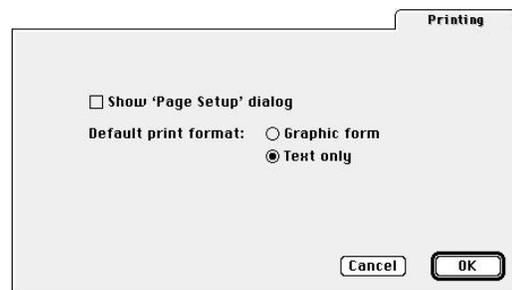
PRINTING PREFERENCES

Printing Preferences specify how QuickMail Pro prints messages.

Show 'Page Setup' dialog — Displays the standard page setup dialog for your printer.

Graphic form — Prints your message and form graphics as they appear on your computer screen.

Text only — Prints only the text of the message.



CHAPTER 6: SEARCH OPTIONS

Looking for something? Use Search to look for messages in a single folder, all folders, or the messages identified from the last search. At startup, the Search feature returns to the default setting of Search all mail.

CREATE A SEARCH



1 Select Search in the Tools menu or click the Search button in the Mail Browser.

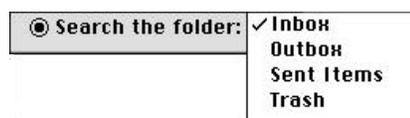
2 Enter the word or text string in the Subject Contains field.

QuickMail Pro uses the word or text string placed in the Subject contains field as the basis for the search. The specified text must be located in the message's Subject field for a match to be made. Matching text in any other field is ignored.

3 Select the Search the message body checkbox to search all text in messages. Otherwise, only the Subject field of the messages is scanned during the search process.

4 Specify the folder to search.

5 Click Search.



SPECIFY MAIL FOLDER

There are three options for mail searches:

- Search previous results
- Search all mail
- Search the folder

SEARCH PREVIOUS RESULTS

If you file or delete a message that was searched, this option is not available. See Invalid Search Criteria on page 60.

Previous search options are only valid during a QuickMail Pro session. Use this feature to refine your search.

SEARCH ALL MAIL

Searches all mail in your folders — Inbox, Outbox, Sent Items, Trash, and personal folders.

SEARCH THE FOLDER

Searches the folder you select in the pop-up menu. The Search the folder pop-up lists folders in alphabetical order.

MORE CHOICES

Click the More Choices button to display the Advanced Search dialog. It is not necessary to have criteria in every field. Fields left blank are ignored during the search process.

- 1 Subject options are Subject does not contain and Subject contains. Enter a word or text string in the field.
- 2 Enter information in the fields for From, To, Priority, and Date Sent. Use the pop-up lists to help specify your search.

From — Scans for E-mail addresses and names in the From and To fields.

To — Compares specified text to the person's name in the TO or CC address field. The BCC field is always ignored.

Priority — Searches mail based on priority.

Date Sent — Searches by the date messages were sent. When the date is irrelevant, select Ignore date sent. Click Date Sent to display a dialog. Select a date qualifier and a date. Click OK.

- 3 Click Search.

SEARCH RESULTS DIALOG

You can view search results while the search is still in progress.

The Progress bar at the top of the dialog displays the progress of the search. The number of messages found displays to the left of the Progress bar and updates as matches are made.

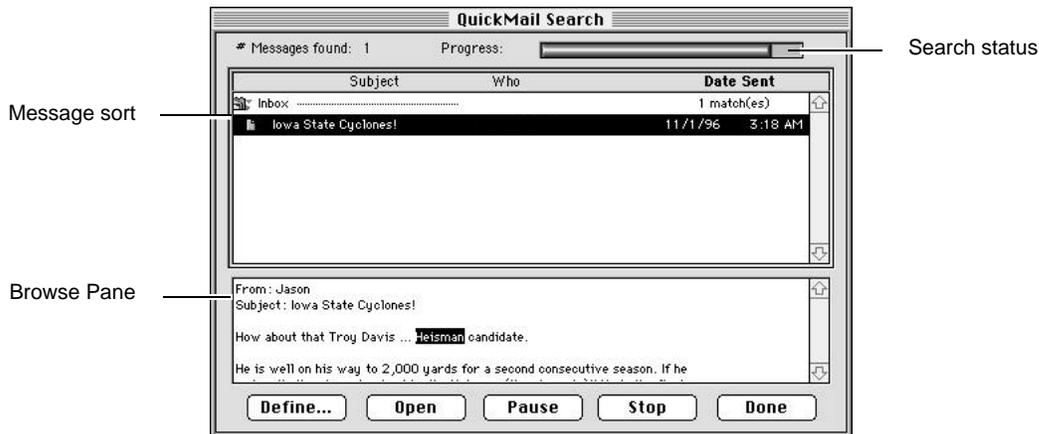


Figure 18 Search Results dialog

MESSAGE SORT

The Search Results window contains a message list. Messages in this list are sorted by the category selected in the Mail Browser.

When more than one search condition is used, the condition with the highest priority is dominant. The hierarchy is Subject Text, Message Text, To and From.

BROWSE PANE

The area directly below the message list is called the Browse Pane. You can view the first 10 k of message text in this field. To view the entire message, click Open or double-click the message in the list.

DEFINE

Define returns you to the Search dialog, or the Advanced Search dialog, depending upon which was open when you started the search. There are three reasons to use Define:

- To review the current searches, conditions and criteria.
- To modify conditions and criteria for a new search.
- To refine or modify conditions and criteria used to search the previous results.

OPEN

Click Open to view the entire message. When you click Open, the Search Results dialog closes, but the search results are still there next time you use Search during the same QuickMail Pro session.

PAUSE/RESUME

Click Pause to interrupt a search. This button toggles between Pause and Resume depending upon the status of Pause. You can also select Resume Search in the Tools menu.

STOP

During a search, click Stop to discontinue the search. When started again, Search begins from the stopping point.

DONE

Done terminates the search, saves the current results and returns you to the Mail Browser.

INVALID SEARCH CRITERIA

When you return to the Mail Browser, your search criteria is still available. It is possible to view the results unless the criteria is invalid. Your search criteria becomes invalid if:

- You file one or more messages in folders.
- You delete one or more messages in folders.

When the previous search is invalid, the Search Previous Results button in the Advanced Search dialog is disabled.

CHAPTER 7: MAILMANAGER

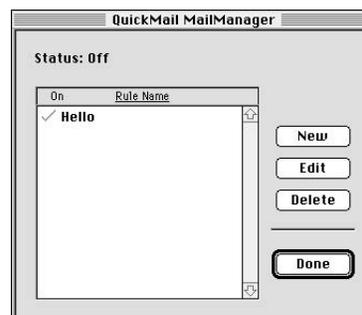
MailManager™ filters messages in your Inbox based upon your specifications. You specify Conditions that must be met before Actions you specify can apply to a message.

Conditions define criteria the message must match. Actions define what to do with the message. There are five Actions: Forward, Print, Delete, Reply, and File.

For example, when you go on vacation you can create a Rule that files incoming messages into a Vacation folder and automatically replies that you will return in a week.

CREATE A RULE

- 1 Select MailManager in the Tools menu to display the MailManager status dialog.
- 2 Select New to display the MailManager Edit dialog.
- 3 Name the Rule.
- ❖ *Note:* Each Rule name must be unique.
- 4 Click When conditions to display the Conditions dialog.



CONDITIONS

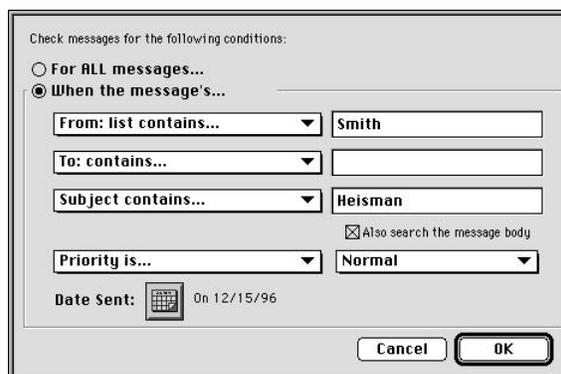
Specify one or more Conditions that must be met before the Rule is executed. All active Conditions must match before any specified Action is executed.

FOR ALL MESSAGES

- 5 Select For ALL messages if the Rule pertains to all new messages.

WHEN THE MESSAGE'S

- 6 For messages that must meet certain criteria, select When the message's. If you select the When the message's option, make selections for the other fields to define the Condition. Any field left blank is ignored.



Enter information for From, To, Subject, Priority, and Date Sent Fields. Use the pop-up lists to help specify your Conditions.

From — When you choose to process messages using the From field, MailManager scans for the person specified. The text is also matched with any substring in the person's name or address.

Some examples of the legal matches include:

- John Smith
- John.Smith@xyz.com
- John.Doe@smith.com

To — Compares specified text to the person's name in the TO or CC address field. The BCC field is always ignored.

To: contains...
 To: does not contain...

Subject — Compares a specified word or text string to text in the message's Subject field.

Subject contains...
 Subject does not contain...

Priority — Applies Rules based upon message priority.

Ignore priority
 Priority is...
 Priority is not...
 Priority is at least...
 Priority is at most...

Date Sent — Processes by the date the message was sent. Click Date Sent to display a Date Sent dialog. Select a specific date or a date condition. If the date is irrelevant, select ignore date sent.

When checking the date that the message was sent, if the...

Date sent was: on: [dropdown]

M D Y

Day: 11 / 3 / 96 [calendar icon]

Cancel OK

- 7 Select the Also check the message body checkbox to search the message *and* the Subject text. Otherwise, only the Subject field of each message is scanned during the condition-match process.
- 8 Click OK to return to the MailManager Edit dialog.

DO ACTIONS

Click Do actions in the MailManager Edit dialog. The Action list has two columns: Do Action and Details.

The Do Action column lists the selected Action. The Details column describes the Action. Both columns are empty until you create a Rule.

- 1 To select an Action, click a button at the top of the Do Actions dialog. Your Action choices are:

Print — Sends the message to the printer currently selected in the Chooser. The message can be printed in graphic form or text-only. The default is Text only. See Printing Preferences on page 56.

Forward — Displays the forwarding message dialog. Enter text to attach to the message in the Add the following text field.

Select an Address Book in the pop-up menu. Select a name and drag it to the Forward the message to field. Click OK.

Reply — Sends a reply to the sender or all recipients of the message. Enter text to attach to the message in the Reply with the following text field.

Select the recipient. When you select the Copy body of text checkbox, the original message is included with your Reply. Click OK.

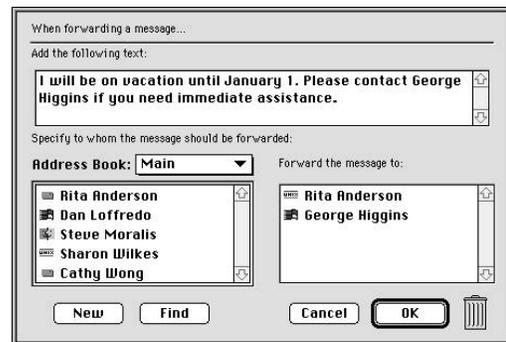
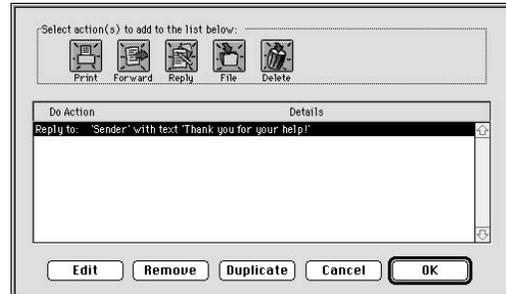
File — Files a copy of the message in a personal folder. Select the folder and click File.

Delete — Removes the message after all other Actions have been processed.

- 2 Click OK to return to the MailManager EditMailManager Edit dialog.
- 3 Click Done.

The Rules you create are stored in your System Folder:CE Software:QuickMail Internet:User:<username>:Rules folder. Your Rules are not available from another workstation.

❖ *Note:* MailManager Actions ignore your Preference settings, such as Always send copy to self.



TURN ON FILTERING

You can enable MailManager Rules in the MailManager status dialog (referred to on page 61), but the only way to begin filtering mail is from the QuickMail Pro Tools menu.

You can also select Process Message(s) in the Tools menu to manually filter messages when MailManager is not running.

ENABLE RULES

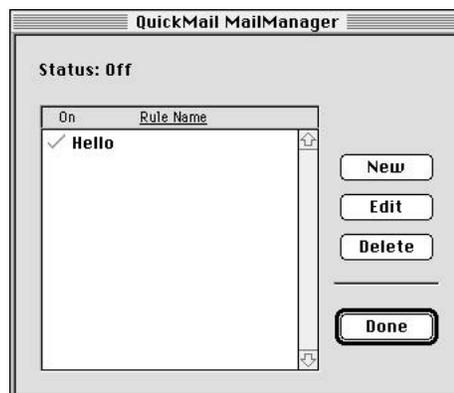
- 1 Select MailManager in the Tools menu to display the MailManager status dialog.
- 2 Click in front of the Rule name in the On column to turn Rules on and off. A checkmark indicates the Rule is enabled.

Enabled Rules are applied to new unprocessed messages or manually-processed messages.

When a Rule is disabled, it is not applied to your new or manually processed mail.

SORT RULE NAMES

- 3 Select the On or Rule Name header to sort your Rules. The selected header is underlined.



START MAILMANAGER

Select Start MailManager in the Tools menu.

When QuickMail Pro launches, MailManager processing is enabled, based upon the MailManager's status prior to the last application shut down.

- **IMPORTANT:** Rules can be turned on and off, but Rules are only processed while the QuickMail Pro application is open. Only a menu request to Start MailManager or Stop MailManager affects the status. The MailManager's status is saved in the System Folder:CE Software:QuickMail Internet: User:<user.name>:Rules folder.

MAILMANAGER ICONS

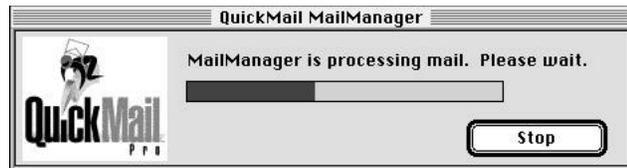
When MailManager is enabled and Rules are On, icons display beside messages in your Inbox that have been processed. See the icon table on the inside of the back cover.

MANUALLY PROCESS A MESSAGE

Manual processing is available even if MailManager is not running. To manually process a message:

- 1** Highlight the message(s) in the Mail Browser.
- 2** Select Process Message(s) in the Tools menu.

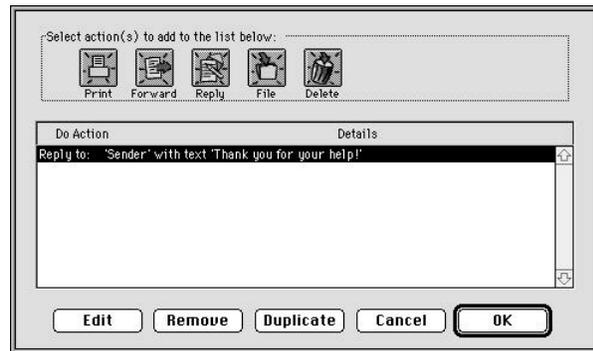
MailManager processing stops only after the current message finishes processing.



EDIT MAILMANAGER RULES

EDIT ACTIONS

- 1 Select MailManager in the Tools menu to display the MailManager Status dialog.
- 2 Select a Rule and click Edit to display the MailManager edit dialog.
- 3 Select Do Actions to change MailManager filtering.
 - Select Remove to delete an Action.
 - Select Duplicate to copy the Action.
 - Select Edit to change the Action.
- 4 Make your changes and click OK.
- 5 Click Done to save changes and close the MailManager.



SAVE AS NEW RULE

- 1 Select MailManager in the Tools menu to display the MailManager Status dialog.
- 2 Select a Rule and click Edit to display the MailManager edit dialog. You can also double-click the Rule name.
- 3 Make your changes and click Save as to display the Save Rule As dialog.
- 4 Enter the Rule's name. Click Save.
- 5 Click OK in the MailManager edit dialog.
- 6 Click Done to save changes and close the MailManager.



SAVE RULES AS TEXT

A Rules text file can be shared with other users. To save your MailManager Rules as a text file:

- 1 Select Save Rules as Text in the Tools menu.
- 2 A standard dialog requests a name for the file and asks for confirmation of duplicate file names. Click OK. The file is a standard text file and can be read with SimpleText®.

MAILMANAGER TROUBLESHOOTING

This section helps you understand and troubleshoot MailManager.

MESSAGE SIZE LIMITATIONS

When replies or forwarded messages are larger than 32K, you may experience one of the following problems:

- When text is greater than 32K and there are 16 enclosures, MailManager fails and ceases processing for this message only. The problem is stated in the Rules Log file. See page 68 for more information.
- When text is greater than 32K but there are 15 or fewer enclosures, MailManager moves the original text into an enclosure and inserts a text string stating the text has been relocated.

MESSAGES ARE NOT PROCESSING

When messages do not process, check the following:

- Have you selected Start MailManager from the Tools menu?
- Are you leaving your machine on and logged in to QuickMail Pro so MailManager is able to process your messages?

MAILMANAGER ERRORS

Two types of errors may occur during MailManager processing:

- Critical errors are reported immediately. All MailManager processing is terminated and MailManager stops.
- Alert errors may be reported. The processing of the current Rule for the current message will be terminated, but MailManager continues to process remaining active Rules.

RULE LOG FILES

During Rules processing, all activity is recorded in a Rule Log file. Every message you receive is logged by MailManager, even if the message did not have Rules applied to it.

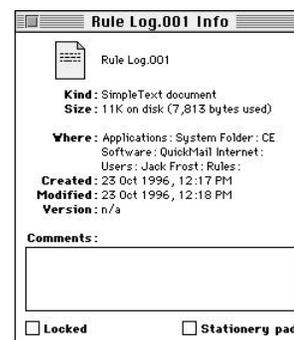
The Rule Log file is a TeachText[®] file. RuleLog.xxx files are located in the System Folder:CE Software: QM Internet: User: <user.name>:Rules folder. MailManager creates Rule Log files as needed until the file reaches the 28K limit. Once the limit has been reached, MailManager begins reusing the oldest Log files. At least one Log file must be available for MailManager to process messages. If a Log file is not available, you are alerted and MailManager processing terminates. Once terminated, you must select Start MailManager in the Tools menu to enable MailManager processing.

```
Start processing message 'R&D Update' at: 10/23/96 12:17:46 PM
Processing rule: 'Hello'
All new messages condition matched.
Start reply to message action.
The message was successfully replied to.
Stop processing message 'R&D Update' at: 10/23/96 12:17:48 PM
-----
Start processing message 'Technical Services Update' at: 10/23/96 12:17:48 PM
Processing rule: 'Hello'
All new messages condition matched.
Start reply to message action.
The message was successfully replied to.
Stop processing message 'Technical Services Update' at: 10/23/96 12:17:49 PM
-----
Start processing message 'Quality Assurance Update' at: 10/23/96 12:17:49 PM
Processing rule: 'Hello'
All new messages condition matched.
Start reply to message action.
The message was successfully replied to.
Stop processing message 'Quality Assurance Update' at: 10/23/96 12:17:49 PM
-----
```

ACCESS A RULE LOG FILE

The Log files are named Rule Log.001, Rule Log.002, etc. To see a specific Rule file, check the modification date of the file. To check the modification date:

- 1 Go to the Finder.
- 2 Highlight the Rule file.
- 3 Select Get Info in the File menu. The Get Info dialog appears displaying the file size and modification dates of the Rule Log.



RULE LOG CONTENT

The MailManager Rule Log contains:

- A time/date stamp and description for any change in MailManager status.
- A time/date stamp for every processed message.
- A description of the message and each Rule processed against the message.
- A description of the matching Rule Conditions criteria for the message.
- A description of the Rule Actions applied to the message.
- A list of errors that occurred during MailManager processing.

REPEATED REPLY AND FORWARD

QuickMail Pro has a special way of tagging automatically generated responses to prevent MailManager from indefinitely forwarding and replying to messages.

Automatically generated messages have a Subject field that begins with “[x]”. *x* is a number from 1 to 5. For example: [4]. Each automatic regeneration increments the number by one. When the limit of 5 is reached, messages stop processing.

When anything displays between the brackets other than numbers equal to or larger than the limit, the message is not treated as an automatically generated message.

- ▲ **WARNING:** Be careful when you choose to reply to All Recipients in a MailManager Action. Your reply is sent to anyone who sent, replied to, or forwarded the message.

CHAPTER 8: FORMS

QuickMail Pro installs several electronic forms to organize and relay information. You can modify these forms or create your own with the QM Forms™ application.

In this chapter, you learn how to install, delete and share forms. The QM Forms application is also explained.

HANDLE RECEIVED FORMS

You can install hundreds of forms to personalize your message interface.

INSTALL FORMS

When you receive a form you want to save:

- 1 With the form open, select Install Form from the Message menu to display the Install Form as dialog.
- 2 Enter a name for the form.
- ❖ *Note:* Reply forms are available for both Standard and Reply messages. Standard forms are only available for Standard messages.
- 3 Click Install.

DELETE FORMS

To remove a form:

- 1 Select Delete Form in the Configure menu.
- 2 If the contents of the Standard Forms folder are not visible, click Go to Installed Forms.
- 3 Select the form to remove and click Delete.

SHARE FORMS

To share forms, enclose them in messages.

INSTALL FORMS SENT AS ENCLOSURES

- 1 Click the Encl button.
- 2 In the Enclosures dialog, select the form and click Install. Installed forms reside on the startup disk. Shared forms are located in the System Folder:CE Software Folder:QuickMail Internet:Installed Forms folder. Personal forms are located in the System Folder:CE Software:QuickMail Internet:Users:<User Name>:Installed Forms folder.

QM FORMS TUTORIAL

QM Forms is not intended to be a complete drawing program. It is designed to create QuickMail Pro message forms quickly and easily. Forms are created on the Macintosh and can be viewed with QuickMail Pro on Macintosh and Windows machines.

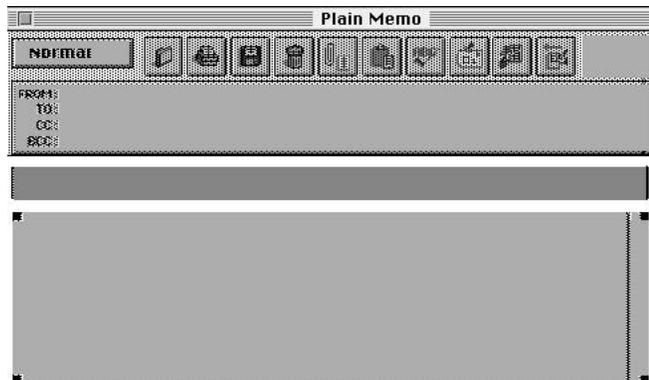
This section instructs how to edit, create, save and distribute forms. When you edit or create forms, you add a personal touch to your E-mail interface and to messages you send to other QuickMail Pro users. This section also explores the Tools palette and provides a tutorial for editing and creating forms.

EDIT A FORM

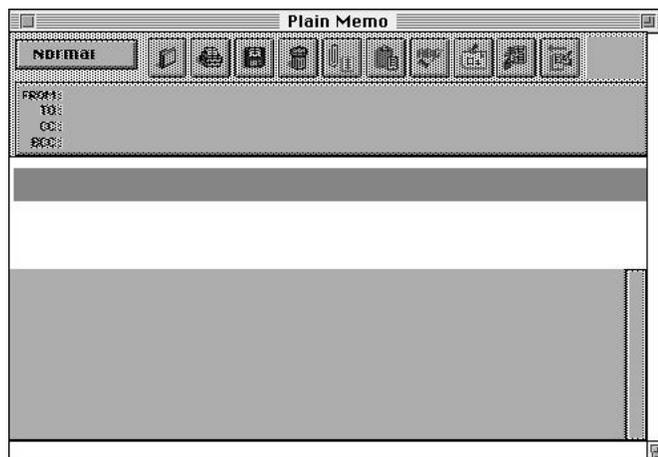
In these steps, you add the text “Please respond ASAP” to the installed Plain Memo form.

- 1 Launch the QM Forms application. It is located on your startup disk in the QuickMail Pro: Utilities folder.
- 2 Select your user name and click QuickMail Pro at the prompt.
- 3 Click OK. The Forms Editor appears.
- 4 Select Close in the File menu to close the Editor window. The Forms Editor must be closed to create or edit a form.
- 5 Select Open from the File menu.
- 6 Select Plain Memo at the prompt and click Open.

- 7 Click the body area of the form to highlight it. Highlighted objects have squares at each corner.



- 8 Drag the selected area of the form one inch lower in the window to create a space between the body and subject areas.



- 9 Press T on your keyboard to open the Tools palette. See page 80 for detailed information on the Tools palette.

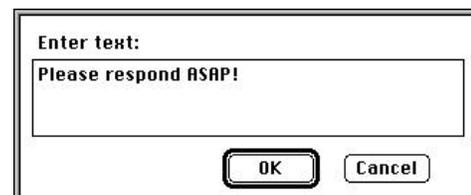
T

- 10 Click T in the Tools palette to enable the Text tool. The cursor becomes a crosshair.



- 11 Position the cursor between the message body and subject line of the Forms Editor. An Enter text dialog appears. Type Please respond ASAP!.

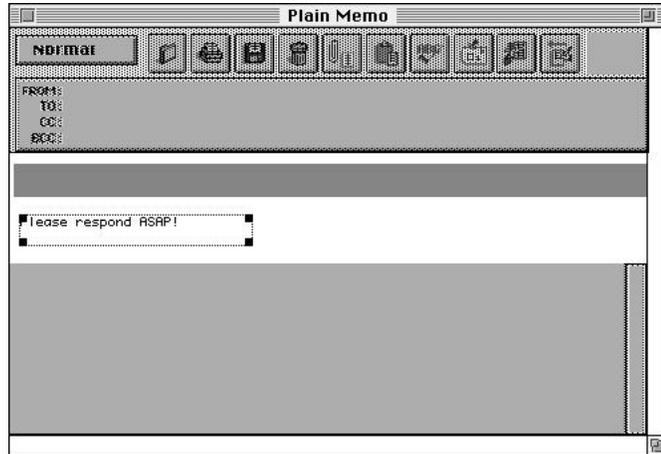
- 12 Click OK. A small highlighted square appears in the form.



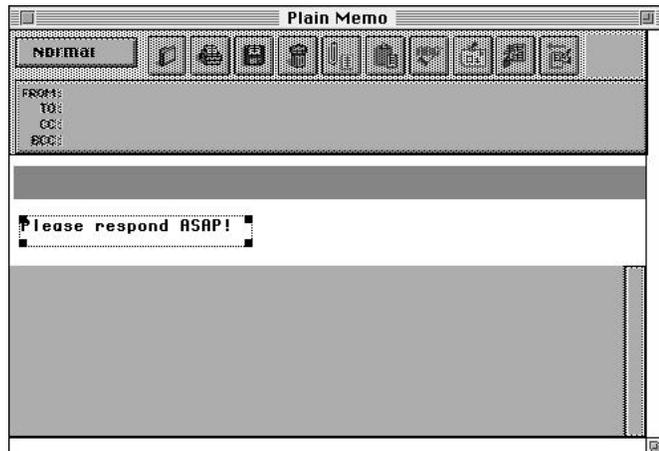
- 13** Place the cursor on the lower right corner of the selected text and drag to the desired size.

STYLIZE TEXT

- 14** Highlight the text area of your form.



- 15** Select Bold from the Style menu.
- 16** Select 12 from the Size menu.
- 17** Select Save As from the File menu. Rename the form and select Standard Forms.
- 18** Click Save at the prompt.

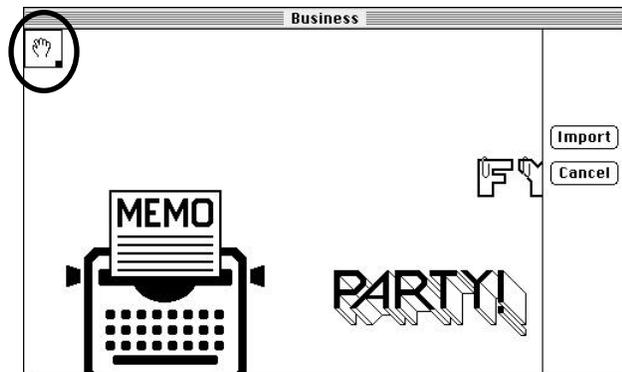
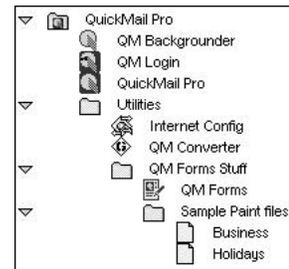
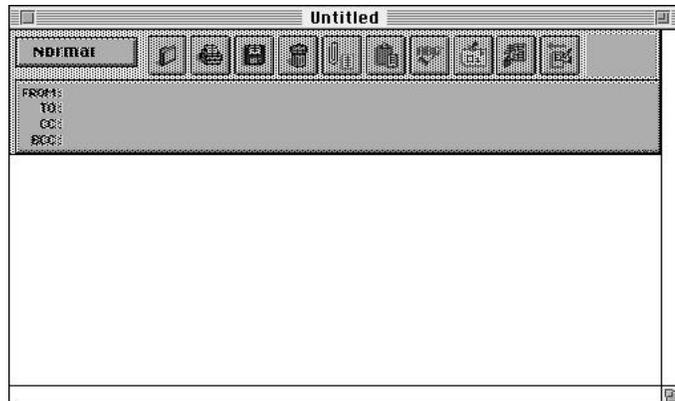


CREATE A FORM

These steps show how to import a graphic and use the circle, checkbox, and field tools to create a new form.

IMPORT A MACPAINT FILE

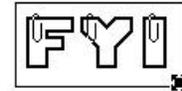
- 1 Launch QM Forms to display an empty and untitled form window.
- 2 Select Close in the File menu.
- 3 Select Import Paint in the File menu.
- 4 Select Business from the QuickMail Pro:Utilities:QM Forms: Sample Paint files folder on your hard drive.
- 5 The Business file opens with a small square in the upper left corner.
- 6 Drag the square against the side of the window to scroll the document. The arrow keys also move the square.



- 7 Place the square at the upper left corner of the FYI graphic. Drag the lower right corner of the square to outline the graphic.

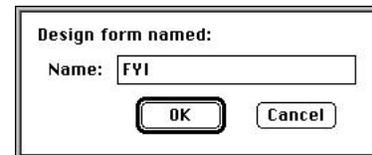


- ❖ *Note:* Graphics cannot be placed once any other element has been placed in the Forms Editor.



- 8 Click Import and name the form at the prompt. Click OK.

- **IMPORTANT:** Only MacPaint™ graphics can be placed in the QM Forms application. MacPaint files can be created from graphics saved to Bitmap mode in Adobe Photoshop™.

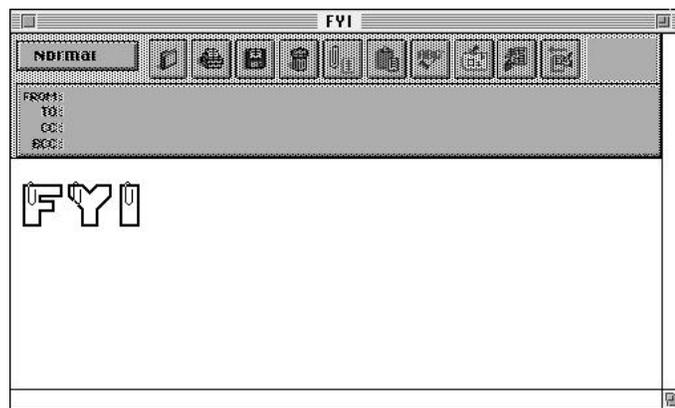


- 9 The Paint file opens inside the QM Forms window.

- 10 The graphic is made of icon-sized components, so all sections of the graphic must be selected to move the entire graphic.

To use the mouse to move the graphic you must:

- Choose Select All in the Edit menu; or
- Use the Arrow tool to outline the graphic.

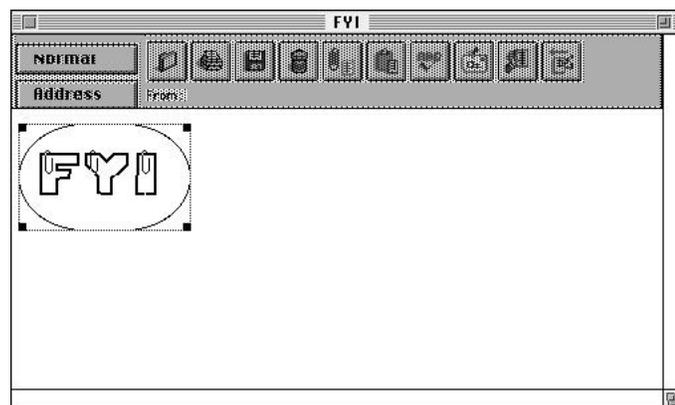


DRAW A CIRCLE

- 11 Select the Circle tool from the Tools palette.



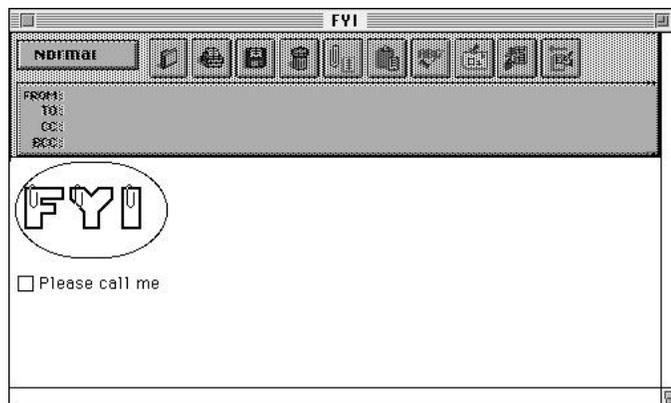
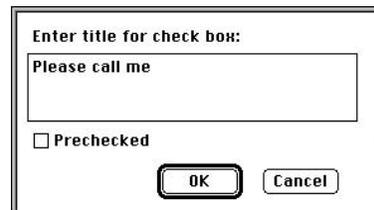
- 12 Position the cursor over the FYI graphic and drag. When you release the mouse, a highlighted circle surrounds the FYI graphic.



CREATE A CHECKBOX



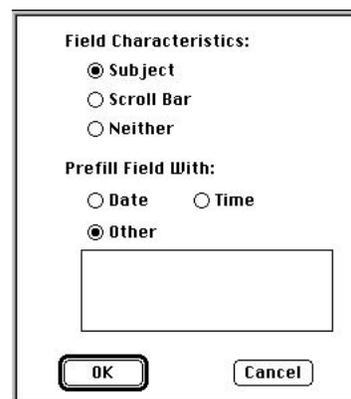
- 13 Select the Check box tool.
- 14 Position the cursor beneath FYI in the form and click. A text dialog appears.
- 15 Type Please call me in the text dialog. Select Prechecked to check the checkbox by default.
- 16 Select OK. Your form now has an FYI graphic and a checkbox.



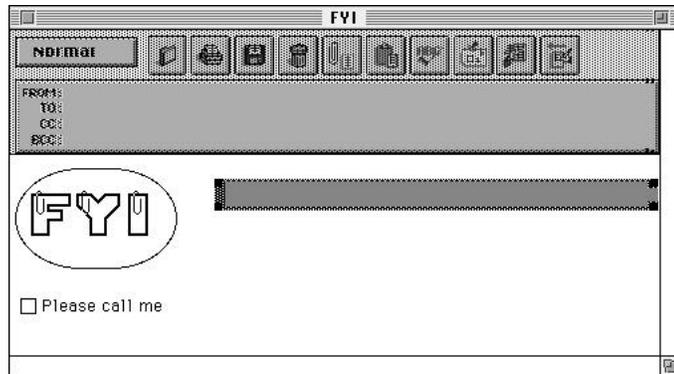
CREATE A SUBJECT FIELD



- 17 Select the Field tool from the Tools palette.
- 18 Position the cursor in your FYI form and click. The Field Characteristics dialog appears.
- 19 Select Subject from Field Characteristics.
- 20 Select Other from Prefill Field With.
- 21 Click OK.

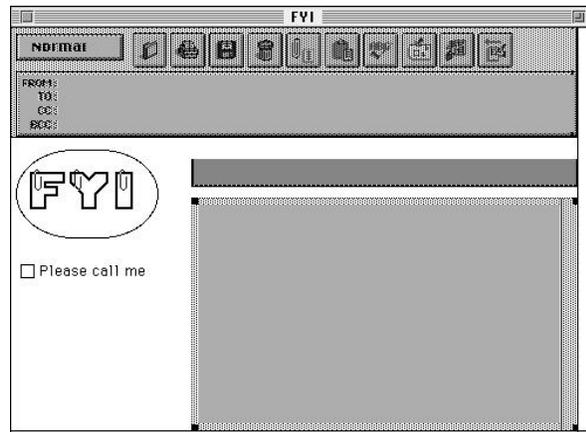


- 22** Adjust the size of the Subject field in your FYI form. The subject field typically appears at the top of the field under the button bar.



CREATE A SCROLL BAR

- 23** Follow steps 17–18 from the previous section.
- 24** Select Scroll Bar from Field Characteristics. Select Other from Prefill Field With.
- 25** Click OK.
- 26** Adjust the size of the Scroll Bar field.
- ❖ *Note:* If you want your finished form to have Zoom and Size boxes, the form must have a Scroll Bar field. The Scroll Bar field must be in the lower right corner of the form.

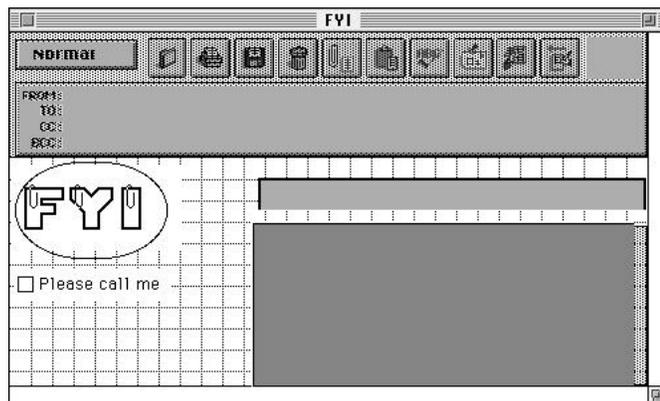


➤ **IMPORTANT:** Only one scroll field is possible in each form.

ALIGN THE FORM

- 27** Select Grid from the Special menu. A line grid appears in your form.
- 28** Select Align to Grid from the Special menu. The items in your form align with the grid lines.
- 29** Select Grid from the Special menu again to remove the lines from your form.

Your FYI Form is ready to save.



SAVE FORMS

Save forms by selecting Install Form or Save As in the File menu in QuickMail Pro.

Install Form automatically saves forms in QuickMail Pro folders. Save As saves forms to any location specified on the hard drive. Forms installed as Reply forms are available for both Standard and Reply messages.

INSTALL FORM

- 1 Choose Install Form in the File menu.
- 2 Name the form at the prompt.
- 3 Identify the form as a Form or Reply. Form appears in the pop-up menu when you create a message. Reply forms appear when you reply to a message.

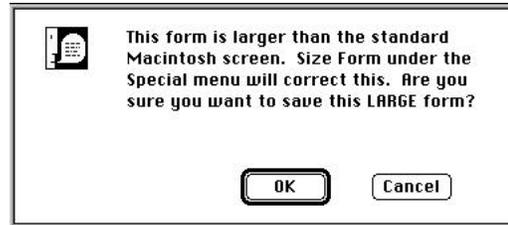
SAVE AS

To save the form to another location:

- 1 Select Save As in the File menu. The Installed Forms folder opens.
- 2 Choose the folder in which to store the form.
- 3 Name the form.
- 4 Use the buttons at the bottom of the dialog to identify this form as a Standard Form or Reply Form.
- 5 Click Save.

LARGE FORMS

If you attempt to save a larger-than-standard form in QuickMail Pro, an alert message appears. If larger-than-standard forms are saved at full size and mailed to a small screen computer, the recipient may not be able to read the entire message. Click OK to save the large form or click Cancel to make changes to the form.



If you click Cancel, select Size Form in the Special menu to shrink the form. When you select Size Form, a dialog warns that objects may be moved when the form is resized. Objects placed against the lower and right edges of the form are moved up and to the left.

PRINT FORMS

If the form you print has Zoom and Size boxes, the printer expands the form and prints all text in one block. If the form does not have a Zoom or Size box, the text is printed in form-sized blocks.

THE QM FORMS TOOLS PALETTE

The Tools menu is active when a form window is open. Tools create and move graphics, lines, icons and text fields.

Press T on your keyboard to keep the Tools palette enabled. To move the Tools palette, click the top of the palette and drag. Click the close box to close the Tools palette. The palette's active tool is dimmed.

❖ *Note:* Select a tool for repeated use by clicking an active tool twice or pressing the Return key.

- **IMPORTANT:** A QuickMail Pro form has a limit of 100 objects. Objects are icons, graphics, text entry fields, text labels, lines and shapes. One of the 100 objects on a form must be a Subject field. Graphics imported to forms are a collection of icons. So, a graphic composed of 99 icons can be placed on a form. When an image is larger than the limit, the icons along the right edge of the image are deleted. When icon-sized areas of white space exist in an image, the blank icons are not included in the object count.

Hold down the Command key and press the keys listed to select a tool, or use the Tab and Shift-Tab keys to tab through the tools. Tab selects the tool to the right of the currently selected tool; Shift-Tab selects the tool to the left.

ARROW TOOL

Moves or resizes objects. The Arrow tool is enabled by default.



MOVE OBJECTS CURSOR

To move an object, select it and hold down the mouse button. Drag the mouse in the direction you want. The cursor changes shape to show you are dragging an object.



RESHAPE OBJECTS CURSOR

To reshape an object, drag the corner of an object's outline. The cursor changes shape to show you are resizing an object.

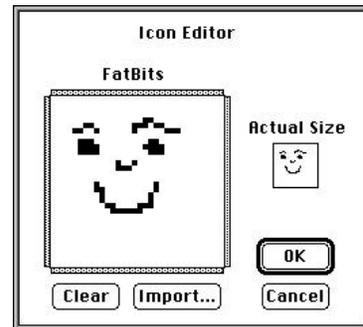


ICON TOOL

An icon is a small picture, 32 x 32 dots square. Use icons to add a company logo or personalize a form.



- 1 Select the Icon tool. The cursor becomes a crosshair.
- 2 Drag to outline the space for an icon in the Icon Editor.
- 3 Draw an icon inside the FatBits frame. Use your mouse as a pencil to create dots and lines. When you drag over a dot, it is erased.
Click a side of the FatBits frame to move the icon.
- 4 Click OK when you are finished designing the icon.

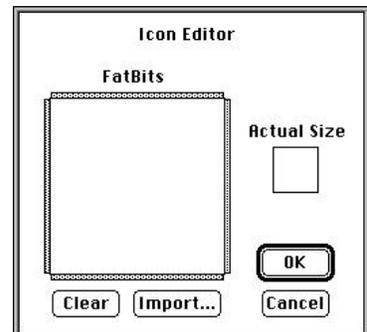


IMPORT ICONS

You can import icons from MacPaint documents or from other applications.

Non-Paint Files

- 1 Click Import to display the Open dialog.
❖ *Note:* The Forms Editor window must be closed to enable the Import option.
- 2 Select a file and click Open to display the Icon Selection dialog.

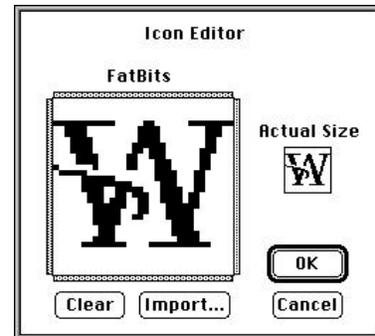


3 Use the Next and Previous buttons to see all the icons in the file.

4 When the icon you want is displayed, click OK.



5 The Icon Editor displays the imported icon in the FatBits frame. Customize it in the frame with your cursor.



MacPaint Documents

You can reduce part of a Paint document to an icon.

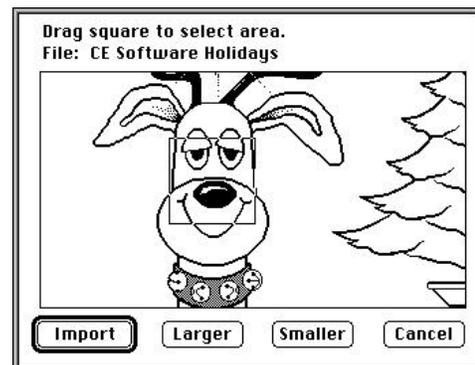
1 Click Import in the Icon Editor dialog to display the Open dialog.

2 Select a Paint document and click Open.

3 Click in the square and drag to select the portion of the picture you want.

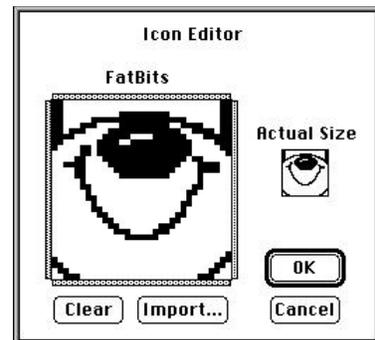
When you drag the square against a corner of the Paint image box, the Paint document scrolls.

Use the Larger and Smaller buttons to increase or decrease the size of the square.



4 Click Import or press Return to turn the square into an icon. It is displayed in the Icon Editor dialog.

❖ *Note:* To copy larger images to your forms, close the Forms window and select Import Paint in the File menu.



LINE DRAWING TOOL

Draws horizontal and vertical lines. Change the line width in the Lines menu.



SHAPE TOOLS

Draws rectangles, round-cornered rectangles and ovals.



FIELD TOOL

Creates text entry fields on the form. You can have up to 25 text entry fields.



FIELD CHARACTERISTICS

Subject — Sets the field to contain the subject of the message. Every form requires one Subject field. The Message Window displays the first 24 characters of this field as the message's subject.

- **IMPORTANT:** Do not format text in the Subject field. Text larger than 12 pt can become truncated and unreadable.

Scroll Bar — Creates a scroll bar. Only one field on the form can have a scroll bar.

Neither — Sets other text fields on the form.

PREFILL FIELD WITH

Date — Places Month/Day/Year format in form. For example: 07/10/96 for July 10, 1996.

The date may display in the international format on non-U.S. Systems. For example: 10/07/96 for 10 July, 1996.

Time — Places the current time in the form. For example: 11:24 AM.

Other — Prefills a text field on a new message using this text field. For example: Prefill the Subject field of a "While You Were Out" form with the letters "WYWO-."

Field Characteristics:
 Subject
 Scroll Bar
 Neither
Prefill Field With:
 Date Time
 Other

OK Cancel

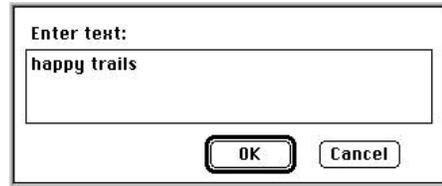
From WYWO-

TEXT TOOL

Type labels or headings on forms with the Text tool. This text cannot be edited once the form is installed.



- ❖ *Note:* When you create a text label to the left of a text entry field, Right Justify the text label. This makes it easier to keep the right side of the label aligned with the entry field, when you change the font, style or size of the label.



A dialog box with the title "Enter text:". It contains a text entry field with the text "happy trails" inside. Below the text field are two buttons: "OK" and "Cancel".

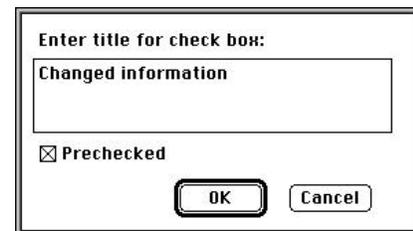
LEGIBILITY ON FORMS

- Avoid selecting exotic or non-standard fonts. The recipients of your message may not have the fonts. The font will be replaced, and the form's appearance may suffer.
- Use Geneva or New York for text entry fields (even when using a LaserWriter®).
- Use Courier or Monaco for text entry fields or labels where columns of text must align.
- Use New York for large headings.

CHECKBOX TOOL



Prelabeled checkboxes express information quickly. Each message form can have up to 25 checkboxes.



A dialog box with the title "Enter title for check box:". It contains a text entry field with the text "Changed information" inside. Below the text field is a checked checkbox labeled "Prechecked". At the bottom are two buttons: "OK" and "Cancel".

PREVIEW TOOLS

The Preview Tools let you see what your form looks like before you save and use it. While tools are available for Macintosh, Windows and DOS, all you really need to use is the Macintosh tool. The recipient's platform is irrelevant regarding forms if the recipient uses QuickMail.



SPECIAL MENU OPTIONS

GRID

Displays a grid behind objects on a form. This option is useful for precise alignment.

GRID SIZE

Sets grid line intervals for precise graphic form alignment.

ALIGN TO GRID

Snaps objects to the nearest grid junction.

GROUP ALIGN

Aligns a group of selected objects to the nearest grid junction.

SEND TO BACK

Places the selected object behind all other objects on the form. Use this command to edit forms and change the tabbing order of text entry fields.

BRING TO FRONT

Places the selected object in front of all other objects on the form. Use this command to edit forms and change the tabbing order of text entry fields.

DUPLICATE

Creates an identical copy of the selected object.

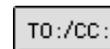
LARGE HEADER

Displays the large Address button in the form's message header.



SMALL HEADER

Displays the small Address button in the form's message header.



SIZE FORM

Adjusts your form to fit the standard small Macintosh screen (SE/30).

NUDGE UP, DOWN, LEFT, RIGHT

Moves the selected item one pixel up, down, left or right. If the grid is showing, Nudge will move the upper left corner of the object to the next grid line in the specified direction (up, down, left, right). You can also use the Command keys (I, M, J and K) or the Arrow keys to nudge an object.

Special	
Grid	⌘G
Grid Size...	
Align to Grid	
Group Align...	
Send to Back	⌘B
Bring to Front	⌘F
Duplicate	⌘D
✓ Large Header	
Small Header	
Size Form	
Nudge Up	⌘I
Nudge Down	⌘M
Nudge Left	⌘J
Nudge Right	⌘K

APPENDIX A: SCRIPTING

AppleScript is © Apple Computer, Inc.'s language that allows users to automate tasks in Macintosh applications. AppleScript support varies, but if an application uses AppleScript you can automate program-specific tasks, or the way AppleScript-compatible programs interact with each other.

WHAT ARE APPLESCRIPTS USED FOR?

QuickMail Pro implements a suite of commands that allows you to automate many of the tasks you perform. For example, you can write scripts to:

- Create and address a new message using the form you specify.
- Forward or Reply to a message.
- File messages to specified folders based on Priority, Date, Sender, Subject, or Content criteria.
- Copy messages to another program, such as Claris™ Corporation's FileMaker Pro®.
- Retrieve a message's enclosures and open them with another program, such as Aladdin™ Systems, Inc.'s Stuffit Expander™.

What you do with AppleScript and QuickMail Pro is limited only by your imagination.

USE APPLESCRIPTS

AppleScript is installed on most Macintosh computers as part of the System software provided by Apple. It consists of several Extensions and the Script Editor application which you use to create and edit scripts. The Script Editor is installed into the Apple Extras:AppleScript folder on the top level of your hard drive.

RUN A SCRIPT

There are three ways to use scripts with QuickMail Pro:

- From the QuickMail Pro Scripts menu.
- From outside QuickMail Pro by calling QuickMail Pro commands.
- Automatically in response to a new message.

SELECT FROM THE SCRIPTS MENU

Scripts displayed in QuickMail Pro's Scripts menu are Standard scripts or User scripts. Standard scripts are available to all users who login from the Macintosh where they are installed. User scripts are only available to a single user.

If both types of scripts are installed, User scripts are displayed at the top of the menu and Standard scripts are displayed below a separator line at the bottom of the Scripts menu. To use a script, select it from the Scripts menu. QuickMail Pro executes the script immediately.

SAVE STANDARD SCRIPTS

To install a Standard script, copy your script in Compiled Script format to the System Folder:CE Software:QuickMail Internet:Standard Scripts. The next time QuickMail Pro is launched, your new script is displayed in the Scripts menu.

SAVE USER SCRIPTS

To install a User script, copy your script in Compiled Script format to the System Folder:CE Software:QuickMail Internet:Users:<User's name>:Scripts.

ISSUE A SCRIPT COMMAND

Scripts are executed several ways: as compiled applications, as “droplets” onto which files are dragged for processing, as compiled scripts, or as text in an application that supports AppleScript. Regardless of how you use Applescripts, when you initiate QuickMail Pro commands make sure your script includes the statements:

```
tell application "QuickMail Pro"

<QuickMail commands go here>

end tell
```

AUTOMATICALLY PROCESS NEW MAIL

When a new message is received, QuickMail Pro searches the Standard scripts and User scripts for a script named “New Mail.” If such a script is found it is launched immediately. This processing occurs before the MailManager is notified of the new message. See page 61 for information on MailManager.

LEARN MORE ABOUT APPLESCRIPT

CE Software offers scripts on our Web site at <http://help.cesoft.com>. There are also several AppleScript reference books available at most bookstores. Two popular titles are:

- *Danny Goodman's AppleScript Handbook*, Random House Publishing
- *The Tao of AppleScript*, Derrick Schneider, Hayden Books

Apple Computer, Inc. also sells the AppleScript Software Development Toolkit, which provides in-depth technical information about using the AppleScript language as well as creating programs that can use AppleScript. See Apple's Developer Catalog on the Internet at www.devcatalog.apple.com.

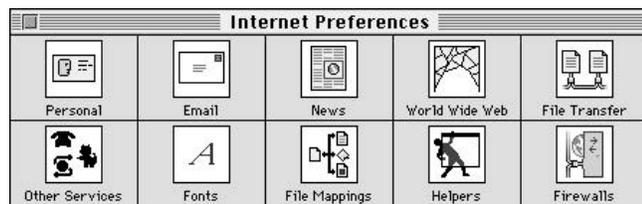
APPENDIX B: INTERNET CONFIG

Before you can launch URLs from QuickMail Pro messages, you need to tell Internet Config which Internet applications to use. Internet Config is Public Domain software that assigns helper applications to specific Internet tasks.

LAUNCH INTERNET CONFIG

Internet Config is installed with QuickMail Pro. To launch Internet Config:

- 1 Navigate to the QuickMail Pro folder:Utilities folder.
- 2 Double-click on Internet Config. When it launches, you see an Internet Preferences dialog. This is the control center for Internet Config.

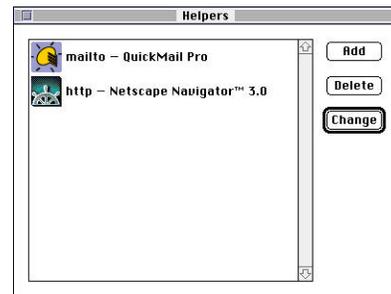


CONFIGURE INTERNET CONFIG

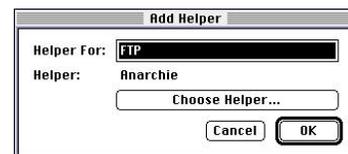
The advantage of using Internet Config is that if you double-click, **⌘**-click, or Option-click any http, ftp, or E-mail address, the assigned helper application automatically launches.

HELPERS

- 1 Click the Helpers button in the Internet Preferences window. The Helpers dialog displays a list of the types of applications you might need such as http, ftp, mailto, etc.



- 2 Select the Helper applications you want to use by clicking Add. An Add Helper dialog appears.
- 3 Select Choose Helper. A standard Open dialog appears.
- 4 Navigate to the location of your helper application on your hard drive. Select the application and click OK.



For example, if Netscape is your Internet browser, Netscape should be your http helper.

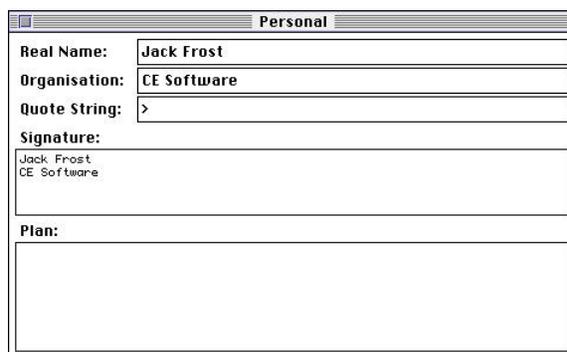
- 5 Type http, file, ftp, mailto, etc. in the Helper For field. Click OK.

PERSONAL

Enter your signature line in the Personal Internet Config Preference. QuickMail Pro gives you the option of creating your signature line within QuickMail Pro or pulling it from Internet Config. To create your signature line:

- 1 Select Personal in the Internet Preferences dialog.
- 2 Type your signature in the Personal dialog.
- 3 Click the close box.

When you close Internet Config you are prompted to save your settings.



The screenshot shows a dialog box titled "Personal" with a close button in the top-left corner. The dialog contains the following fields:

- Real Name:** Jack Frost
- Organisation:** CE Software
- Quote String:** >
- Signature:** Jack Frost
CE Software
- Plan:** (empty field)

APPENDIX C: TROUBLESHOOTING

Occasionally you may have some difficulty connecting to the Internet. This section helps you troubleshoot common problems with your ISP or your network administrator. If you are having a problem that's not discussed in this section, visit the CE Software Technical Support Web page at <http://www.help.cesoft.com/>.

The Problem	The Possible Solution
Your messages are returned to you unsent.	Verify the address and send the message again.
The modem doesn't connect.	<p>Verify the modem setting matches the kind of modem you are using. Try the Hayes compatible setting.</p> <p>Redial. Some times a poor connection or a bad line causes intermittent problems.</p> <p>Check with your ISP to verify the server is running.</p> <p>Verify the phone number in your dial-up connection.</p> <p>If you are in a building that requires dialing "9" to get out, you may have left "9" out of your dial-up phone number.</p> <p>Disable "call waiting" for your phone line.</p> <p>Check your Internet connection software documentation.</p> <p>Verify the correct Connection Script is selected in the System Preference tab.</p>
Your message did not send.	<p>Check your modem connection.</p> <p>Verify you have entered your POP account and password for your ISP account correctly in the QuickMail Pro login screen.</p> <p>Verify the correct Connection Script is selected in the System Preference tab.</p>
You have received an error message from your ISP.	Talk with the ISP's technical support staff.
A message was sent more than once.	Some ISPs have a mail recipient limit. As a result, the message may sent repeatedly until all addressees receive a copy.
You can't receive mail.	Check your Return Address field in your Account Preferences. If you have more than one mailbox account at your ISP, you may be looking in the wrong one.
The QM Backgrounder stops while receiving mail.	<p>Turn on 32 bit addressing. This solution only applies to 68 K machines.</p> <p>Allocate more memory to the QM Backgrounder application.</p> <p>Upgrade to System 7.6.</p>
You can't launch http addresses	<p>Set Internet Config Helper preferences.</p> <p>Make sure you restart your machine after installation.</p>

Table 5 Use this table for general troubleshooting tips.

APPENDIX D: DIRECTORY SERVICES

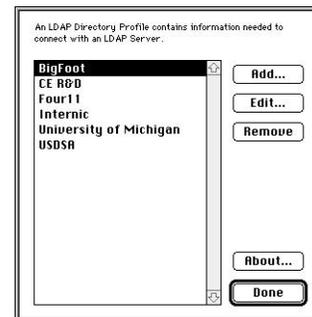
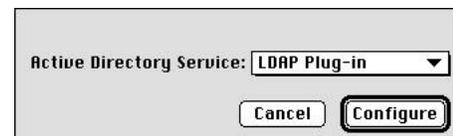
LDAP, Finger and Ph are directory service modules that allow users to obtain information about each other. Each of the directory services searches different servers. Use them to find E-mail addresses and other information in directories published within your company or on the Internet. A variety of electronic directories are available. QuickMail Pro currently supports LDAP, Ph, and Finger. These plug-ins are located in the System Folder:CE Software folder:Directory Services folder.

LDAP PLUG-IN

Lightweight Directory Access Protocol (LDAP) is an industry standard protocol used to query directories for information. LDAP directories are like “white pages” in a phone book, except they are public directories that can be queried over the Internet. Some directories provide E-mail addresses plus telephone numbers, fax numbers and postal addresses. QuickMail Pro’s default public directories include: Four11, BigFoot, Internic, and USDSA.

CONFIGURE LDAP

- 1 Select Directory Services in the Tools menu.
- 2 Select LDAP Plug-in in the Active Directory Services pop-up menu.
 - ❖ *Note:* The default in Active Directory Service is <none>, or the last plug-in used.
- 3 Click Configure. A list of LDAP servers displays in the Directory Profile dialog. The displayed servers are just a few of an increasing number of LDAP-compatible directory systems.
- 4 Click Edit or Add in the Directory Profile dialog.



- 5 Complete the Directory Information dialog to add or edit private or public LDAP directories.

Profile Name — The unique name for the directory.

LDAP Server Address — An IP address or a DNS entry.

Port Number — Most LDAP directories use port number 389.

Bind/Search path — Tells the search where to begin in the directory structure (person, organization, or country). An entry in this field may not be required because many servers store directory data in the same area and searches begin at the same place. An example of a Bind/Search path is c=GB, which means “country equals Great Britain”.



- 6 Click OK in the Directory Information dialog and Done in the Directory Profile dialog when you are finished.

USE LDAP

You can activate basic or advanced searches with LDAP.

BASIC SEARCH

- 1 Create a message in QuickMail Pro and click the Address button.
- 2 Click Find in the Address dialog. The Search Criteria dialog appears.

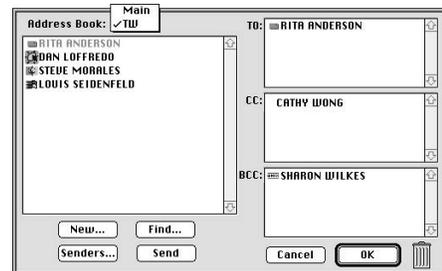
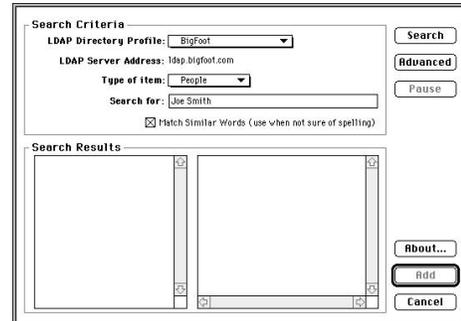


Figure 19 Address dialog

3 Specify the conditions of your search and click Search.

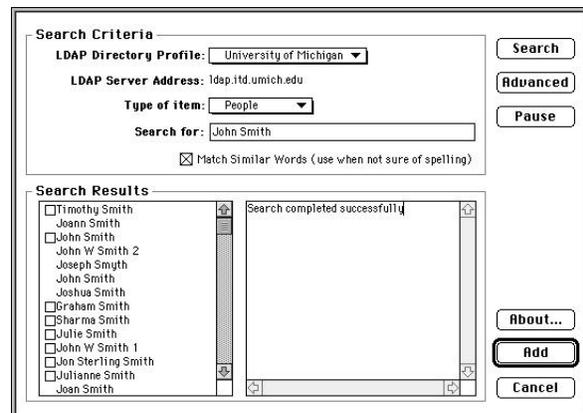
❖ *Note:* One wildcard character (*) is supported in the Search for field.



4 Click the address(es) you wish to use in the Search Results pane and click Add.

Your E-mail message is now addressed to the user(s) you selected.

- When you access the LDAP plug-in from the Address Book Editing or Group Editing dialog, the address is saved in the selected Address Book or Group.
- When you access LDAP from the Address dialog or the Sending Mail dialog, the selected name is added to the TO field of your message, but is not added to an address book.



ADVANCED SEARCHES

Use the Advanced option for more complex searches.

1 Select the Advanced button in the Search Criteria dialog if you want to further define your search. See Figure 20.

2 Complete as many fields as you can in the Advanced Search dialog. The title, telephone number, and description fields can be customized.

❖ *Note:* Empty fields in the Advanced Search dialog are skipped.

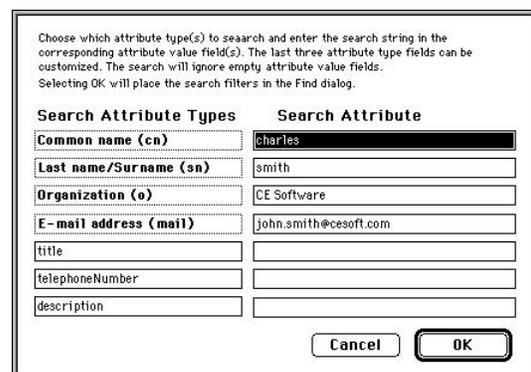


Figure 20 Click the Advanced button to open the Search Attribute dialog.

- 3 Click OK. The Search for field of the Search Criteria dialog looks similar to Figure 21.
- 4 Click Search in the Search Criteria dialog to initiate the advanced search.
- 5 Click the address(es) you wish to use in the Search Results pane and click Add.

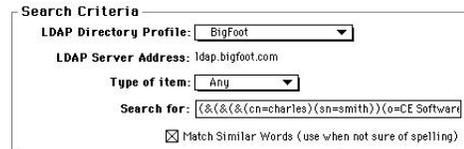


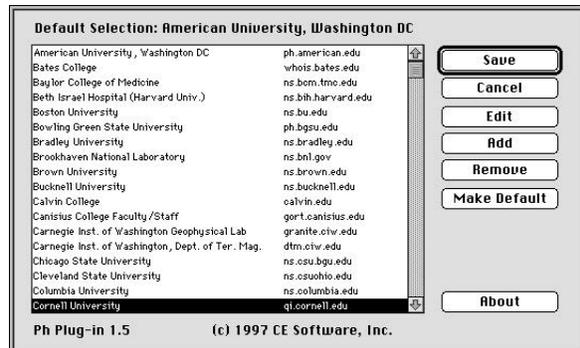
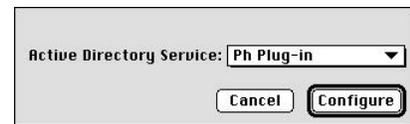
Figure 21 The Search for field displays the conditions of an Advanced Search.

PH PLUG-IN

The Ph Directory Services Plug-in uses the CCSO Nameserver Server (Ph) protocol. This means it accesses a “phonebook”. You can search a name, an E-mail address, or an alias.

CONFIGURE THE PH PLUG-IN PREFERENCES LIST

- 1 Select Directory Services in the Tools menu.
- 2 Select Ph Plug-in in the Active Directory Services pop-up menu.
- 3 Click Configure.
- 4 Select a server in the Servers List dialog. The Servers List is populated by the PHPREF.TXT file in the System Folder:CE Software folder:QuickMail Internet folder:Users folder: <username>:Preferences folder.
- 5 Click the Make Default button to select the server to use when you click Find in QuickMail Pro.



- Click Edit to change Ph server information.
- Click Remove to delete a server from the list.
- Click Add to display the Add Server dialog.

➤ **IMPORTANT:** The server list that ships with the Ph plug-in displays 182 servers. There is a limit of 200 servers.

- 6 Click Save when you are finished.

USE PH

You can use Ph to add names to your Address Books and Groups as well as to an individual message. QuickMail Pro retains Address Book entries, while addresses entered only in an individual message are forgotten once the message is sent.

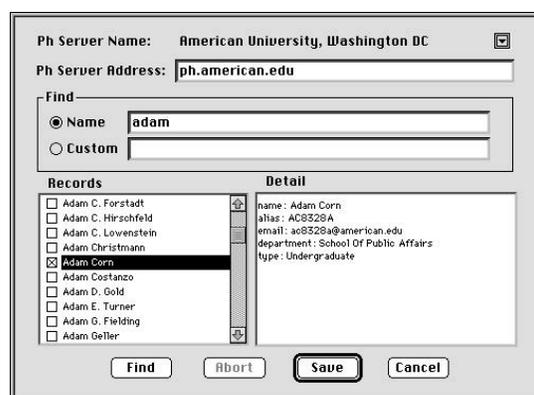
ADDRESS BOOK ENTRIES

- 1 Select Address Books in the Configure menu to display the Address Books dialog.
- 2 Select the Address Book you want to use and click Edit to display the Editing dialog.
- 3 Click the Find button to display the Ph Find Name dialog.

- 4 Select the Ph Server Name from the pop-up menu. The server address displays in the Ph Server Name field.
- ❖ *Note:* The Ph server pop-up list may take a few moments to display. The display speed of the pop-up display is dependent upon the number of Ph servers listed.

- 5 Type the person's name in the Name field.

- You can also type a field name and search string in the Custom field. For example, email= <search string>. One wildcard (*) per search string is supported.



- 6 Click the Find button. A Working... status displays in the Detail field during the search. Any matches located display in the Records field. Each name has a checkbox beside it.
 - Click Abort to abandon the search.
- 7 Select a checkbox and name to display the user information in the Detail pane.
- 8 Click Save to preserve the address in your Address Book and return the Editing dialog.

INDIVIDUAL MESSAGES

You can also access the Ph Find Name dialog from the Address dialog and Sending Mail dialog if you do not wish to preserve the address in an Address Book or Group.

- 1 Click the Address button in a Message Window.
- 2 In the Addressing dialog, click New.
- 3 Click the Find button in the New Address dialog.

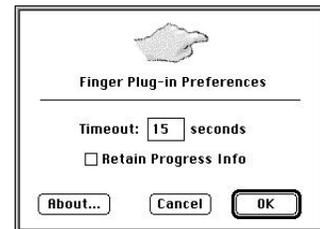
- 4 Follow Steps Step 4 through 6 in the previous section.
- 5 Click in the checkbox by each person you want to receive your message. Click the Save button to return the Address dialog. The added name is used as a recipient of your message, but it is not added to an Address Book.

FINGER PLUG-IN

Finger can display phone numbers, mailing addresses, or whatever other type of information that person has published for public access. You must know the E-mail address of the person to run a Finger query.

CONFIGURE FINGER

- 1 Select Directory Services in the Tools menu.
- 2 Select Finger Plug-in in the Active Directory Services pop-up menu and click Configure.
- 3 Type the number of seconds Finger queries have before they timeout.
 - Click Retain Progress Info when you want to build a log of Finger queries.
- 4 Click OK.



USE FINGER

- 1 Create a message in QuickMail Pro and click the Address button.
- 2 In the Address dialog, click Find. The Finger Query dialog appears

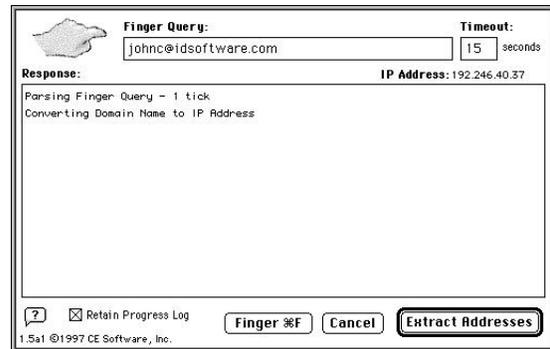
❖ *Note:* Click on Balloon Help to display pop-up Help in the Finger dialog.

3 In the Finger Query field, type an E-mail address or the name of the host machine. For example, type johnc@idsoftware.com or idsoftware.com.

4 Click the Finger button and view the progress of the search in the Response area. To retain the contents of the Response area, click Retain Progress Log.

5 When the Finger plug-in locates an E-mail address, click Extract Address. The Address dialog appears with the E-mail address you extracted in the To field.

❖ *Note:* If you type a host address in the Finger Query field, you can view the names of the users who are logged into that machine.



APPENDIX E: PLUG-INS

QuickMail Pro installs 4 plug-ins on your hard drive: QM Pro Menu, QM MailTicker, LAN to Pro Converter and Eudora to QuickMail Pro Converter.

QM PRO MENU

The QM Pro Menu is an extension that allows you to control QuickMail Pro from the menu bar of your Macintosh.

Open QuickMail Pro — Launches the QuickMail Pro application.

Close QuickMail Pro Client — Closes the QuickMail Pro application. This option is enabled when the Quickmail Pro application is launched.

- **Close QM Backgrounder** — Closes the QM Backgrounder application. This option is enabled only when the QuickMail Pro client is *not* running.

Acknowledge Notification — Halts the blinking icon or audible tone when new or unread mail exists in the Inbox.

Check Mail Now — Initiates a connection to the POP server to retrieve mail.

Send Mail Now — Initiates a connection to the SMTP server to send mail waiting in the Outbox.

QuickSend — Launches the QuickSend form so you can quickly type and send a message.

Send Selection — Creates a QuickMail Pro message filled with text highlighted in another application or contents of your Clipboard.

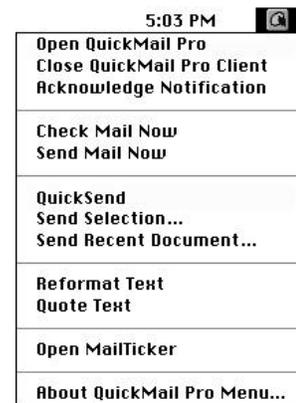
Send Recent Document — Searches for your most recent documents and prompts you to enclose one in a message.

Reformat Text — Removes carriage returns and extra spaces in highlighted text in any application.

Quote Text — Inserts quote characters in highlighted text in any application.

Open MailTicker — Launches the MailTicker application discussed in the next section.

About QuickMail Pro Menu — Displays the version and copyright information for QuickMail Pro Menu.



QUICKMAIL PRO MAITICKER

The MailTicker is an application that displays the sender and subject line of your Inbox messages in a ticker dialog.

WHAT YOU NEED

The QM Backgrounder must be running for the MailTicker to display your mail. If MailTicker is launched and QM Backgrounder is not launched, the MailTicker displays Not logged in.

MailTicker only works with QuickMail Pro. It does not work with QuickMail Express or any other E-mail product.

USE MAITICKER

To open a message, double-click it in the MailTicker dialog. You can close the QuickMail Pro application at any time, and MailTicker continues to display mail as it arrives in your Inbox.

To launch QuickMail Pro from the MailTicker, click the QuickMail Pro icon on left side of the MailTicker window.



SIZE THE MAITICKER DIALOG

Position your cursor on the black square in the lower right corner of the MailTicker, and drag to size the dialog. You can move the dialog anywhere on your screen.

THE MAITICKER MENU

Option-click the QuickMail Pro icon in the MailTicker window to display the MailTicker menu. In the File menu, select Configure to set your Preferences.

VIEW MESSAGES WITH MESSAGE PEEK

Option-click a message in the MailTicker to view the first 10 kilobytes of text in the message. This feature allows you to determine the content of the message and decide whether or not to launch QuickMail to read it.

MAILTICKER PREFERENCES

Use the Preferences dialog to control which messages the MailTicker displays, and how quickly the messages cross your screen.

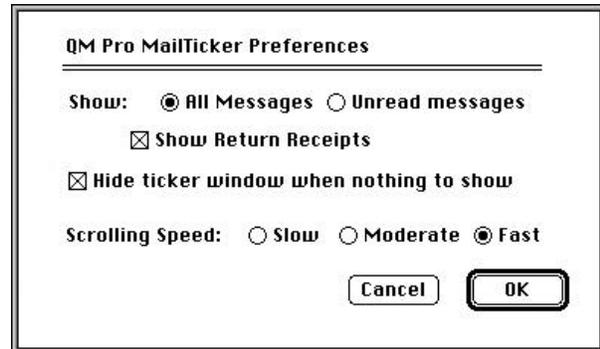
All Messages — Displays all messages in your Inbox.

Unread messages — Displays only the messages in your Inbox you have not read.

Show Return Receipts — Displays return receipts from sent messages.

Hide ticker window when nothing to show — Closes the MailTicker window until new mail arrives in your Inbox.

Scrolling Speed — Select Slow, Moderate, or Fast to control the speed messages cross the MailTicker window.



CLOSE MAILTICKER

Click the close box to close MailTicker. You can also Option-click the QuickMail Pro icon in the MailTicker dialog and select Quit from the File menu.

QUICKMAIL LAN TO QUICKMAIL PRO CONVERTER

The QuickMail Pro™ Converter is an application that provides a secure, automated solution for accessing QuickMail™ LAN files in QuickMail Pro. Use the Converter to copy your filed mail, Address Books and Groups, and forms from QuickMail LAN 3.5 or later to QuickMail Pro. Your LAN files are untouched at the end of the conversion.

THE CONVERTER DIALOG

Launch the QuickMail Converter application to display the Converter dialog. The Converter dialog is divided into four panes: QuickMail LAN login pane, QuickMail Pro login pane, the Conversion pane and the Help/Progress pane.

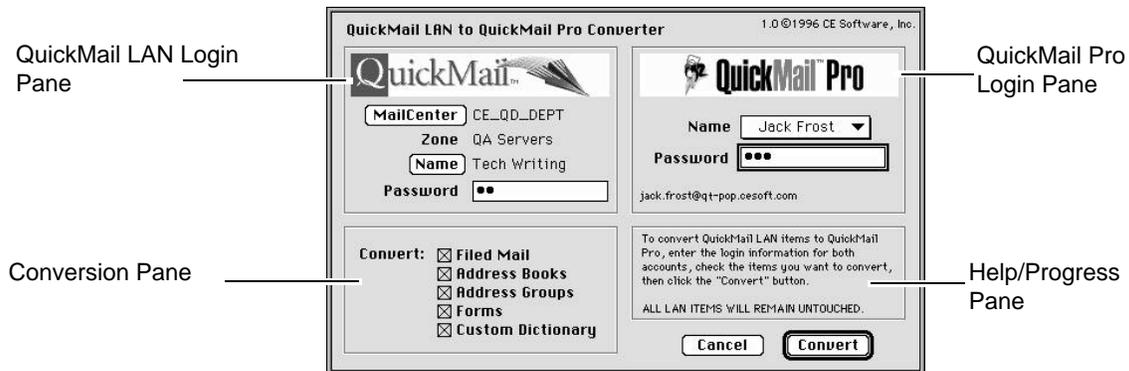


Figure 22 The Converter Dialog

THE QUICKMAIL LAN LOGIN PANE

- 1 In the QuickMail LAN login pane, click the MailCenter button. A network browsing dialog appears.
- 2 Select the Zone and QuickMail MailCenter where your LAN account is located and click OK. The Converter dialog displays with your Zone and MailCenter listed.
- 3 Click the Name button and select your name from the Select a Name dialog that appears. Click OK to return to the Converter dialog.
- 4 Type your LAN password in the Password field. Your password appears in bullets for added security.

THE QUICKMAIL PRO LOGIN PANE

- 5 Select your name from the Name field pop-up menu.
- 6 Type your QuickMail Pro password in the Password field. Your password appears in bullets.

THE CONVERSION PANE

Click which files you want converted from QuickMail LAN to QuickMail Pro.

- ▲ **WARNING:** The QuickMail LAN Custom Dictionary overwrites your QuickMail Pro Custom Dictionary if you choose to convert the Custom Dictionary file.

HELP/PROGRESS PANE

The Progress Pane displays Help text for the Conversion dialog. During conversion, this pane displays progress information.

CONVERT YOUR FILES

After configuring your Converter dialog options, click Convert. The Convert button is not enabled until you have selected a LAN MailCenter and name, a QuickMail Pro name, and at least one type of file to convert. A confirmation dialog appears when you click the Convert button.

- **IMPORTANT:** Only Internet addresses (addresses with @) are converted.

CONVERSION RESULTS

After the selected files are converted, a dialog displays a summary of the conversion results.

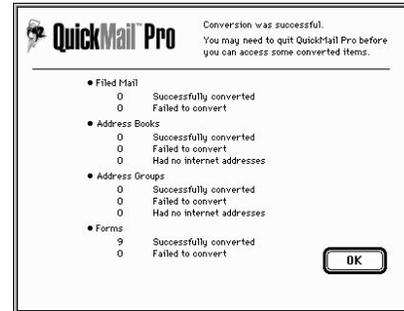
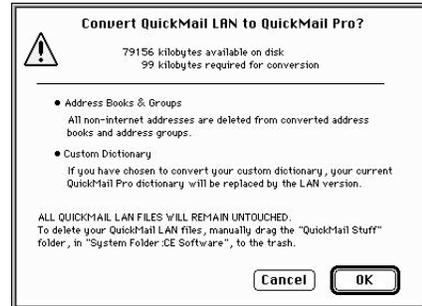
- ❖ *Note:* An 01 is appended to files with duplicate names during the conversion. MailManager rules are *not* converted.

Now when you login to QuickMail Pro, all your old filed mail, Address Books and Groups, and forms are at your fingertips.

TECHNICAL ISSUES

This section covers the requirements necessary for the LAN to Pro Converter to function properly.

- Files cannot be converted if the client workstation is unable to access the QuickMail LAN server.
- You must create a new user prior to converting your mail, so a user directory is built.
- If the CE Software folder is aliased to a remote volume, the Converter prompts you for your AppleShare password. If you choose to cancel the AppleShare dialog at the password prompt, the Converter quits without displaying an alert dialog.
- QuickMail LAN versions prior to 3.5 stored the QuickMail Stuff folder in the Preferences folder rather than the CE Software System folder. Consequently, the QuickMail Converter does not convert pre-QuickMail 3.5 files.



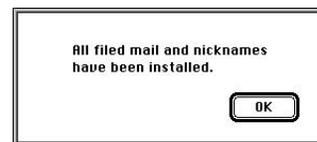
EUDORA TO QUICKMAIL PRO CONVERTER

The Eudora Converter converts your Eudora Light and Eudora Pro files to QuickMail Pro's format. To use the Eudora Converter:

- 1 Open the Eudora Converter application. It is located in the QuickMail Pro:Utilities folder.
- 2 In the Eudora to QuickMail Pro dialog, select your name in the QuickMail Pro User pop-up menu. The User pop-up is populated by Name Cache entries.
- 3 Click OK to begin the conversion.



- 4 The Converter application displays a dialog when it is finished converting your files. Select OK at the prompt to quit the Converter and take advantage of your consolidated mail.



ADDRESS BOOK CONVERSION

For each nickname entry in the nickname file:

- If the nickname only references one E-mail address, it is added to the Imported Nicknames Address book.
- If the nickname entry references multiple E-mail addresses, a group is created. The nickname entry is used for the title of the group.
- If the nickname entry is an alias of another user, it is ignored.
- All message encoding is set to Binhex and all content is set to Text.

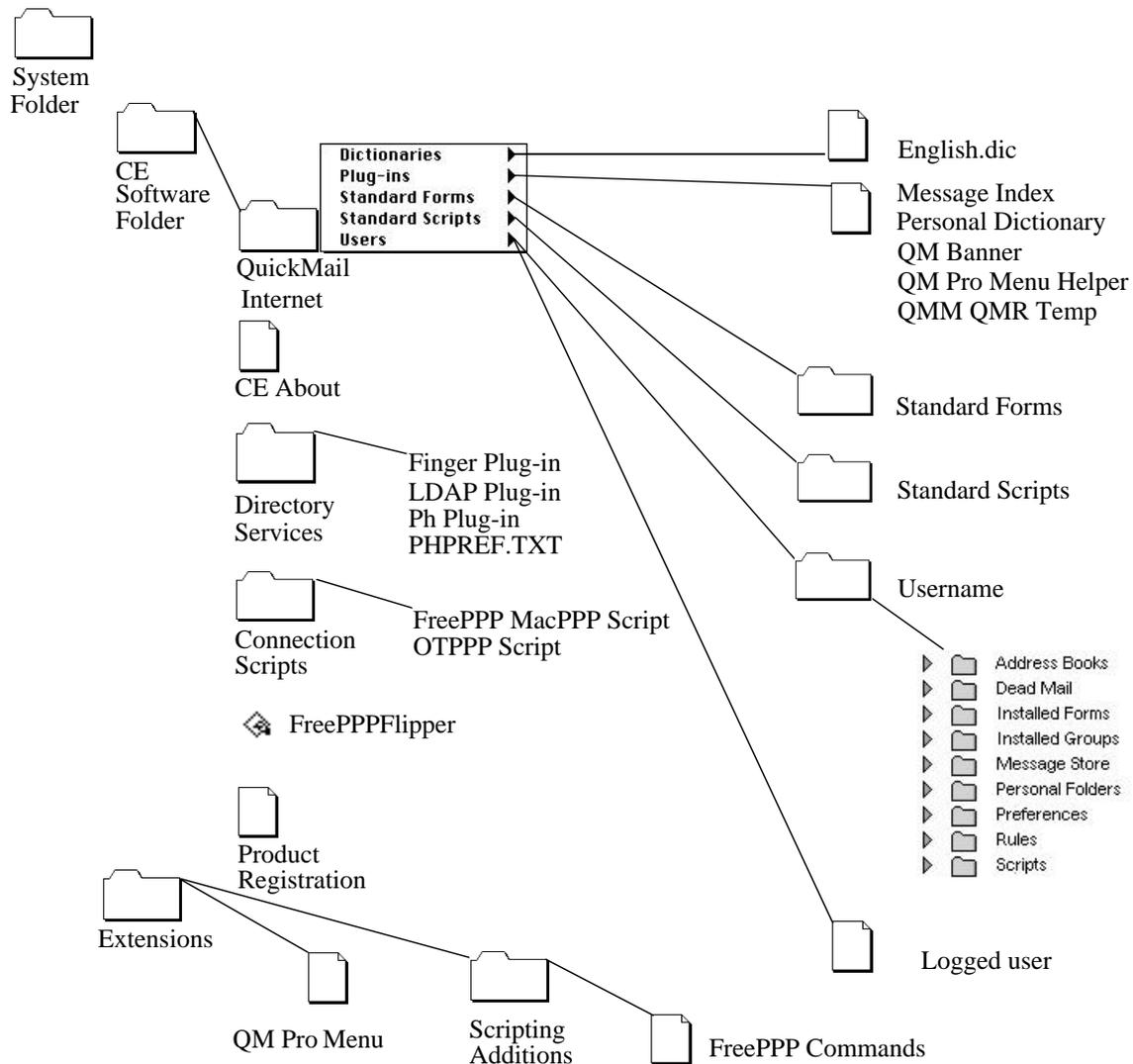
FILED MAIL CONVERSION

The converter separates filed mail into separate messages, but retains the name of their enclosing folder. After the user performs a Check Mail in QuickMail Pro, the necessary folders are created and populated with the appropriate mail items. Attachments are left in their original Eudora folder.

APPENDIX F: WHAT'S INSTALLED ON YOUR HARD DRIVE

Knowing where everything is installed is important if you have problems with your machine and you need to know which files to save. QuickMail Pro installs files into the System folder and to a location on your hard drive you specify during installation.

SYSTEM FOLDER



QUICKMAIL PRO FOLDER

QM BACKGROUNDER

An application that works seamlessly in the background sending and retrieving your mail.

QM LOGIN

An application automatically launched by QuickMail Pro that presents the login screen when you launch QuickMail Pro.

QM PRO MAILTICKER

An application that displays your mail in a ticker window. You must be logged in to your POP account for MailTicker to work. See page 102 for more information.

QUICKMAIL PRO

The application that displays the Mail Browser and message windows.

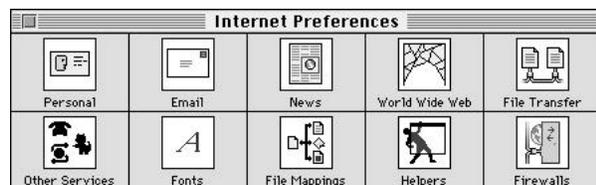
UTILITIES FOLDER

EUDORA CONVERTER

An application that converts your Eudora Lite and Eudora Pro files to a format QuickMail Pro recognizes. See page 106 for more information.

INTERNET CONFIG

Internet Config is a Public Domain application that QuickMail Pro uses for URL launching and signature lines. Make sure your Personal and Helpers preferences are configured to use QuickMail Pro. See page 89 for more information.



QM FORMS

A folder that contains the QM Forms application and sample MacPaint files for creating new forms. See QM Forms on page 71.

QUICKMAIL LAN CONVERTER

An application that converts your QuickMail LAN files to a format QuickMail Pro recognizes. See page 103 for more information.

GLOSSARY

@ — In an Internet address, the separator between the user and domain parts. For example, Susan@ced.com.

APOP — Automatic Processing Options Protocol. A language used to secure Internet E-mail passwords.

AppleDouble — Coding format specified by Apple. Both the resource fork and the data fork are transmitted.

AppleSingle — Coding format specified by Apple. Both the resource fork and the data fork are transmitted. This coding format requires MIME, or it needs to be combined with uuencode.

AppleScript — Scripting language that enables Macintosh users to automate actions through scripts incorporated into software.

ASCII — American Standard Code for Information Interchange. The standard for the codes used by computers to represent the upper- and lower- case Latin letters, numbers, punctuation, etc.

Backgrounder — The application installed with QuickMail Pro that communicates between QuickMail Pro and the POP3 server.

Base-64 — A robust encoding method designed to preserve an E-mail message as it passes through E-mail gateways.

Baud Rate — The rate at which data transmission takes place using a modem.

BBS — Bulletin Board Services. An electronic posting of mail and files for users to share and exchange. A common example of such a system is CompuServe.

binary — 1: The numbered system with 2 as its base; the numbers within the system are 0 and 1. Computer languages are written in binary. 2: A file that contains data that is not text.

Binhex — Binary Hexadecimal. A method to convert non-text files into ASCII. This is necessary because Internet E-mail can only handle ASCII.

Data-only — Sends only the data fork of enclosed files while still coding the message according to MIME specifications.

Directory Service — A global electronic White Pages service that allows network users to retrieve addresses.

domain — The part of an Internet address which specifies a host on a particular network.

DNS — Domain Name Service. Converts a domain name to an IP (Internet protocol) number that can be understood by computers on the Internet.

E-mail — Electronic messages sent over a computer network.

Finger — A basic directory service protocol that uses E-mail addresses to locate information published for public access.

firewall — Security software that restricts access to a computer network.

FTP — File Transfer Protocol. An Internet standard protocol used to transfer files from one computer to another.

header — The portion of a message that contains the source and destination addresses.

host — Any computer on a network that is a depository for services available to other computers on the network.

http — HyperText Transport Protocol. The language for transferring files across the Internet.

hypertext — Any text that contains links to other documents or words.

Internet — A global computer network used for communications such as E-mail and file transfers.

Internet Config — A Public Domain utility QuickMail Pro uses for launching URLs and mailto messages.

Internet Service Provider (ISP) — An organization that provides a connection between your computer system and the Internet.

Intranet — An internal “Internet” that’s typically only accessible to users within a network firewall. Users with access to the Intranet can browse company information posted on the Intranet.

LAN — Local Area Network. The local cabling and protocol network upon which workstations and servers reside. Local Area Networks become Wide Area Networks (WAN) when they utilize transport services other than those provided in the LAN. For example, using intermittent, long-distance phone lines to connect two sites rather than the physical cabling used for LANs.

LDAP — Lightweight Directory Access Protocol. A directory service protocol used to query public and private directories for E-mail addresses and other information.

mail server — The computer that handles the distribution of E-mail.

MIME — Multipurpose Internet Mail Extension. A standardized format for Internet E-mail that sends multimedia and binary data without modifying files.

MX record — A resource record used by DNS to specify a mail exchanger for a domain name. It is a single record type that replaces MF (mail forwarder) records and MD (mail destination) records.

newsgroups — News is a service on the Internet, and can be compared to a very large bulletin board divided into different segments called newsgroups. The participants may read and write articles in these newsgroups.

node — A single computer connected to a network.

non-text message — Contains images, sound, applications, etc.

notification — QuickMail Pro notifies the user when mail arrives in the Inbox. Depending upon user-set preferences, notification is audible, visual or both.

Ph — A directory service that uses the CCSO NameServer protocol. It accesses a specified “phonebook” for names, E-mail addresses, or aliases.

POP — Post Office Protocol. A computer language based on open standards independent of computer platform or operating system. It is a “layer” of language any computer can understand.

PPP — Point to Point Protocol. Allows a computer to connect to the Internet over a dial-up phone line.

protocol — A standardized way (a set of rules) to exchange information between different machines. These rules specify the messages that each machine can send and receive. They also control the order in which messages must be sent. PPP, SLIP and TCP/IP are examples of protocols.

RFC822 standard — A message representation protocol.

server — A computer with specialized server software running on it. “POP server” refers to the computer running the POP3 software.

SLIP — Serial Line Internet Protocol. A non-standard Internet protocol which allows a computer to connect to the Internet over a dial-up phone line. The term SLIP often includes CSLIP (Compressed SLIP).

SMTP — Simple Mail Transfer Protocol. SMTP is high level protocol that works on a layer of transmission level protocols.

TCP/IP — Transmission Control Protocol and Internet Protocol. A layer of protocol widely used in the Internet. TCP/IP is often the transmission layer under SMTP.

uuencode — Commonly used method to encode files prior to sending them between incompatible computers.

UNIX — An operating system used by many mail programs, such as *sendmail*.

URL — Uniform Resource Locator. A standard method for giving the address of a resource on the World Wide Web (WWW). A URL looks like: <http://www.cesoft.com>.

WAN — Wide Area Network. A LAN becomes a Wide Area Network when it uses transport services other than those provided on the LAN.

Symbols

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