

To send a message

- 1 On the Mail menu, click New Message.
- 2 In the To box, type the e-mail name of each recipient, separating each name with a semicolon.
To send copies, type the e-mail name of each recipient in the Cc box, separating each name with a semicolon.
- 3 In the Subject box, type the subject of the message.
- 4 Type your message.
- 5 On the File menu, click Send Message.

Your e-mail is delivered to your mail server the next time Internet Mail checks for new mail.

Tips

- To send a file with your message, click the Insert menu, click File Attachment, and then double-click the file you want to send.
- To check for new messages and deliver outgoing messages immediately, click the Mail menu, and then click Send and Receive Mail.

{button ,AL("a_plsml_change_priority;a_plsml_save_sent_items;A_WAB_INSERTING_CONTACTS_INTO_MESSAGE;A_MAIL_CHECK_SPELL;WAB_RESOLVE_NAMES")} [Related Topics](#)

To change the priority of an outgoing message

- ▶ In the message window, click the Mail menu, point to Set Priority, and then click High, Normal, or Low.

Note

- This changes the priority only for the current message.

{button ,AL("a_plsml_sending_messages;")} [Related Topics](#)

To change the fonts used for messages

- 1 On the Mail menu, click Options, and then click the Fonts tab.
- 2 Click the appropriate Change button, and then change the settings.

You can set different fonts for viewing, composing, and replying to messages.

To reply to a message

1 In the messages list, click the message you want to reply to.

2 On the Mail menu, click Reply To Author.

To send the message to other individuals, type the e-mail name of each recipient in the Cc box, separating each name with a semicolon.

3 Type your message.

4 On the File menu, click Send Message.

{button ,AL("a_plsml_fwd_msg;a_plsml_sending_messages;a_plsml_change_priority;a_plsml_change_default_fonts")} [Related Topics](#)

To sort messages

▶ In the message list, click the column heading you want to sort by.

To switch between ascending and descending sort order, click the column heading again.

{button ,AL("a_plsml_add_remove_columns;")} [Related Topics](#)

To add or remove columns in the message list

1 On the View menu, click Columns.

2 To add a column, click the column name in the Available Columns list, and then click Add.

To remove a column, click the column name in the Displayed Columns list, and then click Remove.

To change the order in which columns appear, click a column name, and then click Move Up or Move Down.

{button ,AL("a_plsml_sort_messages;")} **Related Topics**

To automatically check for new messages

- 1 On the Mail menu, click Options, and then click the Read tab.
- 2 Select the following check box: Check For New Mail Every x Minutes.
- 3 Specify how often you want Internet Mail to check for new messages.

Tips

- When this check box is selected, Internet Mail also checks for new messages whenever you start the program.
- To check for messages immediately, click the Mail menu, and then click Send and Receive Mail.

To change your mail server

- 1 On the Mail menu, click Options, and then click the Servers tab.
- 2 In the Full Name box, type your name.
- 3 In the Account box, type your e-mail name.
- 4 In the SMTP and POP3 Server boxes, type your server name. Usually these entries are the same.
- 5 Type the password assigned to your account.

To read your messages

- ▶ To view the message in a separate window, double-click the message in the message list.
- To view the message in the preview pane, click the message in the message list.

Tips

- To display the preview pane, click the View menu, point to Preview Pane, and then click Split Vertically or Split Horizontally.
- To display or run an attachment from the preview pane, click the file attachment icon in the preview pane header information, and then click the filename.

{button ,AL("a_plsml_sort_messages;a_plsml_check_new_messages")} [Related Topics](#)

To add a folder

- 1 On the File menu, point to Folder, and then click Create.
- 2 In the New Folder Name box, type the name.

Note

- You cannot delete the Deleted Items, Sent Items, Inbox, or Outbox folders.

To switch to another folder

- ▶ On the Mail menu, point to Go To Folder, and then click the folder you want to switch to.

To save copies of outgoing messages

- 1 On the Mail menu, click Options, and then click the Send tab.
- 2 Select the following check box: Save Copy Of Sent Messages In The 'Sent Items' Folder.

Tips

- You cannot delete the Sent Items folder.
- If you want to save a copy of only the current message you're composing, type your e-mail name in the Cc box.

To forward a message

- 1 Open or select the message you want to forward.
- 2 On the Mail menu, click Forward.
- 3 Type the e-mail name of each recipient, separating each name with a semicolon.
- 4 Type your message.
- 5 On the File menu, click Send Message.

Note

- To deliver outgoing messages and check for new messages immediately, click the Mail menu, and then click Send and Receive Mail.

To delete a message

- 1 In the message list, click the message you want to delete.
- 2 On the File menu, click Delete.

Notes

- To undo deleting a message, open the Deleted Items folder, and then copy the message to the Inbox or other folder.
- If you don't want messages saved in the Deleted Items folder when you quit Internet Mail, click the Mail menu, click Options, and then click the Read tab. Select the following check box: Empty The 'Deleted Items' Folder Upon Exiting.

{button ,AL("a_plsml_delete_folder")} [Related Topics](#)

To automatically mark messages as read

- 1 On the Mail menu, click Options, and then click the Read tab.
- 2 Select the following check box: Mark Messages As Read After Previewed For x Second(s).

Tips

- To mark an individual message as read, click the Edit menu, and then click Mark As Read.
- To mark a read message as unread, click the Edit menu, and then click Mark As Unread.

To move or copy a message to another folder

- 1 In the message list, click the message you want to move or copy.
- 2 On the Mail menu, click Move To or Copy To, and then click the folder.

To customize the Internet Mail window

► To adjust the size of the areas for the preview pane and message list, drag the divider between the preview pane and the message list.

To hide the toolbar, status bar, or icon bar, click the View menu, and then clear the check mark for each item you don't want to appear.

To hide the header information, click the View menu, point to Preview Pane, and then clear the check mark for Header Information.

To display the preview pane

- ▶ On the View menu, point to Preview Pane, and then click Split Vertically or Split Horizontally.

Tip

- To display or run an attachment from the preview pane, click the file attachment icon in the preview pane header information, and then click the filename.

{button ,AL("a_plsml_customize_display")} [Related Topics](#)

Internet Mail Troubleshooter

This troubleshooter helps you identify and solve problems related to using Internet Mail. Just click to answer the questions, and then try the suggested steps to fix the problem.

What's wrong?

- When I start Internet Mail, it does not connect to my Internet Provider.
- My modem doesn't seem to be working.
- My modem's fine, but I can't seem to connect to my provider.
- I can connect to my provider, but I can't send or receive e-mail.

Check how you are connecting to your Internet provider

Try either of the following steps:

- Establish the connection to your Internet provider manually before attempting to view or download messages.
- In My Computer, double-click the Dial-Up Networking icon, and then set up Dial-Up Networking. If the Dial-Up Networking icon does not appear in My Computer, it is not installed on your computer. Look up Add/Remove Programs in Windows Help for more information about installing it.

Did this fix the problem?

Yes. Close the troubleshooter.

No. I want to try other troubleshooter options.

Check your server settings

In Internet Mail, click the Mail menu, and then click Options. Click the Server tab, and then check the settings against those given to you by your service provider. If everything looks fine, contact your service provider to verify that you have the correct settings and that their servers are operating correctly. Also, make sure your Internet provider or LAN server supports PPP, SMTP, and POP3.

Did this fix the problem?



Yes. Close the troubleshooter.



No. I want to try other troubleshooter options.

To automatically wrap text in outgoing messages

- 1 On the Mail menu, click Options.
- 2 Click the Send tab, and then click Advanced Settings.
- 3 Select the following check box: Automatically Wrap Text At "x" Characters.
- 4 Type the maximum number of characters to display per line.

Note

- Some servers do not display more than 80 characters per line. If you send messages with more than 80 characters per line, your message may not appear correctly to others viewing your message.

To send outgoing messages immediately

- 1 On the Mail menu, click Options.
- 2 Click the Send tab, and then click Advanced Settings.
- 3 Select the following check box: Send Messages Immediately.

When you click the File menu and then click Send Message, Internet Mail immediately sends any messages in your Outbox to your mail server, and checks for incoming messages.

Tip

- If you don't want messages sent immediately, clear this check box. That way, in the outgoing message when you click the File menu and then click Send Message, Internet Mail stores messages in your Outbox until you choose the Send and Receive command, or you quit Internet Mail.

To use Internet Mail when sending messages from your Web browser

- 1 On the Mail menu, click Options.
- 2 Click the Send tab, and then click Set As Default.

When you click a link in a Web page to send an e-mail message, or choose the Mail command in your Web browser, the browser will use Internet Mail.

To view file attachments

- 1 In the message list, select the message that contains the attachment, click the File menu, and then click Open.
- 2 At the bottom of the message window, double-click the file attachment you want to open or run.

To save file attachments

- 1 In the message list, select the message that contains the attachment, click the File menu, and then click Open.
- 2 At the bottom of the message window, click the file attachment, click the File menu, and then click Save.

To switch between Internet Mail and Internet News

▶ To switch between Internet Mail and Internet News in the same window, open either program in Windows Explorer. Click the down arrow next to the program name in the toolbar, and then click the other program.

To run Internet Mail and Internet News in separate windows, click the Start button, point to Programs, and then point to Internet Mail or Internet News. Or, if you have shortcuts to these programs on your desktop, double-click each icon.

To delete a folder

- ▶ On the File menu, point to Folder, point to Delete, and then click the folder you want to delete.

Note

- You cannot delete or rename the Deleted Items, Inbox, Outbox, or Sent Items folders.

To reduce the size of a message folder

- ▶ On the File menu, point to Folder, point to Compact, and then click the folder you want to compact.

Tips

- Compacting a folder frees up disk space on your computer.
- To free up more disk space on your computer, regularly delete old and unneeded messages, and empty your Deleted Items folder.

To automatically insert your signature into outgoing messages

- 1 On the Mail menu, click Options, and then click the Signature tab.
- 2 Click Text, and then type in the adjacent box the text you want to appear at the bottom of your message.
- 3 Click Add Signature To The End Of All Outgoing Messages.

Tips

- You can also insert the contents of a text file as your signature.
- If you want to add your signature only to certain messages, clear the Add Signature To The End Of All Outgoing Messages check box. In messages where you do want a signature, click the Insert menu, and then click Signature.

To check the spelling in an outgoing message

- ▶ On the Mail menu, click Check Spelling.

Note

- If you do not have any Microsoft Office 95 programs installed on your computer, then the Check Spelling command will not be available. Microsoft Internet Mail and News uses the spelling checker provided with all Office 95 programs — Microsoft Word, Excel, and PowerPoint.

To add a contact to your address book

- 1 In Internet Mail, click the File menu, and then click Address Book.
- 2 Click New, and then type the contact's first name, last name, and e-mail name.

To edit a contact in your address book

- 1 In Internet Mail, click the File menu, and then click Address Book.
- 2 Locate the name you want in the address book list, and then double-click it to display information about the contact.
- 3 Modify the information as needed.

Tip

- To delete a contact, select the contact in the address book list, and then click Delete.

To insert a name from your address book into an outgoing message

- 1 Click the Mail menu, and then click Choose Recipients.
- 2 Select the name, and then click To or Cc.

Tip

- You can also insert a name in the To box by selecting it in the address book list, and then double-clicking it.

To check names before sending a message

- ▶ Click the Mail menu, and then click Check Names.

If a name matches an address book entry, or is in the format name@company, then it is recognized as a valid address, and it is underlined.

If a name is not recognized, then a dialog box displays the unrecognized name and any possible matches. You can click Show More Names to search for other names or add new ones to your address book.

Tip

- To add recognized e-mail names to your address book, right-click the name, and then click Add To Address Book.

To print a message

- 1 Select the message in the message list.
- 2 On the File menu, click Print.

Welcome to Internet Mail

With an Internet connection and Microsoft Internet Mail, you can exchange e-mail messages with anyone on the Internet. Internet Mail fully supports Internet standards, including SMTP/POP3 and MIME.

Internet Mail features

Microsoft Internet Mail is fast, friendly, and easy to use. Here are a few of the features that make sending and receiving messages easy and fun.

- Do everything from the main window
- Save e-mail addresses in your address book, and insert them into messages
- Browse your messages quickly and easily
- Create your own folders to organize your messages
- Sort the message list
- Add your personal signature to your messages

Save e-mail addresses in your address book, and insert them into messages

You can save first names, last names, and Internet e-mail names in the address book. After they're entered, you can insert them into messages. You can also check e-mail names to make sure they are in your address book or are valid e-mail addresses.

Do everything from the main window

You can view and respond to messages and switch folders all from the Internet Mail window. With just a click on the toolbar, you can reply to, forward, or create new messages. Or use the toolbar to navigate among messages and folders. All of these commands and more are also available from the menus.

Browse your messages quickly and easily

The message list and preview pane enable you to view a list of messages and preview the messages at the same time in one window.

Or, if you prefer, you can view a message in a separate window, and use its toolbar to go to the next or previous message.

Create your own folders to organize your messages

You can add folders to organize and sort your messages. After you receive messages, you can move them to any folder you want.

Sort the message list

You can sort messages by columns, such as by the subject, who sent it, or when it was received or sent. You can also add, remove, or rearrange these columns, and sort them in ascending or descending order.

Add your personal signature to your messages

You can insert text or a text file as your personal signature.

And you can choose to insert your signature in all outgoing messages, in an individual message, or not at all.

Using keyboard shortcuts for Internet Mail

You can use shortcut keys to choose commands and navigate through the preview pane and the message list.

Mail: main window, view message window, and send message window

To do this	Press this
Open help topics	F1
Select All	CTRL+A

Mail: main window and view message window

To do this	Press this
Print the selected message	CTRL+P
Send and receive mail	CTRL+M
Delete a message	DEL or CTRL+D
Open a new message	CTRL+N
Reply to the author	CTRL+R
Forward a message	CTRL+F
Reply to all	CTRL+SHIFT+R
Go to your Inbox	CTRL+I
Go to the next message in the list	CTRL+> or CTRL+SHIFT+> or ALT+RIGHT ARROW
Go to the previous message in the list	CTRL+< or CTRL+SHIFT+< or ALT+LEFT ARROW
View the properties of the selected message	ALT+ENTER

Mail main window

To do this	Press this
Open the selected message	CTRL+O or ENTER
Mark a message as read	CTRL+SPACEBAR
Move between the message list and the preview pane	TAB

Mail message window — viewing or sending

To do this	Press this
Close a message	ESC
Find text	F3 or CTRL+SHIFT+F

Mail message window — sending only

To do this	Press this
Check names	CTRL+K or ALT+K
Check spelling	F7
Send a message	CTRL+ENTER or ALT+S

Getting started with Internet Mail

If you are new to e-mail or Internet Mail, here's a quick look at how to get from installing Internet Mail to receiving, viewing, and sending e-mail. You may already have completed part of this process when you installed Internet Mail. The steps listed below are explained in separate procedures in Internet Mail Help.

Set up your Internet connections

Before you can send and receive e-mail you must have access to the Internet through an Internet service provider or through an Internet gateway in your organization. After you have an Internet connection, you can set up specific Internet Mail settings. Usually, you connect to the Internet in one of the following ways:

- Over phone lines, using a modem. You can manually establish a connection, or you can use Dial-Up Networking to automatically connect when you start Internet Mail. Your Internet service provider can provide you with the phone number, modem settings, and network protocols required to access the provider.
- Through a local area network (LAN). Your organization might provide external access to the Internet from your computer through a LAN. Your system administrator can provide you with account information and network protocols to access the mail servers.

Add mail servers

You will need the mail server names, your account name, and password. You must specify an incoming and an outgoing mail server. This information is provided to you by your Internet service provider, or by your system administrator if you are using Internet News on a LAN. There are two ways to specify this information:

- In the Internet Mail Configuration Wizard, the first time you start Internet Mail after installing it.
- In Internet Mail, through the Options command on the Mail menu. Click the Server tab to add or change settings for mail servers and account information.

Read messages

When you start Internet Mail, it connects to your mail server, logs on to your e-mail account, and downloads any new messages into your Inbox folder. Besides your Inbox folder, Internet Mail includes several other Mail folders, and also enables you to create your own. You can organize your messages by moving them to other folders or deleting them.

Messages are stored on your computer; in addition, there is an option to store copies of your messages on your mail server. Note that all mail servers do not support this option; for more information, contact your Internet service provider or system administrator.

Send messages






You can create new messages, or forward or reply to messages you've received. Internet Mail includes an address book, so that you can store and select from e-mail names of people you communicate with regularly. When you send a message, Internet Mail checks all of the names in the To and Cc boxes to make sure they match contacts in your address book or that they are properly formatted Internet e-mail names. Internet Mail can also check your spelling if you have Microsoft Office 95 or Word 95 installed on your computer.

Customize Internet Mail

- Create shortcuts to start Internet Mail from wherever you want—your desktop, the Start menu, a program group, or your StartUp group.
- Arrange the window the way you want. Show or hide the icon bar, toolbar, or status bar. Drag the icon bar to any side of the window. Hide the preview pane, resize it, or split it vertically or horizontally.
- Sort messages by sender, date, or subject.

Identifying Internet Mail message list icons

The following icons indicate whether messages have files attached, are marked as read or unread, and their priority.

This icon	Indicates
	The message has one or more files attached.
	The message has been marked high priority by the sender.
	The message has been marked low priority by the sender.
	The message has been read. The heading appears in light type.
	The message has not been read. The heading appears in bold type.

Using Microsoft Internet Mail and News accessibility features

In addition to Microsoft Windows, Windows NT, and Windows 95 accessibility products and services, the following features make Microsoft Internet Mail and News more accessible for people with disabilities:

Sound notification of new messages In Internet Mail, you can choose to be notified about new messages with a sound.

Resizable message and list panes In Internet Mail and News, you can customize how messages and message lists are displayed. You can display messages in a preview pane, and split the window horizontally or vertically between the message list and the message preview. Or you can display only the message list. In any view, you can open a message from the message list in a separate window.

Large and small toolbars You can display the regular toolbar buttons, or the larger Internet toolbar or icon bar, or a combination of both. You can easily rearrange the Internet toolbar and icon bar to display the information and commands you use most. You can choose to display or hide the toolbar, Internet toolbar, or icon bar by using commands on the View menu.

Keyboard access All features in Microsoft Internet Mail and News are accessible to you by using the keyboard or the mouse. Internet Mail and News supports Dvorak keyboard layouts, which make the most frequently typed characters more accessible.

