

## MAILROOM HELP

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## **Introduction to MailRoom**

MailRoom is designed as a companion to MCI Mail to make it easy to send and receive mail from that system. It runs under Microsoft Windows 3.0 or later and will have familiar menus and screens to users of Microsoft Windows applications.

MailRoom was developed at Sierra Solutions. MailRoom will be enhanced and comments or suggestions for improvement are welcome. A convenient message template has been provided for and can be found by clicking on Compose followed by To Customer Service.

Most of MailRoom runs off-line to MCI Mail. Your MCI Mail messages are composed and MCI Mail messages are read while off-line to MCI Mail. MCI Mail messages are all stored on the local PC disk. Connections to MCI Mail occur only while transmitting composed messages into MCI Mail or for receiving messages from MCI Mail and storing them on the local disk.

### **Note to first time user**

After you install it, MailRoom will place a notification in your UNSENT folder to be sent to Sierra Solutions when you first sign on so we will know you have been successful running MailRoom. This will happen the first time only. If you wish, you may delete the message before it is sent.

## Configuring MailRoom

Once MailRoom is installed, the next step is to setup all its parameters. The first time MailRoom is brought up, it will automatically display the Setup window to request these parameters. Or, at any time, you can click on File, Setup in the main window to change these configuration parameters. MailRoom requires that you enter your MCI Mail Signon Name and MCI Mail User Number. MCI Signon Names are generally of the form first initial followed by last name such as JSmith. MCI Mail User Numbers are 7 digits, three digits followed by dash followed by four digits such as 123-4567.

There are several optional parameters:

MailRoom License - After your evaluation period has ended, MailRoom will only work with a license. You will need to contact Sierra Solutions at MailRoom / MCI ID: 545-0183 to obtain a valid license number.

MCI Password - (Optional) MailRoom will store this password and use it to sign onto MCI Mail. Do not enter your password here if you have security concerns regarding access to your PC. (While passwords are masked during entry, they are stored in the clear on your disk.) If you don't enter your password here, you will be prompted for it when it is required. If you enter your password here, you will not be asked for it at any other time.

MailRoom Directory Name - defaults to the installation directory but you can select another directory for storing your messages

Communications port - defaults to COM1

Communications speed - defaults to 2400 baud (use 19200 for 14400 V.42 bis modems)

Main phone no - If you use a modem, enter the main telephone number that you wish to use to access MCI Mail.

Alternate phone no - If you use a modem, enter the alternate telephone number that you wish to use to access MCI Mail. Note that this should be a different number than the main telephone number.

## Setting MailRoom user preferences

There are several parameters which can allow you to customize MailRoom for your own preferences. These can be set by clicking on File, Preferences in the main window.

These optional parameters are:

Time Zone - defaults to EST but you can enter your time zone here which will cause all your messages to be displayed with local time stamps

Observe Daylight Savings - check if you observe daylight savings time in your time zone. If you have checked this box, MailRoom will adjust your message times for daylight savings during the portion of the year when it is in effect.

Word wrap column - this number indicates the column at which MailRoom will automatically word wrap during entry (or when using the Reformat command). This must be an integer between 30 and 80.

Call Times - times when MailRoom will automatically connect to MCI Mail to retrieve and send your messages. Entries must be in hh:mm format using 2400 hour notation.

Read Back - requests that MailRoom read back all messages sent on MCI to provide an "official" copy of the message including the date stamp provided by MCI and the message number. If this option is not selected, MailRoom simply moves a copy of the message to your SENT folder after message transmission.

Indent String - used as a leading string when answering messages for which you wish to include the original message indented for emphasis

There are several additional parameters which can be set by special entries in your MAILROOM.INI file. See help topic [Special additional configuration options](#) for more information.

## MailRoom Main Window

MCI Mail messages are kept in MailRoom folders. When MailRoom is started, all active folders will be displayed in a scrolling listbox in the left of the MailRoom window. When you select a folder, the right side of the MailRoom window will display all the messages in that folder. There is support for special keys moving between folders. See the Keyboard Help Topic for more details.

Once a folder has been selected and its messages displayed, you can then select a message in the folder by clicking on the message in the message list. From the keyboard, messages can be selected by using the up and down arrow keys until the desired message is selected.

More than one message at a time may be selected using the standard Windows multiple selection facilities. To select a block of messages, click on the first message and then shift-click on the last message. To select a group of non-contiguous messages, click on the first one, ctrl-click on the next, ctrl-click on the next, etc.

Once a message is selected or several messages are selected, options are available under the File menu selection as follows:

FileIn will allow the selected messages to be moved to another folder.

View will bring up the selected messages in a View window. (This may also be done by double-clicking on a message or hitting Enter after a message is selected.) See View for further details.

Print will allow the selected messages to be printed on your Windows system printer.

Delete will delete the selected messages by moving them to the DELETED folder where they will automatically be purged after 7 days. (Deleting messages from the DELETED folder will purge them immediately.)

Export will bring up a File Dialog to allow placing the selected messages in a file, choosing a name for it, and putting it in a DOS directory.

Selected message(s) can also be answered or forwarded from the main window. Or a new message can be composed. These choices are under the Compose option as follows:

New will bring up a new Compose window.

AnswerSender will bring up a Compose window addressed to the sender of the message.

AnswerSender with Original will bring up a Compose window addressed to the sender of the message and include the original message, indented by a string which can be set in the MailRoom Preferences window.

AnswerAll will bring up a Compose window with the sender's name placed in to "To" address portion of the new message and the other receivers of the messages placed in the "cc" area.

AnswerAll with Original will bring up a Compose window with the sender's name placed in the "To" address portion of the new message and the other receivers in the "cc" area. The body of the window will include the original message, indented by a string which can be set in the MailRoom Preferences window.

Forward will bring up a Compose window with the message(s) contained in the body of the window. The message can then be addressed to send to some other MCI Mail user.

To Customer Service will bring up a Compose window with a message addressed to Customer Service at Sierra Solutions. You can use this to send bug reports or suggestions for improvements to the authors of MailRoom.

See Composing messages for MCI Mail for further details.

In addition to the various message manipulation commands, the following options are also available (click on each one to see more details):

Call MCI: Transmission of messages to/from MCI Mail

Folders: Storing messages on your PC

Address Book: How to use MailRoom's Address Book

## Call MCI

Call MCI will sign you on to MCI Mail. Connections to MCI are made using the parameters entered in the Setup window. The Call MCI window is launched from the MailRoom main window as an icon. You can maximize it at any time to watch the various steps it goes through (described below) if you wish.

There are two connection options offered for use with MCI sessions. The first is the normal option. Using this connection, MailRoom will first check for any messages waiting for the user. These will be transmitted to MailRoom's INBOX folder. Next, MailRoom's UNSENT folder will be checked and any messages waiting there will be transmitted up to MCI Mail for further distribution. Once these message transmission tasks are completed, MailRoom will disconnect from MCI.

Occasionally, a message may have an incorrect name in the address portion of the message. When this happens, MailRoom will terminate transmission of the message and place it in the DRAFT folder. A notification of the problem is left in the UNREAD folder. You can then correct the addressing problem and re-send the message.

The second option (Special) allows you to vary the normal script for MCI sessions. You can decide to either send only or receive only. Also, you can request that the connection to MCI remain at the end of message transmission.

If you remain connected to MCI, you can execute MCI Mail commands such as searching the MCI Mail directory or looking at bulletins.

While still connected to MCI, you can use the GetDesk facility in the MCI window. This feature allows you to download selected messages (including enclosures) from your MCI Desk file. To download messages from your MCI Desk file, first you must issue the SCAN DESK command to view its contents. Remember the message or range of messages you wish to download to your PC and click on GetDesk. You can then enter the first and last number of the messages you want to download and click on OK.

You can also use the GetBulletin facility. This feature allows you to download selected bulletin board messages from any MCI bulletin board. See the topic [How to access MCI Bulletin Boards](#) for more details.

When you are finished with your MCI session, type the EXIT command. Then close the window by double-clicking in the upper left corner.

## Viewing Messages

MailRoom messages are displayed in a View window. Once a message is displayed, hitting enter will close the window. You may also select other choices as follows:

FileIn under the File menu will allow the message to be moved to another folder.

Print under the File menu will allow the message to be printed on your Windows system printer.

Delete under the File menu will delete the message by moving it to the DELETED folder where it will automatically be purged after 7 days.

New under the Compose menu will bring up a new Compose window.

AnswerSender under the Compose menu will bring up a Compose window addressed to the sender of the message.

AnswerSender with Original under the Compose menu will bring up a Compose window addressed to the sender of the message and include the original message, indented by a string which can be set in the MailRoom Preferences window.

AnswerAll under the Compose menu will bring up a Compose window with the sender's name placed in to "To" address portion of the new message and the other receivers of the messages placed in the "cc" area.

AnswerAll with Original under the Compose menu will bring up a Compose window with the sender's name placed in the "To" address portion of the new message and the other receivers in the "cc" area. The body of the window will include the original message, indented by a string which can be set in the MailRoom Preferences window.

Forward under the Compose menu will bring up a Compose window with the message contained in the body of the window. The message can then be addressed to send to some other MCI Mail user.

To Customer Service under the Compose menu will bring up a Compose window with a message addressed to Customer Service at Sierra Solutions. You can use this to send bug reports or suggestions for improvements to the authors of MailRoom.



## Compose

Compose opens a window and allows you to create a message. The window is divided into several sections. You can use the Tab key to move from section to section.

Messages may be addressed by clicking on the [Address Book](#) available here. Individuals can be selected out of the Address Book and placed in the To or CC boxes. Or you can use Mailing Lists you have previously set up.

You can also simply enter the names and addresses by typing in the To or CC boxes, each recipient on a separate line. Multiple line addresses can be entered by separating each line with a vertical bar "|". Multiple line addresses are required for EMS mail destined for users on mail systems which can be reached by MCI gateways.

Here are some examples:

John Doe / 123-4567

John Doe FAXNO:800-555-1212

John Doe (fax) | Faxno:800-555-1212 | Company:AJAX SYSTEMS

John Doe (EMS) | EMS:Internet | MBX: doe@sys.com

John Doe (EMS) | EMS:Compuserve | MBX: 76543,1234

MailRoom uploads your addresses as an address file. See "The MCI Mail User's Guide" , chapter "Using MCI Mail with your PC" for more information.

The text of the message can be entered in the body section of the window. This area has all the standard Windows editing features such as cut/paste/copy. If word wrap has been enabled in the Setup window, then it will be invoked as the message is typed. Selecting text and then clicking on Reformat! will also invoke word wrap and reformat the selected lines using word wrap column as the line length (preserving paragraphs). Note that word wrap is NOT invoked with cut/paste/insert commands. Additionally, it is not invoked if you begin inserting text in a line by typing.

There is support for special keys enabled for the body section of the Compose window. See the [Keyboard Help Topic](#) for more details.

### IMPORTING FILES

If you wish, you may create your message in your favorite word processor and save the message as an ASCII text file. It can then be imported into the body of the message in the Compose window by clicking on File, Import and selecting the appropriate file in the file dialog presented.

The [Options button](#) allows entry of other options.

Once the message is created, clicking on Send! will place the message in MailRoom's UNSENT folder for later transmission to MCI Mail.

## Compose Options

Several compose options are available on messages. Many of these options are available by addressee. Options selected by addressee will override those set by message in this window. The following options are available:

Receipt - check here if you want a receipt sent when each message addressee reads the message

Onite - Check here if you want overnight delivery or if you want priority handling for instant messages

Document Format - For instant messages, this option suppresses the other addressees.

Charge Code - allows a special code to be attached to the message which will appear on your MCI bill.

Enclosure - clicking on this button will display a file dialog box to allow you to select a file to send via an enclosures. Any DOS file can be sent with your message (including binary or executable.)

Save Default - clicking on this button will save the current settings of Receipt, Onite, Document Format, Charge Code as the default settings for the Compose window for this message and all future messages (until changed).

## Folders

MCI Mail messages are kept in MailRoom folders. When MailRoom is started, all active folders will be displayed in a scrolling listbox in the left of the MailRoom window. When you select a folder, the right side of the MailRoom window will display all the messages in that folder. You may scroll through the available folders by using the PgUp and PgDn keys or the left and right arrow keys.

Messages in a folder can be selected by clicking on them once or by using the up and down arrow keys. To select multiple messages, click on the first one, Ctrl-click on the next, Ctrl-click on the next, etc. Or, to select a contiguous range of messages, click on the first one and shift-click on the last one in the range.

Once a message or several messages are selected, they can be viewed, printed, deleted, forwarded, or filed in a new folder by selecting the appropriate command in the File menu.

MailRoom comes with six folders established:

DELETED - all deleted MCI Mail messages are placed here and aged off after 7 days

DESK - all messages are moved here (by default) once viewed

DRAFT - this folder is used to save work in progress

INBOX - all new MCI Mail messages are placed here

SENT - all messages already transmitted to MCI Mail are placed here

UNSENT - all messages waiting for transmission to MCI Mail are placed here

You can add new folders by clicking on the Folder option in the main window. Folder names can be changed here or empty folders can be deleted (except for the six standard folders).

MailRoom folders are actually DOS sub-directories of the MailRoom mail directory. Messages in the folders are stored in separate DOS files with a naming convention that ensures no duplicate names are generated when new messages are retrieved from MCI Mail. This facilitates using the Windows File Manager to move messages from PC to PC or to do any other "housekeeping" activities.

MailRoom also supports a utility to convert your folders and messages in your Lotus Express database to MailRoom's folders. This utility can be run by clicking on the Convert option in the Folder menu item. See [Converting your Lotus Express messages](#) for more details.

## **Address Book**

The Address Book facility allows you to build a list of those individuals to whom you frequently send MCI Mail messages. While use of the Address Book is optional, it has some important benefits:

You can avoid mistakes on difficult to spell names or complex mail addresses.

You can avoid errors due to MCI Mail not recognizing a name in your addressee list.

You can build Mailing Lists to groups of addresses to avoid repetitive entry of names.

Address Books can be created from the main MailRoom window by selecting the Address Book menu item. New entries can be made in your Address Book and Mailing Lists can be created. All MailRoom Address Cards have a unique card name. This name can be anything you choose. To be able to conveniently add complex MCI addresses, Shift-Ins or Ctrl-V will work as paste in the various data entry boxes. Mailroom supports the types of Address cards corresponding to different types of addresses which are found in MCI Mail:

Instant Address Cards for other users on MCI Mail

Remote Address Cards for users on other Mail Systems

Fax Address Cards for fax delivery

Paper Address Cards for postal mail delivery

Telex Address Cards telex messages

When in the Compose Window, either individuals or Mailing Lists can be accessed to address messages.

## **Instant Address Cards**

Instant Address Cards are used for other MCI Mail users. Enter the addresses MCI Mail Name and MCI Mail ID in the following format:

John Doe / MCI ID: 111-1111

## **Remote Address Cards**

Remote or EMS Address Cards are used to communicate with users on other Electronic Mail Systems with gateways to MCI Mail. Enter the full name of the addressee and then in the Mail System box, enter the name of the system with which MCI has a gateway. The additional address lines are for use in the connecting system to properly locate the addressee. For example:

Name: John Doe

Mail System: Internet

Line 1: doe@sys.com

## Fax Address Cards

Fax Address Cards are used to send faxes. You must know the full name, fax number and country code of the addressee.

Name: John Doe

Company: Haas Lumber Company

Fax Number: 40 123456

Country Code: 31

Some commonly-used country codes are:

Australia: 61	Austria: 43	Belgium: 32
Brazil: 55	Chile: 56	Colombia: 57
Denmark: 45	France: 33	Germany: 49
Greece: 30	Hong Kong: 852	Ireland: 353
Italy: 39	Japan: 81	Korea: 82
Kuwait: 965	Luxembourg: 352	Mexico: 52
Netherlands: 31	New Zealand: 64	Norway: 47
Panama: 507	Phillippines: 63	Saudi Arabia: 966
Spain: 34	Sweden: 46	Switzerland: 41
Taiwan: 886	United Kingdom: 44	United States: none

## **Paper Address Cards**

Paper Address Cards are used to send messages via the postal mail system. You must know the full name and postal address of the recipient. For example:

Name: John Doe

Title, Company: President, Haas Lumber Company

Line1: 1200 Main Street

Line2: Suite 200

City: Pleasantville

State: WA

Zip: 93456



## **Telex Address Cards**

Telex Address Cards are used to send telex messages. You must know the full name of the recipient, country name (or code), telex number and answer back if known. For example:

Name: John Doe

Company: Haas Lumber Company

Country: Netherlands

Telex Number: 620134

Answer Back: 620134XYZ UW

## **File Transfer**

MailRoom supports the MCI Mail "kermit" file transfer capability. You can send any DOS file (including binary or executable) to another MCI Mail user. To send a file, compose a "cover" MCI mail. Then click on the Options... button in the Compose Window and then click on the Enclose button. A file dialog will be presented for you to choose the DOS file to transmit. Or alternatively, you can enter the "name" in the Enclose box in the Compose Options window. Remember to specify the full path name of the file you want to send.

If someone sends you a message with enclosed files, MailRoom will automatically receive the files into the ENCLOSE sub-directory of your MailRoom directory. You will see a list of the enclosures received at the end of the text portion of the message.

Sending or receiving a file can take a long time. Expect it to take about a minute per ten thousand characters at 2400 baud. High speed modems (9600 baud and greater) can transfer about 25,000 characters per minute.

## **Accessing MCI Bulletin Boards**

MailRoom allows you to download bulletin board messages to your PC in the same manner that you transfer personal messages. You can then view them at your leisure without being connected to MCI. For Bulletin Boards that charge connect time, this can mean a substantial savings in your MCI charges.

First you must call MCI Mail, just as you do when transferring your personal messages. Use the Special option and check the box "Stay on-line (manual mode) to remain connected to MCI. Then, issue a VIEW Bulletin-Board-Name command where Bulletin-Board-Name is the name of the bulletin board which you want to access. Next issue the SCAN command to view its contents. Remember the message or range of messages you wish to download to your PC and click on GetBulletin. You can then enter the first and last number of the messages you want to download and click on OK. As MailRoom downloads the messages you selected, it will sound a beep tone after each message as it normally when downloading. Messages will be placed in your INBOX folder as they are downloaded. At the completion of the downloading of the selected messages, MailRoom will leave the bulletin board immediately (to avoid further connect charges) but remain connected to MCI Mail to allow viewing additional bulletin boards.

If you are finished using MCI Mail, enter a EXIT command and your connection to MCI Mail will be terminated. Then close the window by double-clicking in the upper left corner.

## **Configuring MailRoom for multiple environments**

MailRoom keeps the configuration information entered in the Setup window in a MAILROOM.INI file. See topic [MailRoom Parameter File](#) for more information. By default, MailRoom will open the MAILROOM.INI file when it starts up to retrieve the values previously established in the Setup window. Other .INI files can be used and this feature allows you to have multiple MailRoom icons on your desktop, each referring to a different .INI file.

For example, suppose you own a laptop computer which you regularly move between home and office. At home you need to access MCI Mail by dialing the 800 number without any leading prefix digit and at the office, you need to insert a leading 9. To make this simple, you could establish two MailRoom icons on your desktop as follows:

Description: MailRoom for Home  
Command line: MAILROOM.EXE HOME.INI

Description: MailRoom for Office  
Command line: MAILROOM.EXE OFFICE.INI

You can now double-click on the "MailRoom for Home" icon and enter all appropriate values in its Setup window. Then copy the file HOME.INI to OFFICE.INI (this will avoid entering all the identical information twice), double-click on the "MailRoom for Office" icon and change the telephone number to use a leading 9. (In Windows, all .INI files are normally found in your Windows software directory.)

This same scheme can be used to allow for additional icons to be placed on your desktop to facilitate different configurations for different executions of MailRoom. Besides telephone number changes between home and office, you can have different MailRoom icons for different MCI accounts or frequent international travelers can have icons established for MailRoom use in the various international destinations of interest.

## KEYBOARD HELP

MailRoom can be run without a mouse. MailRoom supports the standard windows conventions for keyboard use. Menu items each have a letter underlined which allows that item to be selected by typing Alt followed by the letter indicated.

In MailRoom's main window, the following keys are supported:

Left	moves up one folder
Right	moves down one folder
Home	moves to the top of the folder list
End	moves to the end of the folder list
arrow keys	navigate between messages in a selected folder

In MailRoom's Compose window, the Tab key moves between sections of the Window. (Shift-Tab moves in reverse order and Tab moves in forward order.) If you hit Tab when in the body or text composition area of the Compose window, the Tab key will move you to the next Tab stop. Tabs are every five columns. In addition, the following keys are supported:

PgUp	moves up one page
PgDn	moves down one page
Home	moves to beginning of current line
End	moves to end of current line
Ctrl-Home	moves to beginning of text
Ctrl-End	moves to end of text
Ctrl-Shift-Home	moves to beginning of text with selection
Ctrl-Shift-End	moves to end of text with selection
arrow keys	move up/down one line or left/right one space
Shift-arrow keys	as above with selection
Ctrl-arrow keys	move forward/backwards one word
Ctrl-Shift-arrow keys	move forward/backwards one word with selection

## MailRoom Parameter File (MAILROOM.INI)

MailRoom keeps the parameters entered in the Setup window as well as others in a file called MAILROOM.INI. This file is treated like other Windows .INI files and can usually be found in your Windows software directory, usually C:\WINDOWS.

One important use of this file is to allow multiple MailRoom icons on your desktop with different Setup parameters. See topic [How to configure MailRoom for multiple environments](#) for more information. Another is to allow for special modem command strings. See topic [Modem commands](#) and [High Speed Modems](#) for more information on modem parameters.

Additional parameters include:

kermitBlock - This parameter controls the maximum block size used to transfer data to and from MCI Mail. The valid range of values are from 80 to 1024. The default is a function of modem speed and is 480 for 2400 baud modems and 1024 for higher speed modems. You should use a lower setting if you have a noisy connection and a higher setting if you have an error-correcting modem. The higher the setting, the faster long messages will be transmitted and received.

autoDelete - This parameter controls the number of days messages are kept in MailRoom's DELETED folder before they are permanently deleted from your hard disk. The default is 7 days. Setting autoDelete = 0 means messages are never automatically removed from your DELETED folder.

userFullName - Normally, MailRoom uses your MCI Signon name for its display windows and also as the "from" name for messages you send. If you prefer, you may instruct MailRoom to use your full name as known by MCI by entering it in this parameter. For example, your MCI Signon Name might be JDoe and your full MCI name John Doe. Set the userFullName parameter to John Doe and this full name will be used by MailRoom.

dirUnread - name for folder where MailRoom places messages downloaded from MCI, defaults to INBOX

dirRead - name for folder where MailRoom files INBOX messages that have viewed, defaults to DESK

dirUnsent - name for folder where MailRoom looks for messages to send to MCI, defaults to UNSENT

dirSent - name for folder where MailRoom files messages after sending them to MCI, defaults to SENT

dirWork - name for folder to place work in progress, defaults to DRAFT

dirDeleted - name for folder where MailRoom files messages that you have asked to delete, defaults to DELETED

## Telephone numbers

MCI Mail can be accessed with the following U.S. telephone numbers:

(800) 456-6245  
(800) 234-6245  
(800) 967-9600 (9600 baud or higher)  
(703) 769-0750 (Arlington, Virginia)  
(415) 543-6364 (San Francisco, California)

MailRoom can also be used for international access to MCI Mail. You may use the non-800 U.S. numbers if you wish, using the "1" country code and any other international access prefixes that are necessary.

You can also make a local call internationally by using one of MCI Mail's global telephone numbers. This will require you to use the MailRoom global connect script established for international access. While in MailRoom's Setup window, click on the "Advanced" button. Then, under Access Network, choose the GLOBAL menu choice instead of the default U.S. DIRECT menu choice. Below are some of the international telephone numbers supported by MCI Mail. For the complete list and additional details, select "Help Phones International" available on MCI Mail.

Country Name	Code	City Name	Code	Telephone Number
Australia	61	Sydney	2	4374288
Brazil (in country)		(toll free)		000672
Brazil (out of country)		55		11 1081212
France	33	Paris	1	43441212
Germany	49	Frankfurt	69	6666886
Hong Kong	852			8241121
Italy	39	Milan	2	40910853
Japan	81	Tokyo	3	33431100
Korea	82	Seoul	2	7951002
Mexico	52	Mexico City	5	5387646
Singapore	65			5351444
Spain	34	Madrid	1	3581951
Switzerland	41	Geneva	22	7986364
Taiwan	886	Taipei	2	3955100
United Kingdom	44	London	71	4374393

## **MODEM SUPPORT**

Select the topic you wish to learn about.

[How to configure your modem to use MailRoom](#)

[How to use high speed modems with MailRoom \(greater than 2400\)](#)

[How to set modem commands in MailRoom](#)

[Troubleshooting MailRoom modem/communication problems](#)



## **Modem Configuration**

MailRoom will work with all Hayes compatible modems. The main requirement for proper operation is that the modem be configured to respond properly to the Data Terminal Ready (DTR) signal. MailRoom raises DTR when it wants to use the modem and lowers DTR when it wants to disconnect. Your modem should be configured to hang up when the DTR is lowered.

Check that your modem will see changes in the DTR signal. Some modems have a DIP switch or jumper which forces DTR on. If this is the case for your modem, change the switch or jumper to allow the actual state of DTR to be seen by the modem. If the TR light on your modem is always on, then it is not configured correctly. The TR light should go on when you select Call MCI! in MailRoom and go off when you hang up (disconnect). For the Hayes 1200 and many compatibles, this is controlled by Switch 1 and the proper position is UP.

## High Speed Modems (Greater than 2400 Baud)

MailRoom supports high speed modems operating up to 19200 baud. There are two additional configuration issues for high speed modems. The first issue with these modems is flow control. MailRoom uses XON/XOFF flow control to stop MCI Mail from sending too fast. High speed modems should be configured to honor XON/XOFF flow control, otherwise data may be lost.

The second issue is the CONNECT message. MailRoom assumes that a "CONNECT" response from the modem means that it connected at the configured speed. MailRoom also understands "CONNECT nnnn" where nnnn is the speed of connection. For these responses it adjusts the port speed accordingly. Your modem should be configured to return the "CONNECT nnnn" result to assure reliable operation. Note that additional information may follow the nnnn. This will be ignored by MailRoom.

If you get CONNECT 2400 from the modem, but nothing happens after that, your modem is probably configured to do "speed buffering" and left the port at 9600 (or 19200) baud. You should either configure the modem to return "CONNECT 9600" (or "CONNECT 19200") in this case, or configure it to set its port speed to 2400 for 2400 baud connections. Or you can instruct MailRoom to ignore speed detection by checking the "Ignore Connect Speed" box in the MailRoom Communications Setup window reached by clicking on File, Setup followed by clicking on the Advanced... button. See Help topic [Setting up MailRoom special communications environments](#) for more information.

## **Modem support (can be used for Non-Hayes or Hayes modems)**

Four parameters control what commands are sent to the modem and what responses are expected. One of these (the modem initialization string) can be set in MailRoom's Communications Setup window. The others can be set in MAILROOM.INI. These can be specified in the MAILROOM.INI file to meet any special requirements you may have. See topic [MailRoom Parameter File](#) for more information. The four parameters (modem initialization string and the other three) and their default values are as follows:

```
modemInit=ATE1Q0V1&D2X4
modemOK=OK
modemDial=ATE1Q0V1DT
modemConn=CONNECT
```

modemInit is the command sent to initialize the modem. modemOK is the expected response to modemInit. modemDial is the command sent to initiate dialing. It is followed by the phone number. modemConn is the expected response to the dial command.

If these parameters are not adequate to properly configure your modem, you can write a Local Network script to dial your modem. Refer to the [MailRoom Communications Scripting Language](#) facility. In this case, you would choose your script in the Local Network area of Setup and choose NONE in the Modem section. The phone numbers in the Modem section can be used with "sendparam PhoneNum".

## **Troubleshooting MailRoom modem/communication problems**

### Freeze on Disconnect

Some internal modems (those without real UARTs) will cause MailRoom to "freeze" when the session with MCI is dropped. This appears to happen almost exclusively with modems with a Rockwell chipset, operating under Windows 3.1. The problem is one of timing and can be corrected by adding some information to your MAILROOM.INI file as follows:

```
modemInit=ATE1Q0V1X4&D2&C1S25=1
```

```
delayCommClose=1
```

If you already have a modemInit line, then make sure that it has the commands "&D2&C1S25=1" as part of it.

### Freeze on Connect with High Speed Modems (over 2400 baud)

If you get CONNECT nnnn from a high speed modem, but nothing happens after that, your modem is probably configured to do "speed buffering" and left the port at 9600 (or 19200) baud. You should either configure the modem to return "CONNECT 9600" (or "CONNECT 19200") in this case, or configure it to set its port speed to 2400 for 2400 baud connections. Or you can instruct MailRoom to ignore speed detection by checking the "Ignore Connect Speed" box in the MailRoom Communications Setup window reached by clicking on File, Setup followed by clicking on the Advanced... button. See Help topic [Setting up MailRoom special communications environments](#) for more information.

## Configuring MailRoom for special communications environments

If you don't use a modem to reach MCI Mail or if you use a non-Hayes standard commands to talk to your modem, MailRoom has several options for you.

Local Network - defaults to NONE. MailRoom has a Communications Scripting Language you can use if you need to create a script for MCI Mail connections. Local networks may require a User ID and Password and appropriate boxes are provided for these entries.

Modem - defaults to Hayes or choose NONE if you have a direct connection or you have a Local Network script for your modem. MailRoom also supports connections via non-Hayes modems.

Ignore Connect Speed - Some modems do not change their port speed based on the line speed. Hayes calls this feature "Auto Speed Buffer" or ASB. If you wish to use this mode of operation, you should check this box.

Modem Initialization String - This string will be sent to the modem to initialize it for connection to MCI Mail. MailRoom uses a default setting of ATE1Q0V1&D2X4 if you don't provide a value. To override this default, provide an alternate string. To use this default, leave this box blank. If you need alternate modem command strings (after initialization, see help topic Special modem support for more information.

Access Network - defaults to DIRECT or choose NONE if your connection to MCI Mail is completely handled by a Local Network script. There is also a GLOBAL option if you are dialing an international MCI Mail telephone number. In addition, you may write your own script if you are using a public network such as Tymnet to connect to MCI Mail. Entries are provided for User ID, Network Node and Password if they are needed. See MailRoom's Communications Scripting Language for more details.

MailRoom comes with a script already created in the Local Network section for Rolm connections. The ROLM script is for the Rolm DataPhone (not for model 244 PC which is Hayes-compatible). To use this script, select it in the Local Network section, set Modem to NONE and leave Access Network at DIRECT. This script allows 25 seconds for a connection to MCI. If this is too long for your environment, you can shorten the wait time by modifying the script. If you do this, be sure to save the script under a different name such as MYROLM to avoid losing your work if you received MailRoom updates.

## **Communications Scripting language**

A MailRoom script is a sequence of statements in a standard ASCII text file. Each statement is a line in the file. Each statement is a verb followed by the verb's parameters. Statements are executed sequentially starting with the first line in the file. The verbs can be written in upper or lower case. Parameters are case sensitive.

Verbs supported in MailRoom's scripting language

Script usage

Parameter usage

## Verbs in MailRoom's Communications Scripting Language

The following verbs are supported in MailRoom's scripting language:

### **BREAK** <millisec>

Sends a break signal of <millisec> duration

### **COMMENT** <any printable characters>

Comments are used to document the script - they are ignored during processing.

### **GOTO** <label>

Execution continues at <label>

### **LABEL** <label>

Defines a label used in GOTO, TIMEOUT or WAIT statements

### **SEND** <string>

Sends the string. See <string> below for treatment of strings.

### **SENDPARAM** <label>

Sends the parameter from the MailRoom parameter file (MAILROOM.INI) whose name is label. The parameter value is treated like a <string>. Assuming the MailRoom parameter file contains the line "NetUserID=John\_Doe", the statement SENDPARAM NetUserID would send "John Doe". See [Parameter usage](#) for more information.

### **WAIT** <millisec> <label1>,<string1> <label2>,<string2> ... <labelN>,<stringN>

Waits up to <millisec> for any of the strings to be received. If string(i) is found, execution continues at label(i). If none of the strings are found within <millisec>, execution at the next statement.

### **END**

Terminates script execution (successfully)

### **FAIL**

Terminates script execution (unsuccessfully). When a script terminates with FAIL, MailRoom aborts the connection attempt and retries. For modem connections, this retry will use an alternate telephone number.

### **TIMEOUT** <millisec> <label>

Starts a timer of <millisec> duration. If the timer expires before the script completes, execution continues at <label>. There is only one timer. A subsequent TIMEOUT verb will restart the timer with a new duration and label.

### **NOTES:**

<string>

A sequence of printable ASCII characters not including blank. The following characters have special interpretation:

\_ (underscore) is interpreted as blank

| (vertical bar) is interpreted as carriage return

\ (backslash) introduces 3 decimal digits which are used to form any ASCII code.

Thus:

\027 is an ESC code  
\095 is \_ (underscore)  
\124 is | (vertical bar)  
\092 is \ (back slash)  
\010 is LF (line feed)

<millisec> is a 1 to 5 decimal digits representing time in milliseconds.

<label> is a sequence of printable ASCII characters not including blank.



## Script Usage in MailRoom

Scripts are normally used to navigate a local network or data switch. After navigating the local network it may be necessary to dial (using a comm server) and/or connect via an Access Network.

To use a local network script, compose the script according to the above definition. It can have any name (except "NONE") ending in the extension ".MVS". Place the script in your MailRoom program directory. In MailRoom, choose File Setup from the menu. In the "Local Network" section of the setup window, open the list box and you should see your script's file name in the list. Choose your script from the list. If your script requires parameters, enter them in the appropriate fields of the setup window. Finally, exit setup with "OK".

If you need to dial an Access Network number and connect via the Access Network at the conclusion of the script, then this is all you need to do. If you need to suppress dialing, choose "NONE" from the list box in the "Modem" section. If you will not be using an Access Network connection procedure, choose "NONE" from the list box in the "Access Network" section.

Creation of an access network script is the same as a Local Network script except that the script file should be named with an ".MVA" extension.

Note: If you are using a direct connection to a communications switch, be sure you have the correct parity settings. MailRoom will accept any parity but transmits 8 bit, no parity. The port of your switch must be configured to handle this correctly.

## Parameter Usage in MailRoom

Two parameters are specifically reserved for Local Network scripts. These are "localID" and "localPWD". Setup supports setting these parameters via the fields labeled "User ID:" and "Password:" in the "Local Network" section. You may also use the parameters in the "Modem" and "Access Network" sections.

The following is a list of the setup supported parameters:

<u>Section</u>	<u>Field Label</u>	<u>Parameter Name</u>
Local Network	UserID	localID
Local Network	Password	localPWD
Modem	Main Phone No	Phone1 (PhoneNum)
Modem	Alternate Phone No	Phone2 (PhoneNum)
Access Network	UserID	gtnID
Access Network	Password	gtnPWD
Access Network	MCI Mail Node	cmNode

The parameters in the "Modem" and "Access Network" sections would normally be used by the script only if NONE was required in a given section for that script. For example, if the script performed all of the operations required to connect to MCI Mail, then the user would be instructed to set "Modem" and "Access Network" to NONE. In this case all of the above parameters would be freely usable by the script. If, on the other hand, the script only reached a modem pool, then only localID and localPWD would be freely usable since the remaining parameters would be used by the modem and Access Net connection procedures.

The special parameter PhoneNum can be used instead of Phone1 or Phone2. The value of PhoneNum alternates between Phone1 and Phone2 each time a connection attempt FAILs.

To see script examples, see the .MVS and .MVA files in your MailRoom program directory.

## **Converting your Lotus Express messages**

MailRoom provides a utility to convert your existing Lotus Express messages to MailRoom's format. To run this utility click on Folder followed by Convert.

MailRoom will prompt you for the path name of your Lotus Express message directory, defaulting to C:\MAILSYS which is the normal path used by Lotus Express.

MailRoom will then search for all your Lotus Express folders, making a MailRoom folder with the same name as was found in Lotus Express. If a MailRoom folder already exists with that name, no new folder will be created.

Next, MailRoom will copy each Lotus Express message in the folder to MailRoom's folder by that name. The messages will each be given a unique name. You can run the Convert utility as many times as you wish and MailRoom will always overwrite the old copy of the message. The original message in your Lotus Express database will not be altered by running this Convert utility.

Some special notes: Because MailRoom copies not moves the message from your Lotus Express database into MailRoom, you will need as much disk space as exists in your original Lotus Express database available for MailRoom. If you need extra disk space, you can delete the Lotus Express files and executables but do not delete the Lotus Express folders. MailRoom needs the Lotus Express folder structure to remain intact to properly convert the messages to MailRoom's folders.

