

**Microsoft® Mail  
Electronic Mail Program for  
AppleTalk® Networks  
Demonstration Script**

## **Microsoft® Mail for AppleTalk® and Compatible Networks**

**High performance capabilities that can handle the most complex networks and a rich set of features to meet all of an organization's communication needs.**

# **Microsoft Mail Demonstration Script**

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# Introduction

You don't need more than a single machine to demonstrate the Microsoft® Mail electronic mail program. In order to truly experience the power of Microsoft Mail, however, we recommend that you use at least two Apple® Macintosh® machines connected by AppleTalk® cabling. Feel free to set up Microsoft Mail for use within your own workgroup to appreciate the dramatic gains in productivity it can bring.

The Microsoft Mail version 3.0 demo disk contains a fully functioning product that will cease to work after you've used it for a month. After that period, you will not be able to send any more messages; you will, however, be able to access messages in your mailbox, **or** you can reuse the demo disk for additional demonstrations by following these procedures:

- **Restart** the server machine while holding down the "M" key. This will prevent the server from being loaded.
- **Drag** the file MICROSOFT DEMO DATA from the System Folder into the Trash. **All Microsoft Mail user names and messages will be lost at this time.** **Restart** the server to create a new data file and re-enter all names.
- Follow the installation guide for each demo you wish to conduct.

We recommend you set up another Macintosh server in addition to the single-server demo. You'll then be able to demonstrate some of Microsoft Mail's most powerful features, including global directory propagation, and the speed at which our servers operate in a multiserver LAN (local area network). These unique capabilities set Microsoft Mail apart from other electronic mail systems and make it the best solution for larger networks. To set up a second server just follow the instructions for the single-server setup with one exception. In the dialog box under the Mail menu be certain you assign your servers different names. To define a name, enter the new name in the **Server Name** box.

A few features of MS® Mail that could not be included in this demonstration version, and what they do, are listed below:

- A Forms Designer tool allows you to create custom forms for MS® Mail version 3.0
- A Network Administrator utility allows the Network Manager to collect information on server(s) usage, storage, gateways, and routing statistics.
- An application programming interface for HyperCard® 1.2.X or later allows HyperCard developers to embed mail XCMD's into HyperCard stacks.

## Conventions

The following conventions are used in this demonstration:

- Filenames are in SMALL CAPS.
- Keyboard and mouse actions are **boldfaced**.
- Things you need to type are in *italics*.
- Menu names and choices, as well as buttons, are underlined.

## Single-Server Demo

### System requirements

- Macintosh Plus, SE, or II.
- System version 6.0.2 or higher (Microsoft Mail version 3.0 is compatible with MultiFinder®).
- Hard disk.

### READ ME file

Before installing the demo, please open the READ ME file for any updated instructions for the demo.

### Copying files to your hard disk

- 1) **Copy** the MS Demo 3.0 and Microsoft Demo Server icons from the demo disk into the System Folder.
- 2) Install the Microsoft Mail Desk Accessory by following these steps:
  - **Double-click** on the Microsoft Mail Desk Accessory (it looks like a small suitcase).
  - When the Font/DA Mover comes up on the screen, **open** the SYSTEM file of the machine you are installing to and **copy** the Microsoft Mail Desk Accessory into it.
- 3) Close the Font/DA Mover by **clicking** Quit.
- 4) **Copy** the Microsoft Mail Sample Files folder onto the hard disk.

- 5) **Restart** the Mac.

## Signing into Microsoft Mail

- 1) **Select** Chooser from the Apple menu.
- 2) **Click** on the MS Mail version 3.0 icon. The name of the Microsoft Mail server that was just created will appear in the upper right corner.
- 3) **Select** the server and then **click** on Set Up. Type *Network Manager*. Then **press** Return. **Close** the Chooser dialog box.

## Defining user names

- 1) **Choose** Microsoft Mail 3.0 from the Apple menu and **sign in** with the name *Network Manager* and the password *mail*.
- 2) **Choose** Server Users/Groups from the Mail menu on the menu bar.
- 3) **Select** the Users icon and **click** on the Modify User button.
- 4) **Click** on Network Manager and **type** *Bob Johnson*. Then **press** Return or **click** on Modify. The name Bob Johnson appears in the list box. All mail intended for the network manager will now come to Bob's mailbox. This will allow him to receive both his mail and the mail meant for the network manager without logging into two accounts.
- 5) **Click** on the Add User button. **Type** *Katherine Martin*. You may assign a password to each user if you wish. Then **press** Return or **click** on Add. Repeat this procedure to add the following list of users: *Mark Thompson, Barbara Clark, Eric Cantrell, Davey Jones, Betty White, and John Price*. Feel free to add more names if you wish.
- 6) **Set up** a network group consisting of Katherine Martin, Mark Thompson, and Barbara Clark:
  - a) **Choose** Server Users/Groups from the Mail menu.
  - b) **Select** the Groups icon and **click** on the Define Group button.
  - c) **Type** *Marketing* as the name of the group you're creating.

- d) **Select** the Address Group icon to display the directory of all users in the mail system.
  - e) **Click** on Katherine Martin, Mark Thompson, and Barbara Clark while holding down the Shift key. Then **press** Return. (NOTE: It may take a few seconds for all of the names to appear in the addressing window. If your machine is connected to a network, it will try to look for other Mail servers. To avoid this delay, disconnect the demo machine from the network for this demonstration. Then you will have to Close and reopen the address screen until the names appear.)
  - f) **Press** Return again or **click** on Close to return to the Users and Groups window.
  - g) **Click** on Define to create the group.
  - h) **Click** on the Window Close Box.
- 7) **Select** Preferences from the Mail menu. You are now just going to review the preferences and verify that they are all set properly. The Notifier icon should be selected on the left side of the dialog box. Sound Chime should be set to Twice. "Display notifier window" and "Display flashing menu bar" icons should be checked. Display Urgent Message Immediately should be checked. **Select** Other icon. Append original message text to reply should be checked. Nothing else on this screen should be checked. To log in your changes, **click** Update.
- 8) **Choose** Close & Sign Out from the Mail menu.

# Microsoft Mail Version 3.0 Demo

## Introduction

### Microsoft Mail version 3.0

Welcome to Microsoft Mail version 3.0! Microsoft Mail is no more complicated to use than your telephone, and it's going to become just as vital to your daily communication.

There are many new features in Mail 3.0 designed to increase workgroup productivity. Microsoft Mail version 3.0 now handles unlimited multiple enclosures, personal address books, personal groups, and user-defined custom folders. The powerful implementation of features, combined with Microsoft Mail's proven architecture, provide a communication environment to meet your company's complete communication needs.

### Microsoft Mail as a desk accessory

Microsoft Mail is a desk accessory, so it's always available when you're working in other applications. You can quickly communicate information whenever an idea strikes you or a question arises in your mind. Microsoft Mail helps you conquer space and time by letting you communicate with people whether they're in their offices or not...and without ever leaving your own desk.

- **Choose Microsoft Mail 3.0** from the Apple menu

Microsoft Mail's login procedure is an easy yet secure two-step process. Notice that the password is not shown on the screen in order to maintain its security.

- **Type *Bob Johnson*** in the field following Your Name, **press** Tab, and then **type *mail*** for your password (all lowercase)



## Description of Microsoft Mail interface

What you see first is the MS Mail summary window. If you have ever seen Microsoft Mail, then you will notice some immediate differences in this new version. The largest portion of the window is where the message summaries are kept. The message summaries have three main identifiers for messages, and these are listed above the section (From, Subject, Received). Below the summary area is another smaller section that holds the personal folders. There are three default folders (Mailbox, Sent Mail, and Wastebasket) that will be discussed in detail later. On the far left side of the window is a collection of five icons. These icons are representations of mail forms. When you send a message the information is created within a form. There are five standard forms shown here. Using the MS Mail Forms Designer you are able to create your own custom forms. At the bottom of the window are six buttons for manipulating mail messages.

- Reply - This button is used to reply to a message. Holding down the Option key changes this to Reply All.
- Forward - This button will allow a message to be forwarded to another user or users.
- Print - Allows you to print the selected messages.
- Move - Moves selected messages to personal folders. This can also be accomplished by dragging and dropping the message into the folder. Holding down the Option key changes this to Copy.
- Delete - Deletes the selected messages/folders.
- Read - Allows the user to read the selected messages.

## Sending a Message with Attached Files

Let's say that I've finished an important proposal in Microsoft Word and need to send it and a supporting chart immediately to my manager, Katherine, for review. I simply choose the Note icon to create a message, give it a subject, and add a brief cover note.

- **Select** the Note icon in the upper left corner
- **Type** *Marketing Proposal* in the subject field
- **Type** *Please review my proposal and let me know if it's o.k.* in the comments field

After I'm done with my message, I can easily enclose the proposal and supporting chart.

- **Select** the Enclosure icon
- **Open** the files `MARKETING PROPOSAL` and `QUARTERLY CHART` located in the Microsoft Mail Data Folder

Now, I want to address the message to my manager, Katherine, so I ask to view the directory of users on Microsoft Mail.

- **Select** the Address icon and the addressing dialog box will pop up. Make sure that the icon labeled "All" is selected.

Microsoft Mail has a very flexible interface to quickly address mail to multiple recipients. I can add Katherine as a recipient by double-clicking on her name or by highlighting her name and clicking on Add.

The address window in Microsoft Mail also has some powerful search features that enable you to locate the person to whom you want to send mail quickly and efficiently. MS Mail can perform beginning string searches on names as well as embedded "wildcard" string searches. By using the wildcard "@" character you can even search based on what server or gateway your recipient resides on.

It is easy to carbon copy or blind carbon copy an individual on a message (other recipients don't see a Bcc individual in their distribution list). Network groups are represented in bold in the address screen. Mail allows the user to get details on groups to make sure your message is being sent to the right people.

Mail can also provide me with a return receipt; that is, I will be notified when Katherine opens the message. I would also like a copy retained in my Sent Mail folder. Because of how the preferences are set, recipients to messages that I send are automatically added to my personal address book. If the recipient's preferences are checked to reflect urgent mail open, the message will automatically pop the entire message up on the recipient's screen.

Now I'll send the message and enclosed files. File transfer couldn't be more direct or efficient. After you have sent the message you will notice a notification of a received message. Microsoft Mail can

- **Double-click** on Katherine Martin

- **Type** *jo* and **click** Add or **press** Return (Notice that since the search was for anyone with the name beginning with "jo" it came up with only one instance, John Price, and automatically added him to the address field.)

- **Type** *jo* and **click** Find Name (Find Name will search for any instance of "jo," in this instance providing you with Bob Johnson, Davey Jones, and John Price.)

- **Select** Davey Jones and **press** Return

- **Click** on Cc

- **Double-click** on Bob Johnson

- **Click** on Marketing

- **Click** on Details

- **Click** on Cancel

- **Click** on Add or **press** Return

- **Click** on Close or **press** Return

- **Select** the Options button and the Options dialog box will pop up

- **Click** on Urgent

- **Click** on Return Receipt

- **Click** on Retain a copy in Sent Mail folder

- **Click** on OK or **press** return

- **Click** on Send

notify you in three ways when a message arrives. Depending on how they are set in the Preferences menu, you can have a notifier window, a flashing icon (over the apple menu), or a chime. Let's put this message away and read it later in the demo.

- **Click** on Read Later

Custom forms make specialized messages an easy procedure. Remember those illegible phone messages that used to be left on your desk? Using the custom Forms Designer included with Microsoft Mail, we have created a standard phone message form.

- **Select** the Phone icon in the summary screen
- **Type** *Scott Barnes* in the Name field
- **Type** *ABC Industries* in the Company field
- **Type** *555-1212* in the Phone field
- **Click** on the Please Call box
- **Type** *Would like to discuss merger* in the Comments field

A new feature of Microsoft Mail is our Personal Address Book. This addressing list can help you quickly find the names of people you communicate with on a regular basis. If it is set in the Preferences menu, every time you address mail to someone it is added into your personal address book. You'll notice that Katherine Martin was automatically added to the address book. Again, we will read the incoming message later.

- **Select** the Address icon
- **Click** on the Address icon in the left of the address screen
- **Double-click** on Katherine Martin
- **Click** on BCC
- **Double-click** on Bob Johnson
- **Click** on Close or **press** Return
- **Click** on Send
- **Click** on Read Later

## Receiving a Message

You can have Microsoft Mail alert you with a tone and a pop-up alert box as soon as you receive a message, even if you're in the middle of an application. Or, if you'd rather not be disturbed, you can easily change Microsoft Mail's settings to suit your own personal preferences. And even if your machine is turned off, Microsoft Mail will store your messages so you can always be sure to receive important information.

Microsoft Mail provides a comprehensive summary of all the messages in my mailbox. The icon on the left tells me that it's a note, and the paper clip tells me that there is an enclosure. I can see who sent it to me and what the subject is.

The header listed in bold type shows that neither of the messages in our summary section have been read. After opening the message, you will notice that we received a return receipt showing that we have opened the message. Remember back when we sent the message we selected this in the options. After we have examined the receipt we can either close the window (it will remain in the summary section), print a hard-copy of the receipt, or delete it.

Here's all I have to do to save the enclosed files. I can then make changes to them just like any other files I've created. MS Mail gives me the option of saving each enclosure separately, or as a group. Files that I haven't saved are indicated in bold font.

Now let's assume that I'm Katherine (even though the screen will say Bob), Bob's manager, and that I've made a couple of changes to Bob's proposal. I bring up Microsoft Mail just like before.

- **Double-click** ON **MARKETING PROPOSAL**
- **Point out** Return Receipt alert box
- **Close** Alert box by **clicking** on corner

- **Select** the Enclosure icon
- **Click** on Save All
- **Click** on OK (The Replace With Same Names dialog occurs because you sent the enclosures to yourself, and they already existed on your disk.)
- **Click** on Done
- **Close** all Microsoft Mail dialog boxes

- **Choose** Microsoft Mail 3.0 from the Apple menu

You can see Bob's original message is still on my message summary screen.

- **Click** on **MARKETING PROPOSAL**

Microsoft Mail gives you the option of saving, deleting, printing, forwarding, or replying to your message. Replying to the original message is very simple. I can either reply to the original sender or to all who received the original message. As you'll notice, the response can automatically incorporate the original message as a point of reference.

- **Click** on Reply
- **Type** *Nice job. I made a couple of minor changes.*

I could also enclose the revised files to send back to Bob with my comments.

- **Select** the Enclosure icon
- **Double-click** on the file **MARKETING PROPOSAL**
- **Click** on Send
- When you receive the message notification, **click** on Read Later

## **Customizing Your Mailbox**

Microsoft Mail now makes it very simple to tailor your mailbox to help increase your productivity. By implementing folders, personal groups, and personal addresses you can file your existing messages, and send new messages with no effort. Furthermore, MS Mail provides

the backup measures designed to keep you from accidentally deleting important mail. Microsoft Mail also allows you to sort your message headers on any of the three header fields.

As your messages start to build up, sorting them sequentially becomes an important issue. Microsoft Mail makes this a one-step procedure simply by pointing and clicking on the column headings. You can sort alphabetically by sender or subject. (MS Mail recognizes that reply (RE:) mail and forward (FW:) mail should not be part of the sort criteria!) You can also sort on the date the message was received. By holding down the Option key, you can even reverse-sort.

Folders are very important tools in Microsoft Mail. They allow you to organize your mail by categories that you define. There is no limit to the number of folders you can create with Microsoft Mail. Moving messages into folders is a simple procedure. You can even keep copies of messages in different folders. Mail comes with three default folders: Mailbox, Sent Mail, and Wastebasket. The Mailbox folder is where all incoming messages are stored. By defining a preference, Mail will keep a copy of every message you send in the Mail Sent folder. (Remember that Microsoft Mail only keeps a single instance of the message, regardless of how many references it has.) You can even keep the reference to this message in several places, simply by copying it. The Wastebasket folder is MS Mail's way of double-checking to make sure you really want to throw away your message. Deleted messages are kept in this folder until you logout of MS Mail.

Archiving your messages is an important tool you can use to move old messages off

- **Position** the mouse over the word Subject in the Summary Section (the cursor should change to a down arrow)
- **Click** the mouse (notice that the messages sorted alphabetically in descending order)
- Without moving the mouse, **hold** down the Option key and **click** the mouse (notice that the messages are now sorted in ascending order)
- **Select New Folder** from the Mail menu
- **Type *Action Items*** in the New Folder dialog box
- **Click** on OK
- **Place** the mouse over the black separator line in the middle of the screen until the cursor turns into a horizontal indicator. **Click** the mouse and **drag** the bar upward until all folders show
- **Click** on the left corner icon of the MARKETING PROPOSAL message
- While **holding** mouse button down, **drag** the message into Action Items folder
- **Click** on the SCOTT BARNES message
- **Hold down** the Option key (Notice that the Reply and Move buttons change to Reply All and Copy, respectively)
- **Click** on the Copy button
- **Double-click** on Action Items in the folder dialog box
- **Double-click** on the Action Items folder to view the messages

- While **holding** the Shift key, **select** the messages in the Action Items folder (it

the Mail server. Microsoft Mail provides the ability to save your messages to a text file that can be read in Word processors such as Microsoft Word. The Save command will also allow you to append your existing file as you want to archive new messages.

You already know that the personal address book will save your message to your own address book. However, there is another way to add addresses. You can choose the address book from your Mail menu to customize it for your own needs. My personal address book appears on the right. I can choose names, or group names to add to it from the "All" or "Local" directories. I can also remove entries from my address book. After I'm done, I can save the changes.

In addition to network manager-defined groups, Microsoft Mail also provides the user with the ability to create personal groups. The recipients in the groups can be from multiple servers or even include groups. You can also select users from existing network-defined or personal groups by using the Details feature. Names in your address book and personal groups are automatically updated as users are deleted, so users don't have to manually update their address books.

is currently open)

- **Select** Save Messages to New File under the Mail menu
- **Save** the file as ARCHIVED MAIL MESSAGES (If you desire, you can now **close** the mail window and **open** the text file containing the archived mail messages. After viewing make sure to **choose** Microsoft Mail from the Apple menu.)

- **Select** Address Book from the Mail menu
- **Select** Eric Cantrell from the address window
- **Click** Add or **press** Return
- **Select** John Price from the right-hand list
- **Click** on Delete
- **Click** on Save or **press** Return

- **Select** Personal Groups from the Mail menu
- **Type** *Management* and **press** Return
- **Select** Katherine Martin and Mark Thompson from the Address window
- **Press** Return
- **Select** Marketing
- **Click** on Details
- **Select** Barbara Clark
- **Click** on Add
- **Click** on Save or **press** Return
- **Select** the Note icon
- **Select** the Address icon
- **Select** the Personal Address icon
- **Note** addition of Eric Cantrell and Management group
- **Close** all Mail Windows or address and



send message as desired.

## Integration with Microsoft Word Version 4.0 and Microsoft Excel Version 3.0

Since Microsoft Mail is a desk accessory, it's easy to use from within any application. But now, through seamless integration of Microsoft Mail with other applications, users can actually work together to create, share, and review information in a distributed environment. On your working model disk you will find an MS Word document that contains information about all of the integrated applications as well as our gateway vendors. Below is a demonstration of what distributed applications like Microsoft Word and Microsoft Excel can do when combined with the power of Microsoft Mail. (NOTE: If you do not have Microsoft Word or Microsoft Excel please ignore the following section.)

Let's say that my partner, Mark, and I have been working on our company's quarterly financial report. I've created a chart in Microsoft Excel that we'll use in the document Mark has created in Microsoft Word.

With Microsoft Excel integration, all I need to do is send a message to Mark from within Microsoft Excel, which will automatically attach my chart to the message.

- **Open** the file QUARTERLY CHART in the Microsoft Mail Sample Files folder
- **Choose Send Mail** from the File menu (NOTE: If you don't see Send Mail then go to the Options menu and **select Full Menus**)
- **Type *Quarterly Financial Chart*** in the Subject field
- **Type *Here's the chart for the report*** in the Comments field
- **Select** the Address icon
- **Double-click** on Mark Thompson
- **Double-click** on Bob Johnson
- **Click** on Close or **press** Return
- **Click** on Send
- **Close** the file QUARTERLY CHART

Now, let's say I'm Mark. I've been waiting for this chart to arrive from my Microsoft Excel partner. Assuming I'm already in Microsoft Excel, I'll read the message and use the information provided.

- **Click** on Read Later
- **Select** Open Mail from the File menu
- **Double-click** on QUARTERLY FINANCIAL CHART
- **Double-click** on QUARTERLY CHART

I'll copy the chart...

- **Click** on the chart
- **Copy** the entire chart

...open my Microsoft Word document and paste in the chart.

- **Quit** Microsoft Excel
- **Open** the file QUARTERLY FINANCIAL REPORT
- **Place** cursor at the paragraph sign, and **click**
- **Select** Paste from Edit menu

Then I'll use my Microsoft Word integration to zap the finished document to others for review.

- **Choose** Send Mail from the File menu (NOTE: If you don't see Send Mail then **select** Full Menus from the Edit menu.)
- **Type** *The finished product* in the comments field
- **Select** the Address icon
- **Double-click** on Marketing
- **Click** on Close
- **Click** on Send

It's as easy as that! In addition, Microsoft Mail commands can be included in Excel macros so you can actually automate the consolidation or distribution of information across your network. True workgroup productivity becomes a reality through the integration of Microsoft Mail with Microsoft Word and Microsoft Excel.

## **Administrative Features of Microsoft Mail**

In addition to the intuitive yet powerful user interface of Microsoft Mail, we also provide a complete addition of network management tools. These tools allow the network administrator to keep track of network traffic, server message distribution, and routing scenarios.

### **Local server statistics**

Microsoft Mail provides the user with complete local server statistics including server usage, machine type, client list, and group lists. This area also covers individual client usage. The network manager has information such as client space usage, message dating, shared space, and number of enclosures. Complete, concise information on your server.

### **Global server reports**

Also included in the administrator is the ability to gather custom information across your network. As with the local server reports you have the ability to generate the information for all the servers on your entire network. You can also build the information into custom reports so you can quickly access the exact data you need.

### **Routing**

New for Microsoft Mail version 3.0 is the ability to set routing between remote mail sites. You now can set mail sites up as hubs in a "star network" so not all remote sites have to be connected together. Utilizing hub technology keeps down costs and network traffic.

### **Control of old mail**

Network managers can now delete old mail to free up server space.

### **Mail response rates**

Another new feature is the ability to check your network's performance based on response times. This will allow network managers to identify overloaded servers and split the groups up for more effective message handling.

**Automatic backups**

A new utility included with Microsoft Mail is the ability to do automatic server backups, even across file servers! This is a fully automatic backup that can be set to back up as often as you want.



## Gateways

For a more technical overview of gateways and mail functions, please refer to the enclosed Microsoft Mail white paper. It lists the available gateways and the vendors that they can be obtained from.

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0391 Part No. 15183