

Electronic Mail

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This section introduces the electronic mail (email) capabilities of GreenNet. Electronic mail enables you to send messages to, or receive them from, other users. The Reference section of this manual and your Quick Reference Card provide additional information about email commands as well as other available options.

The examples shown here in boxes have the “long” menu prompts that new users start out with. You can change this at any time by using the (s)etup command - see Chapter 5. If you have changed your prompts, the screen will look different but the command will stay exactly the same; i.e. what you have to type doesn’t change - the only change is how much help GreenNet gives you.

Each time you log in, GreenNet checks to see if you have received new mail since the last time you logged in. If you have received mail, you will be notified:

```
Welcome to GreenNet. For help, type "?"

You have new mail messages.

      GreenNet Command Menu:

c      -- Conferences
d      -- Databases
h      -- Help Tutorial
i      -- Internet - telnet
m      -- Mail - electronic mail, send faxes
s      -- Setup - change password, language, terminal type, etc.
u      -- User directory
?      -- Help on these options
bye    -- Logout - end your GreenNet sessionYour selection:
```

To enter the Mail section, select (m)ail from the GreenNet Commands menu as shown. Once in the mail mode, the prompt is “Mail?”

```
Your selection: m <RETURN>

Reading folder: incoming... 4 messages 2 new
Type 'u' for next unread message, '?' for command summary, 'h' for more help.

Mail: (i)ndex (u)nread (w)rite (c)apture (d)elite (s)ave (h)elp (q)uit:
```

In this example you have new mail messages and the GreenNet system automatically takes you into your “incoming” mail “folder”.

Your electronic mail is stored in electronic “folders”. Just as your desk probably has folders for bills, recent letters, tax deductions, etc. the GreenNet system puts your mail in folders, too. One folder is created automatically for you called “incoming” in which all new mail is put. You can create any new folders you need for storage of your

mail. See page 33 — “Maintaining Your Mail Box” for more about folders.

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In this example, you have four messages and two of them are new (meaning they arrived since you last looked at your mail). The other two messages are ones that you read previously and left in your incoming folder. Among the options available to you at this point are:

- u** read your first (u)nread message;
- i** provide an (i)ndex of all the messages in your incoming folder. In this case, you would have seen all 4 messages; unread messages would be marked with an asterisk (*); or
- i:u** provide an (i)ndex of your unread messages only.

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: i:u <RETURN>

Date #      Subject                               Lines From
---- -      -
Oct 28 3*   Earth Day 1994                            16   zjones
Oct 28 4*   Re: Thanks for the help                    12   support

Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit:
```

Note the way the index is laid out. It tells you (from left to right) the date the message was sent, its number, the subject, the number of lines in the message and the account from which it was sent.

Reading and Responding to Mail

To see your unread messages, type either the number of the message or **u** for “unread,” followed by **<RETURN>**.

```
Mail? (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: u <RETURN>

Message 3 (16 lines)
From zjones Thu Oct 28 15:53 GMT 1993
Date: 28 Oct 93 15:53 GMT
From: Zandra Jones <zjones>
To: jbloggs
Subject: Earth Day 1994
Cc: bleland

I understand that there is information in some conference
about Earth Day 1994.

Can you tell me where to find it?

Thanks for your help.

-- Hit <RETURN> for more -----
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit:
```

With your terminal set to “generic,” you will only be able to read a screenful of the message at a time. If you want to continue reading the rest of this message press **<RETURN>** to see the next screen. After reading the first unread message you can also

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hit <RETURN> to see the next unread message.

At this point, suppose you want to (w)rite a (r)eply to the message:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: w <RETURN>
Do you want: (r)eply message reply with (c)opy (n)ew message (s)end copy? r <RETURN>
```

You want your response to go to (e)veryone, including the original sender and any users listed on the "Cc:" (i.e. "Carbon Copy to") list:

```
Reply to (s)ender or (e)veryone? e <RETURN>
```

You are then instructed to type your response or upload a file that you previously prepared offline (disconnected from GreenNet). In this example, the response is typed online.

Remember to hit <RETURN> at the end of each line. Unless you use the 'pico' editor, GreenNet will *not* automatically "wrap" to the next line like your word processor (see chapter 6 on Personal Preferences for how to change which editor you use on GreenNet).

Note: We encourage you to use your word processing software to write your communications offline (disconnected from GreenNet), then upload them. This will minimise your online time and costs. GreenNet is like the post office; you go there to send letters, not to write them.

```
To: zjones
Subject: Re: Earth Day 1994
Cc: bleland

Hit <RETURN> to enter/edit a message, or 'u' to (u)pload a file: <RETURN>
Start entering text; hit <RETURN>.<RETURN> for help or when done:

Zandra, <RETURN>
<RETURN>
When you are in conferencing, type: "earthday.gen1" <RETURN>
That is the name of the conference which is for <RETURN>
general planning and communication about <RETURN>
EarthDay 1994.<RETURN>
For other conference information, you might want to <RETURN>
go to the conference "gn.conferences" for a listing <RETURN>
and brief description of conferences arranged by topic.<RETURN>
<RETURN>
Sincerely,<RETURN>
<RETURN>
    Jo Bloggs <RETURN>
<RETURN>
. <RETURN>
```

When you are done typing in text, type <RETURN>, followed by a full stop (.) and then

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another <RETURN>. as shown above, GreenNet responds with:

Hit <RETURN> to send text, 'e' to edit:

At this point, you can edit your message. Type "e" for a list of the options. A complete description of all editing commands can be found in the References section of this manual, page 108. For now, select (v)iew.

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```
Hit <RETURN> to send text, 'e' to edit: e <RETURN>
```

```
Edit: (a)dd (f)ormat (v)iew (r)eview (c)hange (u)pload (s)end (q)uit (?): v <RETURN>
```

When you select (v)iew, your message is displayed to you. It is always a good idea to do this to be sure that the text looks the way you want it to. Perhaps you have typed a line too long, made some typos you'd like to change, or perhaps you'd like to add a comment or delete a word. After viewing your message, you decide to (c)hange some text:

```
Edit: (a)dd (f)ormat (v)iew (r)eview (c)hange (u)pload (s)end (q)uit (?): c <RETURN>
```

In this example, "topic." will be changed to "topic area.":

```
Enter old pattern: topic. <RETURN>
Enter new pattern: topic area. <RETURN>

of conferences arranged by topic area.
-- 1 change [Hit <RETURN> or <ENTER> to confirm, 'n' for no change]: <RETURN>

-- TOTAL: 1 change made--

Edit (a)dd (f)ormat (v)iew (r)eview (c)hange (u)pload (s)end (q)uit (?):
```

Another recommended edit command is (f)ormatting the text — **f** <RETURN>. This will make sure that no line is longer than 66 lines (the default). (Alternatively, you can specify a line length by typing **f 50** or **f 78**, etc).

Then you decide to (a)dd more text at the (e)nd of your message:

```
Edit: (a)dd (f)ormat (v)iew (r)eview (c)hange (u)pload (s)end (q)uit (?): a <RETURN>

Enter text at the (b)eginning or (e)nd? e <RETURN>
At the end; start entering text; Hit <RETURN> . <RETURN> when done:
P.S. One more thought...have you had many enquiries about this?.
<RETURN>
.
<RETURN>

Edit: (a)dd (f)ormat (v)iew (r)eview (c)hange (u)pload (s)end (q)uit (?):
```

When you are finished editing:

```
Edit: (a)dd (f)ormat (v)iew (r)eview (c)hange (u)pload (s)end (q)uit (?): <RETURN>

Hit <RETURN> to save/send text, 'e' to edit: <RETURN>
```

In this example, you typed <RETURN> to send the message. You could have typed **e** to do more editing or **q** to (q)uit the send—in which case the message would not be sent

and you'd be returned to the "Mail" prompt after being asked to confirm you want to cancel what you're doing with (y)es.

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At the beginning of this example, (e)veryone was selected; all the people who had sent or received a copy of the original message will receive a copy of your reply. GreenNet shows you who will get copies and prompts you for the names of additional recipients:

```
Cc: bleland
Additional Cc:
```

This is a chance for you to send a copy to another user or users. If you want more than one user to receive a copy, separate each account name with a <space>. Once you hit <RETURN> the message will be sent.

In this example, save a copy for yourself in a folder called "earthday":

```
Additional Cc: +earthday <RETURN>

Messages sent.
```

Preceding a name with "+" lets GreenNet know that the name is that of a mail folder. Note: if you specify an incorrectly spelt folder name after "+", your message will be saved to that new folder, but you will not be told a new folder has been created. When you receive the response "Message(s) sent.", you can be confident that your mail is on its way.

Writing New Mail

To send a new message, use the (w)rite command.

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: w <RETURN>
```

GreenNet will then give you four options:

- (r)eply — lets you respond to the last piece of mail you read (as in the example above). The system reads the address of the sender and sends your reply to that person.
- (n)ew — lets you send a new message to someone.
- (s)end copy — lets you send someone a copy of the last piece of mail you read.
- (r)eply with copy lets you quote the text of the message in your reply.

If you are writing a (n)ew message, or (s)ending a copy of a message to someone, GreenNet will respond with a "To:" prompt and wait for you to enter the account name of the person to whom you wish to send a message.

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: w <RETURN>
Do you want (r)eply (n)ew message (s)end copy? n <RETURN>
To: ysmith <RETURN>
Subject: Proposal Comments <RETURN>
```

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Hit <RETURN> to type in a message, or 'u' to (u)pload a file:

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If you do not know the person's account name, you can do a search of the User Directory by typing ?. See Chapter 4 for how to use the Directory. Once you've completed the search and exited the User Directory, you will be back at the "To:" prompt and can enter the person's account name.

To send the message to more than one person, just enter each username one after the other after the "To:" prompt with a space between each name. For example:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: w <RETURN>
Do you want (r)eply (n)ew message (s)end copy? n <RETURN>
To: ysmith qedwards imcdonald kshah <RETURN>
Subject:
```

You can also enter more than one username at the "Cc:" prompt in the same manner. The limit to the number of email addresses you can fit on one "To:" or "Cc:" prompt is as many as you can fit into 250 characters. Just keep typing at the end of the line without pressing <RETURN>.

Uploading Text Files with Ascii

For this example, we will upload a file that was prepared "offline" (i.e., while *not* connected to GreenNet) with a word processor and saved as text with line breaks or DOS text, also known as "ascii." (For a more information about uploading and downloading, see Chapter 4 — "More About File Transfers.")

```
Hit <RETURN> to type in a message, or 'u' to (u)pload a file: u <RETURN>

Protocol: (a)scii-text (k)ermit (x)modem (y)modem (z)modem (f)tp (? for help): a
<RETURN>
```

While we choose an (a)scii upload for this example, the other "protocols" can also be used to (u)pload text. Files in ascii can be handled by almost any computer, editor, or word processor. See Chapter 4 for a description of these "protocols". Ascii here means the simplest, quickest and crudest way of transferring files. In general, for practical purposes "ascii" means "plain vanilla, no fancy stuff".

```
Start ascii transfer. End transfer with <RETURN> . RETURN> or ^Z or ^D
```

At this point, select the appropriate send or upload command from your communications program. This could be hitting the "Page-Up" key if you are using ProComm, or pulling down on the "File" menu option and choosing "Send text" if you are using ZTerm or other Mac or Windows style software. You will then be asked for a file name; select the name of the file you want to upload. You might also be asked for the file transfer type: binary (kermit or xmodem etc) or text (ascii). In this particular case, select (a)scii.

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As the file is transmitted, you will see it scroll by on the screen. Once the scrolling has stopped, hit **<RETURN>** followed by a full stop (.) and another **<RETURN>**. Let's say your message looked like this, scrolling by:

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Dear Yorma,

I have read your proposal dated 8/2/89 and would like to suggest the following changes: In paragraph 1....

In addition to these comments on the text, I am sending you another message which is the graphic that should be included on the cover. After you download it, you should open it with the same graphics software that I used to create it.

Let me know what you think.

Regards, J.Bloggs

<RETURN>

. <RETURN>

407 characters received.

Do you want to edit the uploaded file (y/n/q)? n <RETURN>

Note that you can edit your message using the online editing techniques described in the previous example. This is often a good idea since many files contain long lines, which can be shortened with the (f)ormat command. This example shows no editing, and the next prompt will be the "Cc:". A copy of the uploaded message is saved in the online mail folder "proposal":

Cc: +proposal <RETURN>

Message sent.

Note: You may use one of the other (binary) file transfer procedures (see Chapter 4) to send text-only files. If you do, convert to (a)scii if prompted by GreenNet after the file transfer is concluded.

Note also: You may find that GreenNet "chokes" on long text uploads (more than a couple of printed pages). If nothing happens when you press <RETURN>.<RETURN> at the end of your upload, try getting your communications program to send a BREAK. If nothing continues to happen, or you get an obscure error message, unplug your modem from the wall socket, pause long enough to throw a mug across the room, plug it in again, and log on to GreenNet again. Then upload the file again using a binary protocol: see below.

Downloading

As we mentioned earlier, we recommend that you download your messages and read them offline (when you are not connected to GreenNet) in order to save you money. There are two modes for downloading text:

- download one message at a time (which you must do if you are downloading a message that contains a binary file — see chapter 4).
- download a series of messages non-stop. (You *cannot* download binary files this way.)

Downloading one message at a time: (c)apture (d)ownload

Use (c)apture (d)ownload for downloading single messages one at a time, or for downloading messages that contain binary files.

Downloading ascii text

For example, your colleague has sent you a text version of a proposal and you want to save it to its own file on your computer, to work on later with your word processor. The message happens to be number 2 in your "incoming" folder.

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: 2 <RETURN>

To: jbloggs
From: ysmith Wed Aug 2 10:49 BST 1992
Subject: Proposal Draft (Text)

PROPOSED TEXT TO FUNDERS:

The purpose of the Association for Progressive Communications (APC) is to increase
the effectiveness of the individuals and organisations working for environmental
protection, human rights and world peace through provision of low-cost computer
communication and information-sharing services.

APC operates computer networks that link people working in many aspects of
progressive social change in more than ninety countries around the world.
--Hit <RETURN> for more-----
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit:
```

To save the above message to its own file on your computer, respond to the "Mail?" prompt with:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: c <RETURN>
Do you want to (d)ownload message or switch (p)aging On/Off? d

1109 bytes to download.
Protocol: (a)scii-text (k)ermit (x)modem (y)modem (z)modem (f)tp (? for help): a
<RETURN>
-- Hit <RETURN> to start transfer --
```

Before hitting <RETURN>, instruct your communications software to save the incoming text to a file. Refer to your software manual for specific instructions. The command might be START CAPTURE; CAPTURE INCOMING TEXT TO FILE; RECEIVE TEXT (not file); or DOWNLOAD ASCII. You could find this in the pull-down "File" menu in Zterm, or by hitting the "Page down" key in ProComm. Your software may then ask you to confirm the protocol you are using (in this case, specify ascii again), then it will ask you for a file name. Note that GreenNet tells you the size of the message to be downloaded. Be sure to have a disk ready (or use your hard disk if you have one), give the file a name when asked to, and then hit <RETURN>. The text of the message will scroll by on the screen non-stop. When the message has finished scrolling, you will see:

```
--Transfer complete, hit <RETURN> to continue-- <RETURN>
```

Instruct your communications software to end the download, unless it's done it

automatically. You would do this by using the menu options again in Zterm, or by hitting "Escape" in ProComm. If you don't do this you will carry on copying into your file everything that goes past on your screen until you DO tell it to stop! This could be useful, of course - but if you do it by accident, your downloaded file could get quite big...The next prompt will say:

```
Delete original message(s) (y/n)?
```

You may wish to answer (n)o until you confirm that the download has been successful by opening it with your word processor. The message will then remain in your "incoming" folder and you can delete it later.

Downloading Several Text Messages at One Time: (c)apture & switching (p)age mode on and off

Using (c)apture, switch the (p)age mode ON when you want to download more than one message at a time (for a second method, see reference section).

"Page mode" refers to whether GreenNet stops sending text and displays

```
-- Hit <RETURN> for more -----
```

each time your computer's screen is full. "Switching" is like a bathroom light-switch: in this case you "pull" it once to change from stopping at the bottom of a page to not stopping; "pull" it again to change back to stopping at the bottom of a page; and so on.

If your terminal type is set to "capture" (see Chapter 6, Personal Preferences), each time you log onto GreenNet it's set to send text continuously. Otherwise, each time you log on it's set to stop at the bottom of each page.

For example, if you want to download all your unread mail for reading offline later, you can use this method:

```
GreenNet Command Menu:
```

```
  c  -- Conferences
  d  -- Databases
  h  -- Help Tutorial
  i  -- Internet - telnet
  m  -- Mail - electronic mail, send faxes
  s  -- Setup - change password, language, terminal type, etc.
  u  -- User directory
  ?  -- Help on these options
  bye -- Logout - end your GreenNet sessionYour selection:
```

```
Your selection: m <RETURN>
```

```
Reading folder: incoming... 4 messages 2 new
```

```
Type 'u' for next unread message, '?' for command summary, 'h' for more help.
```

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: c <RETURN>
```

```
Do you want to (d)ownload message or switch (p)aging On/Off? p <RETURN>
```

```
Now in capture mode; type 'c' to switch back, 'r' to reread whole message.
```

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit:
```

Now instruct your communications software to capture or save incoming text to your computer disk. There are variations among the different communication software

programs, and you should consult your software documentation for more information. However, the basic steps will be something like this:

- Instruct your communications software to capture or receive incoming text (what is being sent from GreenNet to your computer), to be saved on your disk.
- Name (create) a file on your diskette or hard disk where the downloaded data will be saved.
- Instruct GreenNet to read the information you want to be downloaded — in this case use the (u)nread command. You will see the text scroll by just as it did when you were uploading ascii text; this time it's just going in the opposite direction. Keep using the (u)nread command until all your unread messages have been captured.
- Instruct your communications software to complete or end the capture (close the receiving file).
- When you're finished, turn off the (c)apture and (p)age modes:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: c <RETURN>
Do you want to (d)ownload message or switch (p)age mode on/off? p <RETURN>
Capture off, using terminal type generic; type `c' to turn capture back on.
```

Quit mail to return to the main command line:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: q <RETURN>
```

Your folder is updated to remember what mail has now been read or deleted.

```
Folder (incoming) updated.
```

Old Mail

You are alerted when you log on if you have *newly-arrived* mail. In any case, you may have other "old" mail in your *incoming* folder or other folders, and this may or may not have been read.

To read old mail, get into mail using **m** <RETURN> from the main command menu. If the mail you want to see is in a different folder from your "*incoming folder*," use the (g)o command — type **g foldername** <RETURN> where "*foldername*" is the name of the folder you want to see. To see a list of your folders, type **g ?** <RETURN>.

Another way of getting a list of your folders when you are in mail mode is with the (l)ist command. At the "Mail?" prompt type **l** (lower case L) and hit <RETURN>.

Once you are in a folder, you can use (i)ndex to see a list of the messages contained there, then type the number of the message you wish to read.

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If you want to get back to your incoming folder, type **g** **<RETURN>** **<RETURN>** at the "Mail?" prompt.

When your account is first created, you have no mail folders. When you are sent a piece of email, GreenNet automatically creates a folder called "incoming" and puts the mail in it. All incoming mail goes into your "incoming" folder. Additional folders are created each time you specify a new folder name at the "To:" or "Cc:" prompt by putting a "+" in front of the folder name. You can also name a new or existing folder when using the (s)ave command described in "Saving Messages" below.

Has Mail Been Received?

If you want to know at some later date whether mail you sent to other GreenNet users has been read yet, you can type **y** at the "Mail?" prompt followed by a space and the account name to which you sent the message. If the mail has not been read, you will get this response:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: y zjones
<RETURN>
Checking for messages to zjones from jbloggs ...

From jbloggs Thu Oct 28 17:53 GMT 1993
To: zjones
Subject: Re: Earth Day 1994
Cc: bleland

1 of your messages to zjones has not been read or deleted.
```

Now check on the mail you sent to "bleland." If the mail has been read, you will get this response:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: y bleland
<RETURN>
Checking for messages to bleland from jbloggs

There were no unread and undeleted messages to bleland from jbloggs.
```

This means that "bleland" has read the message you sent. **Note:** (y)et only works for mail sent between users on GreenNet. It will not work for mail sent to remote networks, eg IGC, Chasque, Web, nor to fax or telex numbers.

Maintaining Your Mail Box

GreenNet automatically creates an "incoming" folder for all your new messages. All messages, unread and read, downloaded or not, will stay there until you (d)elete them or (s)ave them to another folder. When your folders get very large, you will probably want to get rid of old, unnecessary messages. Remember that storing a lot of mail online starts costing you money. To avoid these charges, store your messages offline on your own machine.

To clean out your folders, (g)o to each folder you want to tidy up. Then decide

whether you want to delete old messages or whether you would prefer moving some to a new folder. As

described elsewhere in this manual, you can download messages to your own machine before deleting them.

Deleting Messages

To delete messages, use the (d)ele~~t~~e command. If you have just read a message you want to delete, type **d** and press **<RETURN>**. If you want to delete another old message, type **d** followed by the number of the message you want to delete and **<RETURN>**. Typing **d 4 <RETURN>** causes the system to delete message 4. If you change your mind, you can use the (und)ele~~t~~e command (type **und 4** and press **<RETURN>**). You can delete a range of messages; typing **d 4-6 <RETURN>** will delete messages 4, 5, and 6. Similarly **und 4-6 <RETURN>** will (und)ele~~t~~e them.

4

Note: Mail that you have deleted may only be (und)ele~~t~~ed *before* you have (q)uit from the (m)ail system *or* (g)one to another mail folder.

Saving Messages

If you want to put messages into a folder other than “incoming,” you can use the (s)ave command. After you’ve read the message you want to save to a folder, type **s** and press the **<RETURN>** key; the system will then request the name of the folder. Alternatively, if you want to save, for example, message number 4 in a folder, type **s 4** and press the **<RETURN>** key; again, the system will then ask you to name a folder. You may use the name of an existing folder or use a new folder name. You can then delete the original copy at the “Delete original message?” prompt.

In the following sequence, before reading any messages, “jbloggs” saves message 4 in a new folder called “archive” and deletes the same message from the incoming folder.

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: s <RETURN>
Enter message number: 4 <RETURN>
Enter folder name (? for list): archive <RETURN>
Create new folder: archive? (y/n) y <RETURN>
Delete original message(s) (y/n)? y <RETURN>

Folder (archive) 1 message [new folder]

Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit:
```

An easy way to maintain mail is to dispose of each message immediately after reading it. If you delete or save to a folder immediately after reading each message, your “incoming” mailbox will always be clean and tidy, so you can get through your new mail more quickly.

If you decide that you really did not mean to change anything in your folders, use the e(x)it command to leave the mail program (type **x** and press **<RETURN>**). E(x)it will cancel all deletions, additions, and changes in the current mail folder. Also, if you have not read your new messages as carefully as you like, e(x)it will leave them marked “unread” so you can return to the mail section at a later time and read them again with the (u)nread command. E(x)it differs from (q)uit in that (q)uit remembers all your changes. However, if you saved messages to other mail folders, those saved copies will not be “unsaved” by using “**x**” to exit.

Telex and Faxes

You can send and receive telex messages and send faxes via GreenNet. You cannot *receive* faxes on GreenNet. Telex and fax are particularly useful for communicating with colleagues who do not have computers and rely on telex or fax machines for their electronic communications. Sending faxes and telexes is just like sending email, but to a special address which passes the message to a fax or telex machine by automatic transmission.

You can mix fax and telex numbers in with ordinary email addresses on the "To:" and "Cc:" prompts when you send messages.

4

Sending Telexes

To send a telex, you need to know the recipient's telex number. Be sure to precede the telex number with the Telex country code of the destination country (you can find these codes, which are quite different from telephone country codes, and the telex charge rates online in the "gateways" conference under the topic "Telexes").

To send the telex simply go to (m)ail, then choose (w)rite a (n)ew message as usual. At the "To:" prompt, enter "<TELEX#>@telex" where <TELEX#> is the country code followed by the telex number you are sending to (with no spaces between any parts of it).

There is an extra charge for each telex message you send. Charges vary depending on the country of destination and the length of your message; a guide to prices is included with the country codes in the "gateways" conference. Telexes are typically quite expensive to send, several pounds each for international destinations.

Once the telex has been sent, you will receive a brief message in your incoming folder to say so. If a telex you try to send is not sent successfully, you will also receive notification of the failed attempt, usually with some type of explanation. If you don't understand what went wrong, just call support at the office or, better still, send us a copy of the failure message.

Sending Faxes

GreenNet users can send email messages to any Group III (current standard) facsimile (fax) machine anywhere in the world *that accepts a direct call from London, San Francisco, or Moscow* (calls to machines which require human operator intervention are unlikely to succeed). Even if your fax message is short, a whole A4 page will come to the receiver. The text will have the font courier 12 pt. The printing quality is often better than on paper fax.

To send a fax, simply enter the (m)ail mode to (w)rite a (n)ew message as you always do. At the "To:" prompt, type <FAX#>@fax where "<FAX#>" is the receiving fax machine's phone number.

Note that as a GreenNet user you must *always include the country code*, wherever you are and wherever the fax is going. For example, if the phone number for your recipient's fax machine is in Birmingham, England (national code 021) on 123-4567, to

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send a message to it, enter at the "To:" prompt:

To: **44211234567@fax**

Note the inclusion of the '44'—the telephone country code for Great Britain—at the front of the number and the deletion of the first zero in the national code. For fax numbers in

France, you do not have to delete anything; for those in Finland and Spain you should delete the leading "9". See your telephone book or call your local telephone company's International Operator for more details.

Keep the following in mind when sending faxes:

- You may only send an ascii (DOS Text, Text Only) email message (no binary or graphics files).
- You must know the phone number for the receiving fax machine, and you must know the telephone country and area codes. You can usually look these up in your telephone book; otherwise call your phone company's International Operator.
- You should receive confirmation that your fax message has been received by the recipient fax machine. This is not the same as the "Message sent" message that appears immediately after you have sent an email message. The "Message sent" message means only that the email message is successfully on its way to the fax-sending device. The actual confirmation that the fax arrived will arrive as a new message in your incoming folder, within minutes of the fax being sent.

If the fax message does not get through to the fax machine, the system will make 4 more attempts over the next 100 minutes. This may be because the receiving fax machine is switched off or busy, or because you have given an incorrect fax number. If it still can't manage to get the fax through, the system will send the entire message to your incoming folder with a line of text saying: "Your fax could not be sent to <fax number xyz> after 5 attempts over 100 minutes".

If this happens, check the number, and you can try again if you want, but note that this could work out expensive for you, especially if the fax is long-distance and it fails near the end of trying to to send it. This would mean that you would be charged for each attempt that half succeeds (this may happen if the phone lines are bad - which GreenNet can, unfortunately, do nothing about).

There is an extra charge for each fax message you send. Charges vary depending on the country of destination. Fax rates for various countries can be found online in the "gateways" conference under the topic "Faxes", and in "gn.netnews" under the topic for GreenNet's current rates, or on the GreenNet rates sheet.

It is not currently possible to receive faxes on GreenNet.

Gateways to Other Systems

Email messages can be sent between GreenNet and most other electronic mail services: commercial (AT&T Mail, MCI Mail, Dialcom, Telecom Gold, GeoNet, etc.); academic (Internet, Usenet, JANET in the UK, etc.); and in particular the other APC networks (PeaceNet in the United States, Web in Canada, Alternex in Brazil, Nicarao in Nicaragua, Pegasus in Australia, etc. - full list in the front of this manual) and small systems in Africa and Asia (see APC Map on separate leaflet).

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Up-to-date details of the networks we connect to, and how to communicate with users on them, are in the “gateways” conference.

Sending messages to other systems

To send a message to a user on another system use the format *name@system* at the "To:" prompt, where *system* is the name of the other system and *name* is the user name. Usually, when someone tells you their email address, you can type it in just the way it was given to you at the "To:" prompt.

We also recognise most common synonyms for systems to which we are connected. Some examples are: *ianp@peg* for Pegasus in Australia; *spider@web* for the Web in Canada and *jdoe@igc* for PeaceNet or EcoNet (note that the "igc" form of address serves all the sub-nets within IGC, the US network). These correspond to the full email addresses: *ianp@peg.apc.org*, *spider@web.apc.org*, *jdoe@igc.apc.org*.

What is my email address?

Your own full email address is: `<your username>@gn.apc.org`

(not including the <> round the username.) See, for example, on the front of the manual where we have written the email address for GreenNet User Support below the telephone numbers.

Whenever you are telling someone else your own email address, or asking someone to tell you theirs, it is best to use the full form of the address. This is like the difference between telling someone who lives in the same town as you your phone number or address, when you wouldn't bother to include the area code, or the name of the town, and telling someone who lives in another country, when you would be sure to tell them the country code and area code, and the town and postcode and country that you live in. When in doubt, use the full format. Certainly on headed paper or business cards or leaflets, use the full format.

How much does it cost?

Most gateways are free, there is no extra charge for sending the message, you pay only for the time you spend online to write or upload it. But some gateways incur a charge per message sent, because they have to go by expensive routes to their destination (international phone calls to Africa, for example). Even then, the cost of sending the message is usually much less than sending a fax to that destination, and much quicker than sending a letter. Gateway charges vary depending on length of message and specific gateway used. Rates may be found in the "gn.netnews" conference.

Some other networks charge for *reception* of electronic mail. Your correspondent may have to pay for receiving messages from you (GreenNet has no incoming email charges). Refer to the "gateways" conference for all pricing information.

How long will it take?

The "Message sent" response that appears immediately after you have sent an email message to a gateway means only that the email message is successfully on its way to the other system. How long it takes to arrive there depends on which system you are sending to, the state of health of the international phone system, and so on. Some gateways may only operate once or twice a day, others every 2 hours or even within a few minutes.

What if it doesn't work?

In most cases, if your message doesn't get through, it will be returned to you with an enormous amount of unintelligible machine generated error message stuck on the front of it. Somewhere in the middle of it, the words "unknown user" or "unknown host" may be lurking, they give you a clue about what went wrong, either the username or the name of the system they use is wrong in some way (could be a typing error when you sent the message, could be the system is disconnected for some reason). If you receive an error message when trying to send to another system, and you don't understand what went wrong, send the message on to "support." In most cases, they will be able to help you get the message through.

Receiving messages from other systems

The method by which users of other systems send messages to you varies depending on the system. Check the "gateways" conference and look for the topic covering the system you are trying to communicate with; you will find specific instructions to give the user on the remote system. Often it is easiest to send a message to the other system yourself and ask the recipient to reply to it. Few networks, even those which permit inter-system e-mail, make it as easy as we do to find how to address a message to a user on a remote system.

Shortcuts

You can string together many mail commands if you precede them with a comma (","). For example:

- ,wre** — (w)rite a (r)eply to (e)veryone (ie all the recipients of the message you're replying to)
- ,wn jbloggs** — (w)rite a (n)ew message to "jbloggs"
- ,cp** — choose terminal setting (c)apture, switching the (p)age mode on/off

There are a number of extra things you can type at the "To:" or "Cc:" prompts in Mail, or when writing a message by (m)ail in the conference mode.

- ?** — Search for a user (for example, if you forget the user's account name).
- +outgoing** — Save a copy of the message in the folder "outgoing". This is better than sending a copy to yourself because it won't appear as unread in your mailbox. Note that if for example you make a typing error, and type **+outgiong** instead of **+outgoing**, the system will create, and save the message to, this new folder, without warning you. When you next look for the message in the original folder, it will not be there, and you will have no idea where you can find it - unless you ask for a <l>ist of folders you have and track the message down.
- env.alerts@conf** Send a message to conference called "env.alerts" (the environmental alerts conference). This will post the message into the conference using the contents of the "Subject:" line as the topic title. If there is already a Topic with that subject then your message will be posted as a response. Note that if you use (w)rite (s)end **conf:env.alerts** to send a copy of a message to a

conference, then you can leave the "Subject:" line blank and the subject of the original message will be used. This function works for any public conference.

Before you even get to Mail (i.e., from the main Network menu at the "?" prompt):

- m jbloggs** — If you want to log in and send only one message, type this directly from the main menu. This will send a message to "jbloggs" without going into the Mail program and reading your incoming folder. This

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is slower if you do it more than once, or if you don't have any unread mail. For example:

```
GreenNet Command Menu:

c    -- Conferences
d    -- Databases
h    -- Help Tutorial
i    -- Internet - telnet
m    -- Mail - electronic mail, send faxes
s    -- Setup - change password, language, terminal type, etc.
u    -- User directory
?    -- Help on these options
bye  -- Logout - end your GreenNet session

Your selection:? m jbloggs <RETURN>
Subject:
```

Aliases:

If you ask us (via email to "support") to set them up for you, you can have aliases -"nicknames" - for long email addresses that you use regularly and don't want to have to type every time, or even for a list of addresses so you can email several people at once with one address. Once you have some aliases set up, you can remind yourself of them using the command:

a — Displays a list of aliases active for your account. For example:

```
Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit: a <RETURN>

wlist1ysmith jbloggs imcdonald kshah zjones
fred          F.Z.Schruembenachter@vml9.unicc.uni-dortmund.de

Mail: (i)ndex (u)nread (w)rite (c)apture (d)elete (s)ave (h)elp (q)uit:
```

There are two aliases here, "wlist1" consists of five users, ysmith jbloggs imcdonald kshah zjones, and "fred" consists of just one user with a very long email address. To send email to "F.Z.Schruembenachter@vml9.unicc.uni-dortmund.de" you can just type "fred" at the "To:" prompt, if you have this alias set up.

There are also "system-wide" aliases, that can be used by many users instead of just one. Ask support for more details if you think you might need one of these.

Forwarding:

If you use more than one email system, and you want to receive all your mail on one system, or, if you will be travelling for a while, and as with postal mail, you want to have your email forwarded to a temporary address, you can do this under the 'setup' menu, see chapter 6, "Personal Preferences" for how to do this.

Summary

If in doubt about how to proceed, respond with a ? (for a command summary) or h (for more extensive help). Below is the output from doing ? at a "Mail" prompt, use this as a quick reference guide to email:

To read a message, type the number of the message.
Commands marked by '*' can use a sub-option from the optional message list.

```
u      show next (u)nread msg
h      provide more (h)elp
q      (q)uit, updating folder
n      show the (n)ext msg
p      show the (p)revious msg
s      (s)ave msgs in another folder*
l      (l)ist your folders
und    (und)elete a recently deleted msg
i      show the (i)ndex page*
w      write/send/reply/forward msg
x      e(x)it folder (forget changes if desired)
d      (d)elete msgs*
g      (g)o to another folder
r      (r)ead msgs*
ls     (l)ist (s)torage used by folders
y <user>      has <user> read your mail (y)et
```

* - Optional message list: if omitted, the default (i.e., what the system does unless you tell it otherwise) is to use the current message number (except for 'index,' which defaults to all messages). Otherwise, you could add one of the following to make your command more specific - eg ;

```
45     message number 45
(So for example d 45 will delete message number 45)
.      the current message
(d . will delete the current message)
$      the last message
(d $ will delete the last message in your index)
*      all messages
(d * will delete all messages) (etc)
n-m    messages from the nth to mth (inclusive)
user   message from a particular user
/pat   messages containing the pattern 'pat' in the subject line
:c     all messages of type 'c,' where c is one of:
      n      new messages (since the last time you were in Mail)
(So for example i:u will give an index of all (n)ew messages only) (etc)
      o      old messages
      r      read messages
      u      unread messages
```