

To create a new message

▶ Click the Mail menu and click New Message

■ Related Topics

To open a received message

- 1 Double click the Input folder to display it's contents.
- 2 Double click the message to be opened.

 Related Topics

To start Mail from the Start Menu

- 1 Click the Start button, and then point to Programs.
- 2 Point to the INTRAnet Jazz Suite folder and click Mail.

 [_Related Topics](#)


To start Mail from the command line

- 1 Click the Start button, and then click Run.
- 2 Use the Browse button to find the location of the Mail program (`jsbmail.exe`) and click OK.

Tip

- You can specify a mail folder to be opened when Mail is started by including the path of the folder which is a subdirectory of `mailfolder` for example:

`C:\Program Files\INTRAnet Jazz Suite\jsbmail.exe \Outbox`
will open the `Outbox` subdirectory of `Mailfolder`.

 [Related Topics](#)

To delete a message

- 1 In the Mail Folders window, click the message to be deleted.
- 2 Click the File menu and click Delete.

Tips

- You can right click the message to be deleted, and use the shortcut menu to select the Delete command.
- Several messages can be deleted by selecting them and then clicking the Delete command.
- You can use drag and drop to move messages to Deleted folder.

 Related Topics

To delete messages from Mail by default

- 1 In the Mail Folders window, click the Mail menu and click Options.
- 2 In the Mail Folders tab, check to clear the Move to Deleted Folder option.

Note Deleted messages will not be saved in the Deleted folder.

 [_Related Topics](#)

To save a received message

- 1 In the Mail Folders window, click the message to be saved and click Save As from the File menu.
- 2 Select the folder and type the file name with a `.zmm` extension.

Tip

- You can right click the message to be saved, and use the shortcut menu to select the Save As command.

To save a newly created message

- 1 Click the File menu in the new message and click Save As.
- 2 Select the folder and type the file name with a `.zzm` extension.

To save sent messages

- 1 Click the Mail menu and click Options.
- 2 In the Mail Folders tab, check the Save Sent Messages option.

Tips

- If you are working off-line, sent messages will be saved in the `Outgoing` folder until you connect to the mail server. The message will then be sent and a copy saved in the `Sent` folder.
- Any messages which could not be sent successfully will be saved in the `Failed` folder.

To save deleted messages

- 1 In the Mail Folders window, click the Mail menu and click Options.
- 2 In the Mail Folders tab, check the Move to Deleted Folder option.

 [_Related Topics](#)

To delete messages from Deleted folder on exit from Mail

- 1 In the Mail Folders window, click the Mail menu and click Options.
- 2 In the Mail Folders tab, check the Empty Deleted Folder option.


 [_Related Topics](#)

To check for new messages

- ▶ In the Mail Folders window, click the Mail menu and click Deliver Mail.

Tip

- If this menu option is disabled, see how to [enable mail delivery](#).

 [Related Topics](#)

To enable mail delivery

- 1 Click the Mail menu and click Options.
- 2 In the Delivery tab, check the Enable Mail Delivery option.

 [_Related Topics](#)

To specify the time intervals to check for new mail

- 1 Click the Mail menu and click Options.
- 2 In the Delivery tab, use the spin buttons to set the time interval in which Mail should check for new mail.

To forward a message

- 1 In the message, click the Mail menu and click Forward.
- 2 Type the address of the recipient to receive the forwarded mail In the To: box.
- 3 Enter any additional comments in the body of the message, click the File menu and click Send.

To reply to a message

- 1 In the message, click the Mail menu and click Reply.
- 2 Enter any additional comments in the body of the message, click the File menu and click Send.

To configure your details used in outgoing mail

1 Click the Mail menu and click Options.

2 In the Personal Details tab, enter your name and mail address.

These details will be included in mail that you send.

To configure the mail servers for sending and receiving mail

- 1 Click the Mail menu and click Options.
- 2 In the Mail Servers tab, enter the Server Name of the mail server which is used to receive mail and Account Name if necessary.
- 3 Enter the SMTP Mail Server name used to send mail.

To include a file in a message

- ▶ Drag the file to be included in the message from its location and drop it into the body of the message.

Tip

- You can also create an attachment within a new message by clicking Insert New Object from the Edit menu. This attachment will then be sent within the message.

- [Related Topics](#)

To open a file included in a message

- Double click the attached item to open it with its associated application inside the message.

To send a message

- 1 Within a new message, in the To: box, type the mail address of the recipient.
- 2 Type the mail addresses of recipients who are to receive a copy of the mail message in the Cc: box.
- 3 Type the subject title in the Subject box.
- 4 After entering your message, click the Mail menu and click Send.


Tips

- To send a message to more than one recipient, separate each mail address with a semicolon (;).
- Mail addresses may also be added from your Address Book by clicking Address Book from the Mail menu.
- [Related Topics](#)

To exit from Mail

- Click the File Menu and click Exit.

Tip

- Click the close  button in the top right corner of the Mail window for an alternative way to close Mail.

To add mail addresses to the Address Book

- 1 Click the Mail menu and click Address Book. Click Add Address.
- 2 Type the name of the recipient in the Name box. This is the name that will appear in the To:, Cc: or Bcc: box.
- 3 Type the actual mail address for the recipient in the Mail Address box and click Add.

Tips

- You can also add addresses to the Address Book from newly created messages.
- To add an address from the Address Book to the To: list, click Add to To:.

To print a message

- 1 Double click the message to be printed to open it.
- 2 Click the File menu and click Print.

To create a message template

- Right click a message in the Mail Folders window from which you would like to create template. Click Save As Template. The template will be saved in the Templates folder.

Note A subject title must be entered in the Subject box of the message to provide the template with a name.

Tip

- A message can be specifically created as a template by saving a new message as a template.

- [Related Topics](#)

To use a message template

- 1 Click the Mail menu and click Configure Template.
- 2 Click Use Selected Template and click a template from the box.

Any new messages will now be created using this template.

- [Related Topics](#)

What is Mail?

Mail allows you to communicate by sending and receiving electronic mail items to other mail systems across the Intranet and Internet.

You can send mail containing a variety of information, store received mail in folders and, work off-line and store items to be sent later. A copy of anything you send will be kept.

Mail uses unique mail compression technology that dramatically reduces the size of mail messages being sent.

When to use Mail

You can use Mail to create mail items to send to people who have mail addresses registered on the Internet or to people who are registered users on the Intranet. Mail can be used to drag and drop spreadsheet charts, images, formatted text or even web addresses into the main body of a message and then send it to other users.

Parts of Mail window

Click on the image below to identify the different parts of Mail.





Status Bar displays helpful information and messages while you are using Mail.

Lists messages in the currently opened mail folder.

Shows the sub-folders in Mailfolders.

Toolbar contains buttons that give you quick mouse access to commonly used commands in Mail's menus.

Menu Bar contains Mail's menu commands.

Title Bar contains the window title, minimise , maximise
▶ and close
 window buttons.

