# The Add submenu

The Add submenu contains the following commands:

**Chat File**

Adds a new <u>public chat</u> to the current conference.

**Gateway Settings**

Displays the New Gateway form, which you use to create a new <u>gateway</u>. Before you select this option, you either:

Open the Gateway folder.

Open the Multi-Vol Conference folder, and select the volume on which you want the gateway's files to be stored.

**Privilege Group**

Displays the New Priv Group form, which you use to create a new <u>privilege group</u>.

**Mail List**

Displays the New Mail List form, which you use to create a new <u>mailing list</u>.

# Addressing a message

When you create a new message, you fill in the To and Cc fields with the names of the people or conferences who are to receive the message. Follow these steps:

1. Click in the To field, enter the name of the user or conference you want to send to, and press Enter. You don't have to worry about capitalization, and you don't even have to enter the whole name, just enough to enable FirstClass to identify the recipient.

   **To:** joan smi
   **Cc:**

   FirstClass searches its Directory for the closest match and places it back into the field.
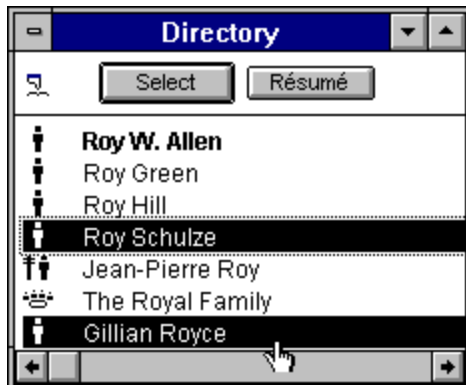
   **To:** Joan Smith
   **Cc:**

   If the name matches more than one user, a window containing all matching names appears. For instance, if you entered the following,

   **To:** Joan Smith
   **Cc:** roy

   You might see the following window:

   

   Here the matches include all users and conferences that contain a name or a word beginning with the characters "roy".

2. Highlight the name you want and click Select. (You can select multiple names by holding down the Shift key while you click on them.)

   FirstClass places the selected names in the envelope:

   **To:** Joan Smith
   **Cc:** Roy W. Allen
       Gillian Royce

# The Admin menu

If you are logged in as the FirstClass Administrator, the FirstClass menu bar contains the Admin menu. This menu contains the following commands:

**System Profile**

Displays the System Profile form, which contains configuration information for your server.

**List Users**

Displays the List Users form, which you can use to list all the users, conferences, gateways, routes, and so on, defined in the FirstClass Directory.

**Add**

Displays the Add submenu. You can use this menu to add public chats, gateways, privilege groups, and mail lists.

**New Stationery**

Displays the New Stationery submenu. You can use this menu to add stationery to a conference.

**Add New User**

Displays a blank User Information form, which you can use to add a new user.

**Delete User**

Displays the Delete User form. To delete a user, enter the user's id in this form.

**Change User**

Displays the Change User form, which prompts for the user id of the user to be changed.

**Give Alias**

Displays the Give Alias form, which allows you to give a user a subscription to the selected conference.

**Open User Desktop**

Displays the Open User Desktop form. Specify the user id of the user whose desktop you want to view.

**Broadcast**

Displays the Broadcast form, which you can use to enter a message and send it to all logged-in users.

**Control**

Displays the Control submenu, which you can use to manage the server (start a trash collection, shut down the server, log off all users, and so on).

**System Monitor**

Displays the System Monitor, which shows all users logged into the server and what they are doing.

# Attaching files to messages

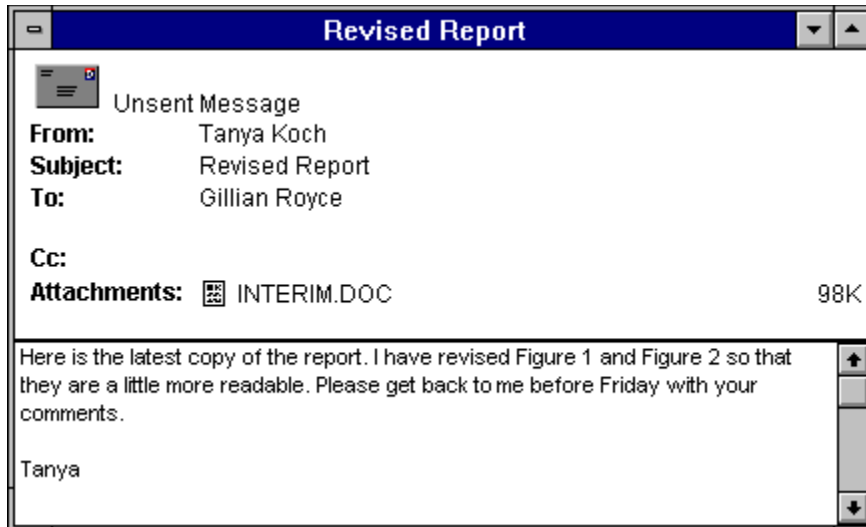To send a file to another user or a conference, follow these steps:

1. Create a new message as usual.

2. Choose File → Attach File. FirstClass prompts you to select the file that you want to attach.

3. Select the file and click OK to transfer the file from your computer to the server.
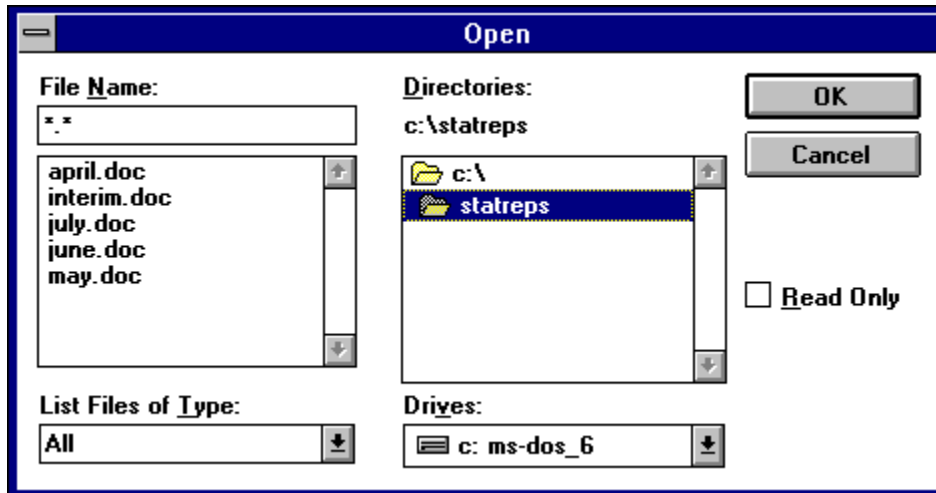


The time required for the transfer will vary depending on the size of the file and the speed of your connection. While the file is being transferred, the File Transfer Progress window is displayed. You can continue to use all of the features of FirstClass while the file transfer is in progress.
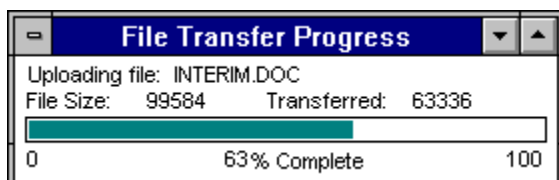


When the transfer completes, the attachment is added to the list in the envelope of the message. You can attach as many files as you wish. If you make a mistake, you can delete an attachment by selecting it and pressing Delete.

```
┌─────────────────────────────────────────────────────────┐
│ ▬         Revised Report                        ▼ │ ▲ │
├─────────────────────────────────────────────────────────┤
│  ═▐         Unsent Message                                │
│ From:        Tanya Koch                                   │
│ Subject:     Revised Report                               │
│ To:          Gillian Royce                                │
│                                                           │
│ Cc:                                                       │
│ Attachments:  ▦ INTERIM.DOC                         98K   │
├─────────────────────────────────────────────────────────┤
│ Here is the latest copy of the report. I have revised Figure 1 and Figure 2 so that │ ▲
│ they are a little more readable. Please get back to me before Friday with your       │
│ comments.                                                 │
│                                                           │
│ Tanya                                                     │ ▼
└─────────────────────────────────────────────────────────┘
```

If you are sending attachments that will be <u>downloaded</u> by users logged on with modems, or if you are using a modem, you should consider using a compression utility. Compressing files allow them to be sent faster, thereby reducing the duration of your phone calls. They also use up less storage space on the server.

If a file is only partially <u>uploaded,</u> it will have a partial transfer icon ⬐    To continue from the point at which the transfer stopped, restart the transfer. When prompted "Replace existing file?" click Yes. Only the remaining data will be transferred.

**Attachment icon**

An icon in the message summary that indicates the message contains one or more attached files: 

See <u>Transferring files</u> for details.

**Attachments**

Files that are associated with messages and that can be transferred from the server to a local computer.

**Cancel**

The button that terminates the login process, if you have clicked <u>Login.</u> If you have not, it closes the login window.

**Cancel**

The button that cancels the search.

**Chat transcript**

The pane that contains the text of the chat messages. It also contains information about each person who enters and leaves the chat. Choose File → Save as Text to save a copy of the transcript.

# Chatting

The Chat feature allows you to have real-time conversations with multiple users. To start a <u>private chat</u>, choose Service → Private Chat. To enter a <u>public chat</u>, double-click on the chat icon.

```
┌─────────────────────────────────────────────────────────────┐
│ ▭              Private Chat                          ▼ ▲      │
├─────────────────────────────────────────────────────────────┤
│  ☺💬  │I just wanted to know if you have reviewed that status report yet. Roy has │▲│
│  💭🙂 │to present it at the department meeting tomorrow.                          │▼│
│                                                                │
│  Participants:   Roy W. Allen          ☐ Scroll Lock  ☑ Sounds │
│                  Tanya Koch                                    │
│                  Gillian Royce         │ Invite... │  │ Send │ │
├─────────────────────────────────────────────────────────────┤
│ Roy W. Allen: Do you have a final copy of that report I sent you?        ▲ │
│ Tanya Koch: I revised it and passed it back up to Gillian. Let me invite her into the chat and │
│ see if she's finished looking it over.                                    │
│ Gillian Royce has joined the chat.                                        │
│ Gillian Royce: What's up?                                                 ▼ │
└─────────────────────────────────────────────────────────────┘
```

To find out more about an area on the Chat form, click on the area.

**Client**

The application with which users connect to the server and access its services.

# Conference and mailbox shortcuts

**Alt + Enter**

Displays information about the selected message or file.

**F2**

Opens the next message in the current thread.

**Control + F2**

Opens the previous message in the current thread.

**Control + U**

Opens the next unread item.

**Control + F**

Finds specified text in messages or documents.

**Control + G**

Finds the next instance of the specified text.

**Page Up**

Moves up through a message screen by screen.

**Page Down**

Moves down through a message screen by screen.

**Control + N**

Creates a new message in your mailbox.

**Control + A**

Selects all items in the current window.

**Control + O**

Opens the selected items.

**Control + D**

Deletes the selected items.

# The Conference menu

The Conference menu contains the following commands:

**Open Unread**

Opens the next unread item in the current window.

**Next in Thread**

Opens the next message in the current thread.

**New Conference**

Creates a new conference. If you do not have the <u>privileges</u> necessary for creating conferences, this option is dimmed.

**New Folder**

Creates a new folder in the current window.

**Make Alias**

Makes an alias of the currently selected conference and place the alias on your desktop.

**Permissions**

Displays the Permissions Form for the currently open or selected conference. If you do not have <u>permission</u> to view conference information for this conference, this option is dimmed.

**Approve**

Approves the selected or current message. If you do not have the approver <u>permission</u> for this conference, this option is dimmed.

**About Conference**

Displays information about the selected or current conference. If you do not have <u>permission</u> to view the conference information for this conference, this option is dimmed.

**Conferences**

A conference is similar to a folder, in that it can contain messages, files, folders and subconferences. In addition, for conferences, FirstClass keeps track of the items you have not read. Unread items are marked with an <u>Unread flag</u>.

**Conferences folder**

The conferences folder contains all of the publicly-accessible conferences set up by your FirstClass Administrator.

# Configuring the Settings Document

Before you use a <u>Settings Document</u> for the first time, you should ensure that it is configured correctly. To configure the Settings Document, follow these steps:

1. Double-click on the Settings Document.

2. When the Login Form appears, click Setup.



The title of the Settings Document contains the name of the settings file you are using. To find out more about the fields or buttons on this form, click on them.

3. Enter information into the following fields.

**Connect Via**

Select the method you will use to connect to the server. If you will be connecting across an IPX network, select IPX.FCP. If you will be connecting across a TCP/IP network select TCP-IP.FCP. If you will be using a modem to connect, choose MODEM.FCP.

**Setup button**

Click this button to configure the connection. You will not normally need to configure an IPX connection, but you might need to configure a modem or TCP/IP connection. *Note:* You only need to configure the connection once. All Settings Documents that use the same type of connection use the same configuration for that connection. For a modem connection, you would only need to change the configuration if you installed a different modem, or moved your modem to a different COM port.

**User ID**

Enter your user id here to have it automatically stored in the Settings Document.

**Password**

You can enter your password here to have it automatically stored in the Settings Document. *Note:* If other people have access to your computer, you may prefer, for security reasons, not to save your

User ID or Password. If you choose not to save this information, you can simply type them into the box on the Login Form every time you open the Settings Document.

**Logon Automatically**

Check this box if you want FirstClass to log into the server automatically as soon as the Settings Document is opened. *Note:* You can disable the automatic logon by holding down the Control key when you open a Settings Document.

**Retry, Retry Delay**

If you connect to the server by modem and if you receive frequent busy signals, you can configure FirstClass to retry automatically. The Retry box controls the number of times FirstClass will retry; the Retry Delay box controls the delay between retries. (Not required for network connections.)

**Server, Network**

For IPX connections, enter the server name in the Server field. For TCP/IP connections, enter the server address in the Server field. (Not required for modem connections.)

**Phone Number**

For modem connections, enter the server phone number in this box. If you are connected to an office phone system, you may have to enter a "9" (or other special dialing prefix) followed by a comma to dial out correctly. (Not required for network connections.)

4.  When you are finished, click one of the following buttons:

**Save button**

To close the form and save all of the changes that you have made into the current Settings Document.

**Cancel button**

To close the form without saving any of the changes.

# Configuring the modem connection

Before you start using FirstClass with a modem, you must set up FirstClass and your computer so that they work together correctly with your modem. After you configure your modem connection, you should not need to change it, unless you install a different modem, or move the modem to a different COM port. You will use the same modem configuration for all your Settings Documents. **Note:** Your modem configuration is stored in a file called MODEM.FCP.

To configure your modem, follow these steps:

1. Double-click on a Settings Document that uses the modem connection.

2. Make sure that the Connect via field is set to MODEM.FCP.

3. Click Setup. The MODEM.FCP form appears:



To find out more about the fields or buttons on this form, click on them.

4. Fill in the following fields:

   **Modem**

   Select the type of modem you are using. If your modem does not appear in the list, select a "compatible" modem with the same speed as your modem. For example, if your modem is a V.32bis modem, select Hayes Compatible 14400.

   **Port**

   Select the COM port to which your modem is connected (for example, COM1).

   **Phone**

   Select the type of phone line that you have (Pulse if you have dial phones, Tone if you have Touch Tone phones).

   **Speaker**

Choose whether you want the modem speaker turned on or off during dialing and negotiation.

**Cable Options**

If you have an internal modem or a standard (hardware handshaking) modem cable, do not change these fields. When you select a modem, they are automatically set to the value appropriate for the modem.

**Speed Options**

When you select a modem, the Auto Speed and Baud Rate fields are automatically set to the value appropriate for the modem. You should not change these fields.

5. When you are finished, click one of the following buttons:

**Save**

To save your modem configuration.

**Cancel**

To close the form without saving any of the changes.

Next time you make a modem connection, FirstClass automatically uses these settings.

# Connecting to FirstClass with a modem

If you are using a modem connection, the following process occurs after you enter your user id and password and click Login:

1.  FirstClass sends a Reset string to the modem, and waits for an "OK" response.

    The underline status line displays "Resetting modem" followed by the reset command sent to the modem.

2.  When FirstClass receives the "OK" response, it sends the Initialization string to the modem. ***Note:*** Because each type of modem requires a different Initialization string it is important that you have selected the correct modem type when you configure your modem.

    The status line displays "Setting up modem" followed by the Initialization string sent to the modem.

3.  Once the modem has been initialized, FirstClass sends any optional commands that are set up in the modem configuration (such as speaker volume, hardware handshaking, and carrier detection).

    The status line displays "Sending modem options" followed by the optional commands sent to the modem.

4.  FirstClass then tells the modem to dial the phone number stored in the Settings Document.

    The status line displays "Dialing the number" followed by the dialing command sent to the modem. Make sure that the phone number is correct.

5.  While the modem is dialing, FirstClass waits from a "CONNECT" response from the modem.

    The status line displays "Waiting for connection" followed by the dialing command sent to the modem.

6.  One of the following outcomes is possible:

    The server answers the call and the two modems connect.

    The status line displays the messages "Negotiating connection" and then "Connected." At this point the user id and password are sent to the server. If your user id and password are correct, your FirstClass desktop appears.

    If the server modems are all busy, the modem reports "BUSY" and the status line displays "Line is busy". The login fails.

    If the modems are unable to connect for any reason, your modem reports "NO CARRIER" and the login fails.

    If the connection fails for any other reason, contact your FirstClass Administrator or Technical Support.

*Note:* If any step fails, the entire login stops.


Configuring the modem connection

# 🎛️ Contents

# Control submenu

The Control submenu contains the following commands:

**Trash Collection**

Starts the Trash Collection process, which deletes expired messages.

**Fast Shutdown**

Logs off all users without warning and shuts down the server immediately.

**Polite Shutdown**

Sends a broadcast message to all users, notifying them that the server is shutting down, and asking them to log off. When all users have logged off, the server shuts down. *Note:* Once Polite Shutdown has been initiated, it cannot be stopped. However, you can perform a fast shutdown while a polite shutdown is in progress.

**Restart**

Logs off all users and restarts the FirstClass server.

**Logoff All Users**

Logs off all users except the FirstClass Administrator.

**Logoff Selected Users**

Logs off the users selected in the Who's Online list.

**Reset Server Modems**

Sends the Reset string to all modems that are not currently in use. Modems should be reset after they are turned off and on.

**Date**

The date that the message was sent. If a message is unsent, this line will read "Unsent."

**Date & Time**

The date and time that the message was delivered.

# The desktop

Once you are connected to the server, your FirstClass desktop appears on the screen. The desktop is your starting point for using FirstClass. To open any item on the desktop, double-click on it. To close the desktop, either exit the FirstClass Client application or choose Service → Disconnect.
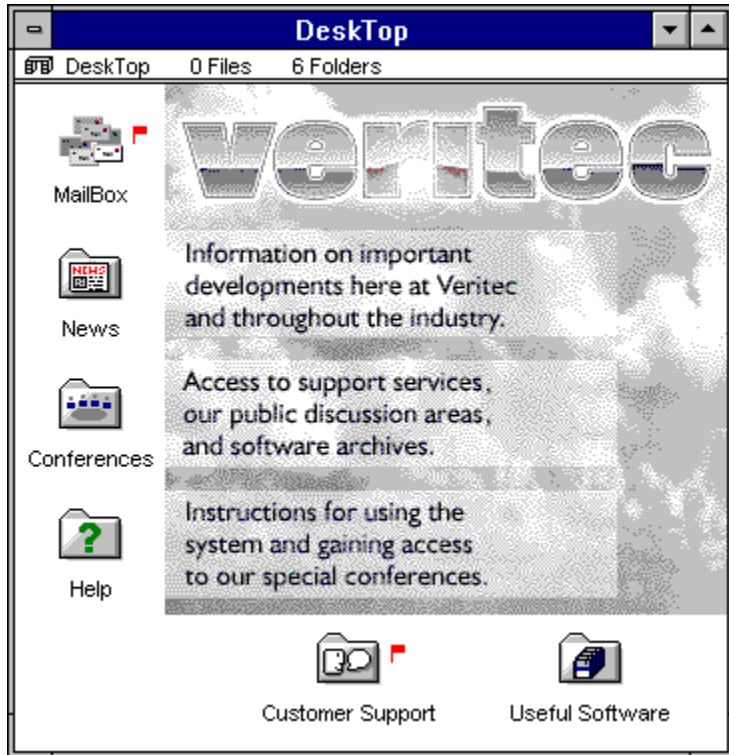


In this example, the desktop has been customized with a background graphic.

**Downloading**

Copying files from a server to the client.

# The Edit menu

The Edit menu contains the following commands:

**Undo**

Undoes the last action in the current window. Choose this option again to undo the previous action in the current window.

**Redo**

Redoes the last action you undid.

**Cut**

Deletes the selected information and place it on the clipboard.

**Copy**

Places the selected information on the clipboard.

**Paste**

Inserts the information on the clipboard into the current window.

**Clear**

Deletes the selected information.

**Select All**

Selects everything in the current window.

**Font**

Changes the font for the selected text.

**Size**

Changes the font size for the selected text.

**Style**

Changes the font style (that is, italic, bold, and so on) for the selected text.

**Color**

Changes the color of the selected text.

**Preferences**

Displays your personal <u>Preferences</u> form.

**Résumé**

Displays your <u>résumé</u>.

# Editing shortcuts

**Control + A**

Selects all the text in the current field or pane.

**Control + C, Control + Insert**

Copies selected text onto the clipboard.

**Control + V, Shift + Insert**

Inserts the contents of the clipboard after the cursor.

**Control + X, Shift + Delete**

Deletes the selected text and copies it to the clipboard.

**Delete**

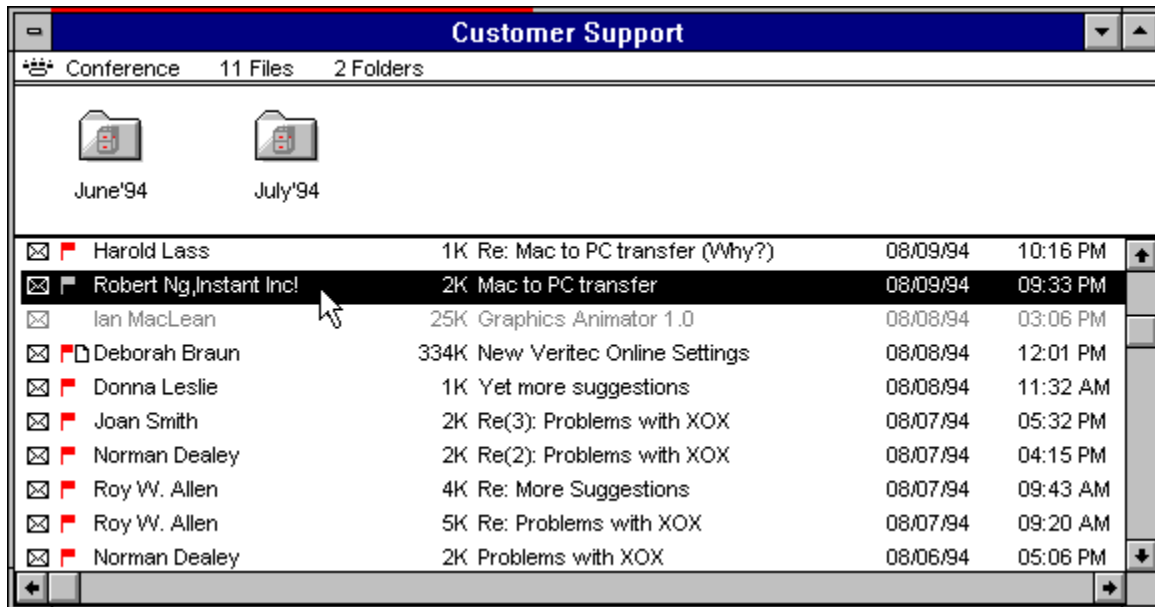Deletes the highlighted text.

**Envelope**

The part of the message that contains addressing information, the list of <u>attachments</u>, the <u>postmark</u>, and the date and time the message was sent. If the message is a form, the envelope contains the additional form information—in this example, a picture preview. To view the entire picture, double-click on it.

# The file list window

The file list window appears when you open either a <u>conference</u>, a <u>folder</u>, or your <u>mailbox</u>.   The window has two panes: an upper pane, which contains subconferences or folders, and a lower pane, which contains documents, files, and messages.

For each pane, you can choose whether to display items as icons, or as a sorted list. In the following example, the view of the top pane is by icon, and the view of the bottom pane is in reverse order by date. To change the view for a pane, use the <u>View menu</u>.

| | | | | | |
|---|---|---|---|---|---|
| **Customer Support** | | | | | ▼ ▲ |
| ⛫ Conference    11 Files    2 Folders | | | | | |
| 📁 June'94    📁 July'94 | | | | | |
| ⊠ ▐ Harold Lass | 1K | Re: Mac to PC transfer (Why?) | 08/09/94 | 10:16 PM | ▲ |
| ⊠ ▐ Robert Ng,Instant Inc! | 2K | Mac to PC transfer | 08/09/94 | 09:33 PM | |
| ⊠ Ian MacLean | 25K | Graphics Animator 1.0 | 08/08/94 | 03:06 PM | |
| ⊠ ▐▫ Deborah Braun | 334K | New Veritec Online Settings | 08/08/94 | 12:01 PM | |
| ⊠ ▐ Donna Leslie | 1K | Yet more suggestions | 08/08/94 | 11:32 AM | |
| ⊠ ▐ Joan Smith | 2K | Re(3): Problems with XOX | 08/07/94 | 05:32 PM | |
| ⊠ ▐ Norman Dealey | 2K | Re(2): Problems with XOX | 08/07/94 | 04:15 PM | |
| ⊠ ▐ Roy W. Allen | 4K | Re: More Suggestions | 08/07/94 | 09:43 AM | |
| ⊠ ▐ Roy W. Allen | 5K | Re: Problems with XOX | 08/07/94 | 09:20 AM | |
| ⊠ ▐ Norman Dealey | 2K | Problems with XOX | 08/06/94 | 05:06 PM | ▼ |

In a sorted list, each item is displayed on a single line.

To open an item, double-click on it. An open item appears dimmed in the list. In the example, the third item is open.

To select an item, click on it. In the example, the second message has been selected.

FirstClass also supports external folders that are links to CD-ROMs and hard disks.

# The File menu

The File menu contains the following conmands:

**New Settings**

Creates a new Settings Document. This command is available only if you are not logged into a FirstClass system.

**Open**

Opens the selected item. ***Note:*** You can also double-click on an item to select and open it in a single step.

**Save**

Saves the current item on your hard disk. You don't need to save messages; they are automatically saved on the FirstClass server.

**Save as Text**

Saves the contents of the current window as an ASCII text file.

**Print**

Prints the current window.

**Attach File/Upload**

Transfers a file from your computer to the FirstClass server. If the current window is a message, this menu item will be Attach File. If the current window is a conference or folder, the menu item will be Upload. If you do not have file transfer <u>privileges</u>, this menu item is dimmed.

**Save Attachment/Download**

Transfers a file from the FirstClass server to your computer. If the current window is a message, this menu item will be Save Attachment. If the current window is a conference or folder, the menu item will be Download. If you do not have file transfer <u>privileges</u>, this menu item is dimmed.

**Delete**

Deletes the current item or any selected items. This menu item is dimmed if you don't have delete <u>permissions</u> for the current conference.

**Get Info**

Displays additional information about the current item or any selected items.

**Search**

Searches the current window for a text string. This option is dimmed if you do not have search <u>privileges</u>.

**Search Next**

Finds the next item matching the current search specifications.

**Exit**

Exits from the FirstClass application. If you are connected by modem, FirstClass asks you to confirm that you indeed want to quit.

**Fill bar**

A status indicator at the top of the file list window. It indicates that titles are being added to the list. When the bar reaches the right edge of the window and disappears, the list is complete.

**Folders**

A container used to store and organize messages and files.

**Folders & Conferences**

The upper pane of the file list window, which can contain folders and conferences. In this example, the window view is by icon. To change the view, use the <u>View menu</u>.

**From**

The name of the sender. You cannot change this field.

**Gateway**

Software that works in conjunction with your FirstClass server and allows your server to exchange information with other communication systems.

**Help folder**

A folder containing helpful instructions for using your FirstClass system.

**Input box**

Type your chat messages here. To send the message, press Enter.

# Introduction

FirstClass® is an easy-to-use communication system for Windows. With FirstClass you can send and receive electronic mail, share files, use electronic conferencing to exchange ideas, and participate in on-line chats. Because FirstClass uses the familiar Windows graphical user interface, you will find it fast, intuitive, and easy to learn.

FirstClass consists of two parts: the <u>client</u> (you) and a <u>server</u>.

To use FirstClass, you need both the FirstClass Client application and a <u>Settings Document</u> for the system to which you want to connect. The Settings Document must be configured to connect to the FirstClass system. Your FirstClass Administrator might provide you with a configured Settings Document, or you might need to configure it yourself.

You also need either a network or modem connection to the server. If you are connecting to the server by modem, you must ensure that the modem connection is configured correctly.

Before you can actually use FirstClass, you must log into the server.


<u>Configuring the Settings Document</u>

<u>Configuring the modem connection</u>

<u>Logging in to FirstClass</u>

**Invite button**

To invite other users into the chat, click Invite. Select the names of the users you wish to invite and click Select.

# Keyboard shortcuts

FirstClass supports the standard keyboard method for choosing from Windows menus. You can enter some commands in more than one way.

Message shortcuts

Editing shortcuts

Conference and mailbox shortcuts

Other shortcuts

# Logging in to FirstClass

Once you have customized the Settings Document and (if you are using a modem) configured your modem, you can log into FirstClass. To do so, double-click on the Settings Document for the system to which you want to connect.

FirstClass displays the Login form for the system you've chosen. A typical Login form is shown below.
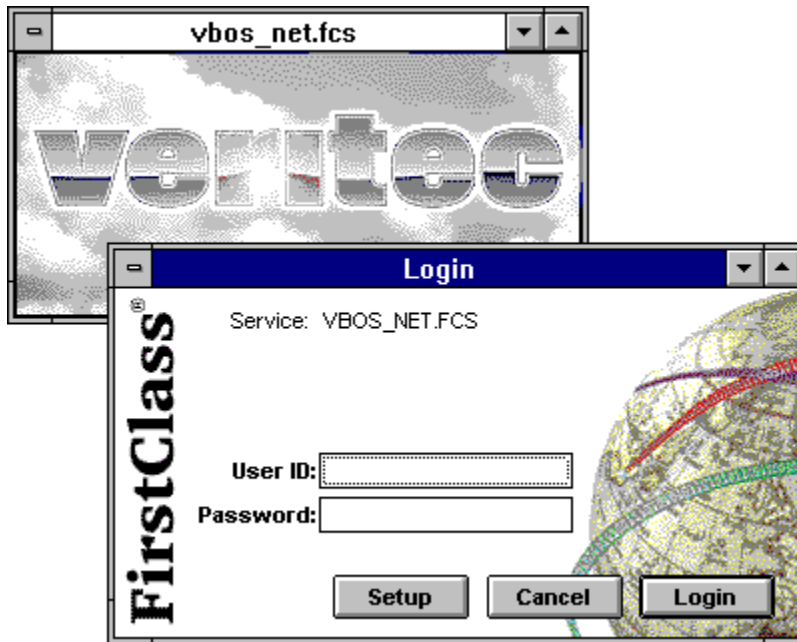


To find out more about an area on the form, click on it.
If the login is successful, the desktop is displayed.

Configuring the Settings Document
Configuring the modem connection
Connecting to FirstClass with a modem

**Login button**

To begin the login process, enter your user id and your password, and click Login.

**Mailbox**

Your mailbox contains all of the mail that you have sent and received. To open your mailbox double-click on the icon.

**Mailing list**

A group of users to whom you often send the same messages.

**Maximize & Minimize buttons**

Click on the maximize button at the right to expand the window and show all the items that will fit on the screen. Click on the minimize button on the left to shrink the window back to its original size.

**Message body**

This is the body of the message. To enter text in an unsent message, click in this area and start typing. You can use the Copy, Cut, and Paste options on the Edit menu to copy and move text within the message, or to copy text from another message or document into this message. You can also use the Font, Size, Style, and Color options on the Edit menu to change the font, font size, font style (italic, bold, and so on), and font color. ***Note:*** You cannot change text in the body of a sent message.

**Message icon**

The standard message icon. A message received through a gateway has an icon like this:

**Message icon**

The standard message icon. If the message has been sent through a gateway, it has a gateway message

icon that looks like this  To use another icon, choose File → Get Info and double-click on the
icon in the info window.

# The Message menu

The message menu contains the following commands:

**New Message**

Creates a new message. If you choose this menu item in a conference for which you have send permissions, the message is automatically addressed to the conference.

**New Document**

Creates a new document in the current conference or folder.

**New Form**

Displays a submenu from which you can choose an alternative form for the message you are sending. If you choose this menu item in a conference for which you have send permissions, the message is automatically addressed to the conference.

**Reply**

Creates a reply to the open or selected message. By default, replies to messages in your mailbox are addressed to all recipients, while replies to messages in conferences are addressed to the conference only. To select different recipients for the reply, use the Reply Special command.

**Reply Special**

The Reply Special submenu contains the following options:

Reply All—Addresses the reply to all recipients of the original message.

Reply Sender—Addresses the reply only to the sender of the original message.

Reply Conference—Addresses the reply only to the conferences in the address of the original message.

**Forward**

Creates a message that is an exact copy of the open or selected message. You can address and send this new message. If you do not have the Forward privilege, this menu item is dimmed.

**Send**

Sends the current message. This option is dimmed if the current item is not a message or if the current message has already been sent.

**Unsend**

Retracts the open or selected message. If you do not have the Unsend privilege, this menu item will be dimmed.

**History**

Displays the history form for the open or selected message. If you do not have the View History privilege, this menu item is dimmed.

**Unread**

Toggles the Unread Flag on the open message or the selected messages in the current window. To toggle the Unread Flag, you must have the Make Read privilege.

**Show BCC**

Displays the Bcc field on a message you are sending, so that you can send blind courtesy copies. Recipients specified in the To and Cc fields will not be able to see who received Bccs.

**Priority**

Sets the priority of the open message. The priority is used to control the behavior of mail sent through gateways as well as the display of the message in the recipient's mailbox. Available priorities include:

Normal—The standard setting.

Urgent—Displays the message subject in bold and invokes special gateway handling.

Bulk—Used for some gateways. Consult your administrator to find out if this option is available to you.

**Sensitivity**

Sets the sensitivity of the open message. This setting has no effect on the way the message is handled. It is provided as information for the recipient, and might be used by third-party gateways. Available sensitivities include:

Normal—The standard setting.

Personal.

Private.

Company.

**Receipt**

Turns on automatic receipt generation. Receipt options include:

On Read—Generates a receipt when the recipient reads the message.

On Delivery—Generates a receipt when the message is delivered to the recipient (This is useful when the recipient is on another server.)

On Route—Generates a receipt at each stage of the delivery of multi-hop mail. This is useful for detecting problems in multi-server mail systems.

Suppress NDN—Prevents the generation of Non-Deliverable Notices (NDNs).

# Message shortcuts

**Control + N**

Creates a new message in your mailbox.

**Control + R**

Replies to a message.

**Control + Up Arrow, Control + Down Arrow, F6**

Moves between the upper and lower pane in a message window.

**Control + E**

Sends the current message.

**Control + T**

Attaches a file to a message

**Control + H**

Displays the history of the current message.

**Alt + Enter**

Displays information about messages and files.

**Control + F**

Finds specified text within a message.

**Control + G**

Finds the next instance of the specified text.

**Page Up**

Moves forward through the current message one screen at a time.

**Page Down**

Moves backward through the current message one screen at a time.

# The message window

When you open any message in a file list, the message appears in a message window. (A message window also appears when you create a new message.) From the message window, you can perform any action available from the file list (like reply to the message, save the message as a text file, or delete the message), or you can use the standard Windows editing commands.

If the message is part of a <u>thread</u> you can use the Previous in Thread and Next in Thread buttons on the <u>palette</u> to browse through the thread.

If you resize the window, subsequent messages appear in the resized window.
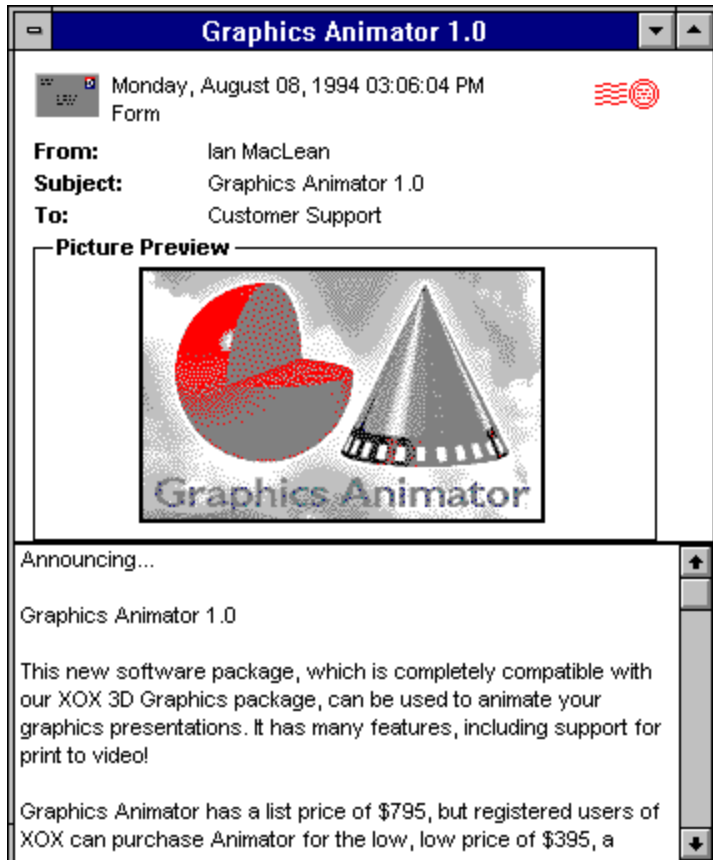
# New stationery submenu

This menu contains all the stationery forms that you can add to a conference. Make sure you are in the correct conference before selecting a form.

**News**

A special conference used for general announcements.

**Number of files**

The total number of files in the list. The number of files displayed might be less than this total if you've checked the Display Unread Only preference.

**Number of folders**

The total number of folders or conferences, or both, in the list. Folders and conferences always appear above the <u>split bar</u>.

# Other shortcuts

**Control + L**

Searches the FirstClass Directory.

**Control + P**

Prints the active window.

**Control + W**

Closes the active window.

**Control + K**

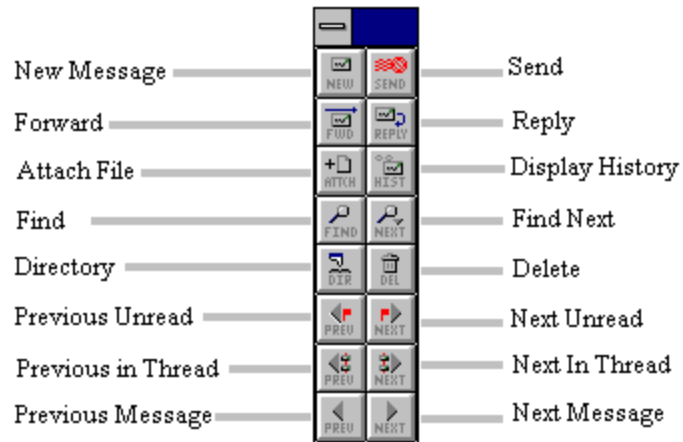Disconnects from the FirstClass server.

**Alt + F4**

Exit the FirstClass client application.

**Shift + F1**

Displays the table of contents for the online help system.

# Palette

FirstClass has a floating palette that provides one-step access to common functions. To display the palette, choose Window → Palette. To display a horizontal palette, hold down the Control key when you select Palette.

| | |
|---|---|
| New Message | Send |
| Forward | Reply |
| Attach File | Display History |
| Find | Find Next |
| Directory | Delete |
| Previous Unread | Next Unread |
| Previous in Thread | Next In Thread |
| Previous Message | Next Message |

**Participants list**

The list of users participating in the chat. Double-click on a user's name to display the user's résumé.

# Permissions

Your permissions determine the level of access you have to a conference. The following access levels are available:

**Disallowed:** Users cannot open the conference.

**Summary:** Users can open the conference and view the list of messages, but they cannot open messages.

**Browser:** Users can read messages.

**Contributor:** Users can read messages, send messages to the conference, delete messages they have sent, and view the Conference Permissions form.

**Approver:** (Used in moderated conferences) Users can open unapproved messages and approve them.

**Moderator:** Users can approve messages, delete any messages in the conference, and create subfolders.

**Creator:** Users can approve messages, delete messages, create subfolders, move and resize windows, and create subconferences.

**Controller:** Users have all privileges, including the right to edit the Permissions Form and edit messages sent by other users.

**Custom:** Users have selected privileges, as assigned by the Administrator.

**Postmark**

After you send a message, the system places a postmark in the upper right-hand corner.

# Preferences

You can customize your preferences, which control the way your e-mail and chat functions work. To view or change your preferences, choose Edit → Preferences. The Preferences form appears. It contains the following fields.

***Note:*** To change your preferences, you must have been assigned the necessary privileges by your FirstClass Administrator.

## Mailbox preferences

**Show items in conferences in reverse order:** Reverses the sort order for objects in conferences. (By default, objects in conferences are listed in chronological order.) You can change the sort order for individual conferences by choosing View → Reverse Sort. However, if you do not have the <u>permission</u> to move and resize windows for a conference, the new view is not saved. Therefore, you might choose this option.

**Show only unread items in conferences and mailbox:** Displays only those items you have not yet seen (that is, items with an "Unread flag" on). This option is useful for large conferences, especially if you are connecting by modem. ***Note:*** Conferences with no unread messages will appear to be empty.

**Reply Preference:** You can choose how the Reply option will work. You have the following choices:

**Automatic:** Performs a "Reply Conference" if you are within a conference, otherwise performs a "Reply All".

**Reply All:** Replies to the sender and all other names in the original To and Cc lists.

**Reply Sender:** Replies only to the sender of the original message.

## Chat preferences

**Don't accept invitations:** Prevents other users from interrupting you with chat invitations. Your name displays in italics in the FirstClass Directory, and when users try to invite you to chat, the invitation is automatically declined.

**Sounds during chat and invite:** Turns chat sounds on and off.

## Mail rules

**Forward My Mail:** Automatically forwards all received mail to the list of people specified in the To field.

**Reply Automatically:** Sends a reply each time a message is addressed to your mailbox. Enter the text of the reply message in the text box. This option is useful if you go on vacation.

***Note:*** To use the Automatic Forwarding and Automatic Reply options, you must have been granted the necessary <u>privileges</u> by your Administrator.

# Previewing attachments

You can preview pictures, sounds, or text files, before saving them. To do so, holding down the Control key and double-click on the attachment.

**Private chat**

An impromptu chat initiated by a user.

**Privilege Group**

One or more users who require the same <u>privileges</u> or <u>permissions,</u> or access to the same conferences.

# Privileges

Your FirstClass Administrator assigns you privileges, which determine the features to which you have access. Your privileges might give you the ability to:

Send and receive private e-mail

Access public conferences

Forward messages

Transfer files to and from the server

Search messages and documents

Unsend messages

Mark messages urgent

Request receipt notification for messages

Set the expiry date on messages

Mark messages as Read or Unread

Set up auto-forwarding or auto-reply

Create address books

Participate in chats

Create conferences

View résumés or user information

Edit user information

Change your preferences

View and send mail to unlisted users

**Public chat**

A chat created by the FirstClass Administrator, and usually dedicated to a specific topic.

# Saving attachments

If a message has attached files, the attachments are listed in the envelope after the To and Cc lists.
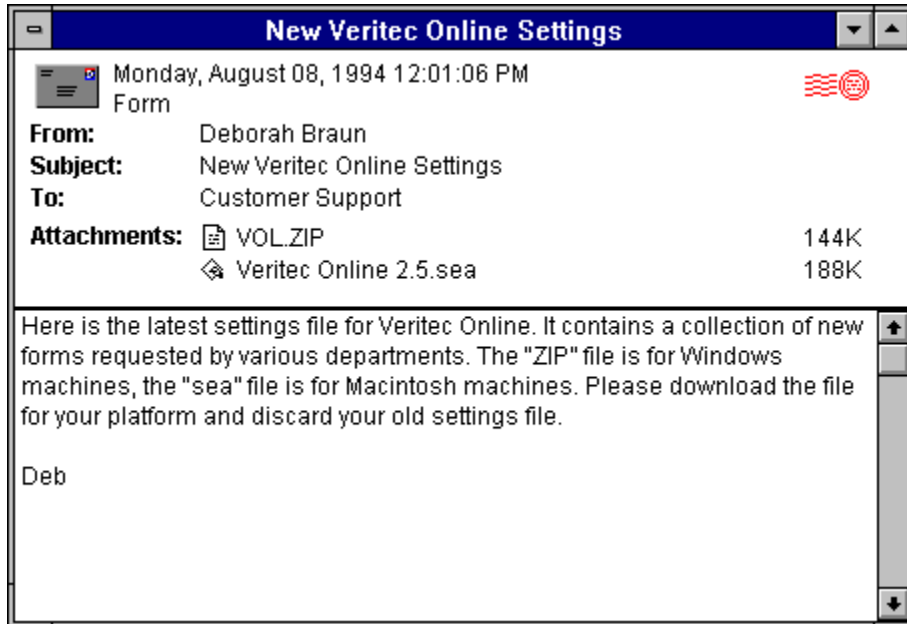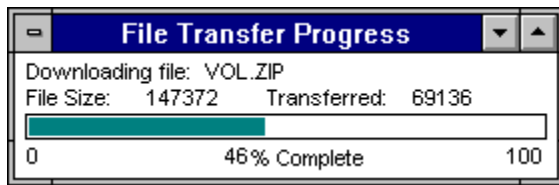


To upload an attachment, double-click on the attachment. FirstClass prompts you to select the location on your computer in which you want to save the file.
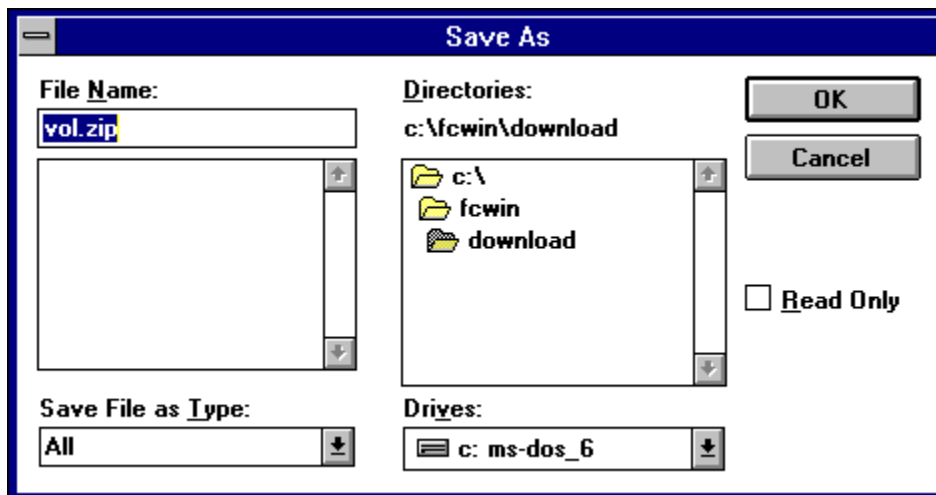


Once you have selected the location, click OK. The system transfers the file from the FirstClass server to your computer. *Note:* The time required for the transfer varies depending on the size of the file and the speed of your connection.

As the system transfers the file, the File Transfer Progress window appears. You can continue to use all of the features of FirstClass while a file transfer is in progress. To cancel a transfer, close the progress window.

```
┌─────────────────────────────────────────────┐
│ ⬜  │   File Transfer Progress   │ ▼ │ ▲ │
├─────────────────────────────────────────────┤
│ Downloading file:  VOL.ZIP                    │
│ File Size:    147372    Transferred:   69136  │
│ ┌─────────────────────────────────────────┐ │
│ │████████████                             │ │
│ └─────────────────────────────────────────┘ │
│ 0              46% Complete              100  │
└─────────────────────────────────────────────┘
```

***Note:*** If you cancel a file transfer before it is finished, you can restart the transfer by downloading to the same location on your computer. When prompted "Replace existing file?" click on the "Yes" button. Only the remaining data will be transferred.

**Scroll bar**

The scroll bar functions like a typical Windows scroll bar. You can click in the gray area to move up or down by one screen.

**Scroll lock**

Check this box to stop the text in the <u>chat transcript</u> window from scrolling.

**Search**

The button that begins the search process.

**Search To/CC Lists**

Check this box to search for the specified text in all names in the To and Cc lists.

**Search Content**

Check this box to search for the specified text in the body of all messages and text files.

**Search Folders & Conferences**

Check this box to search for the specified text in all the folders, conferences, and items in the current window.

**Search For**

Enter the text for which you are searching.

**Search From**

Check this box to search for the specified text in the names in the From list.

**Search Attachment Names**

Check this box to search for the specified text in the names of all attachments.
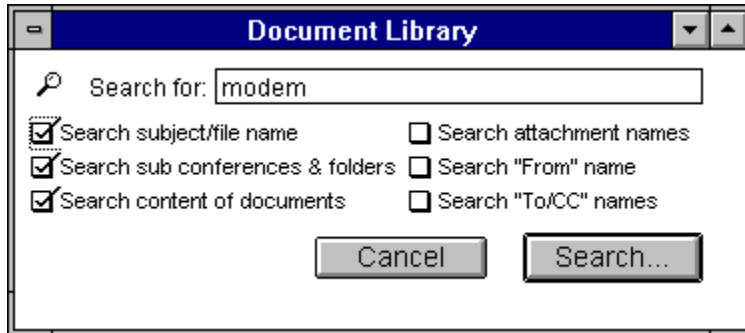
**Search Subjects**

Check this box to search for the specified text in all subjects and file names.

# Searching

You can use the Search feature to search the entire FirstClass system for occurrences of specified words. To use the Search feature, follow these steps:

1.  Open the folder or conference that you want to search.

2.  Choose File → Search.

    A Search window appears.



3.  Enter the text you wish to search for in the Search For box and check the appropriate option boxes.

4.  Click Search to start searching.

    A new window opens and displays a list of matching items.

5.  Double-click on an item in the list to open it.

    You can use the Next Message and Previous Message buttons on the palette to scroll through the items on the list, and the Find Next button to highlight the next occurrence of the word within a message.

    *Note:* To find out where the item is located, select it and choose File → Get Info.

To find out more about a field on this form, click on it.

**Send**

Once you have entered your message click Send to add it to the conversation.

**Sender**

The name of the person who sent the message.

**Server**

An application that runs on a separate, usually dedicated, computer. The FirstClass server controls who can connect to the FirstClass system, what they can do when they are connected, and what information they can see.

# The Service menu

The Service menu contains the following commands:

**Connect/Disconnect**

If you are not connected to a FirstClass server, this option initiates a connection using the connection method you have chosen. If you are already connected, this option disconnects you from the FirstClass server.

**Setup**

Displays the Settings form for the Settings Document you have open.

**Connection Setup**

Displays a submenu of available connection types. Choose the connection type for which you want to display the Connection Setup form.

**Directory**

Opens a window that allows you to display names in the FirstClass Directory.

**Who's Online**

Displays a list of all users logged on to the FirstClass Server.

**Private Chat**

Initiates a private chat with one or more users. Once the Chat Window is open, you can invite other users into the chat by clicking Invite.

**Password**

Changes your password.

# The Session Status window

To display the floating Session Status window choose Window → Session Status.

**System Name**
The name of the FirstClass
system to which you are connected.

**Connected Time**
The duration of the current session.

**Remaining**
The time you have remaining from your
daily time limit. **Warning:** If you exceed
your time limit you will have to wait until
midnight to log on again.

| Session Status | | |
|---|---|---|
| Connected to: | Veritec Boston |
| Connected: | 00:50:00 |
| Remaining: | 00:08:07 |
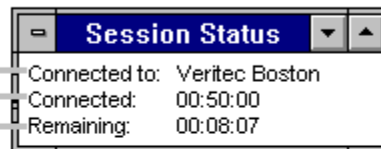
**Settings Document**

A special file that stores information required to connect to a specific FirstClass® system.

**Setup button**

Click this button to change your settings. These settings include information required to connect to the server, including (optionally) your user id and password. Once you've entered the settings correctly, you shouldn't need to change them. If you need help with these settings contact your FirstClass Administrator.

**Size**

Size of the message in kilobytes, including any attachments.

**Sounds**

Check this box to hear sounds when new chat messages are delivered and when a user enters or leaves the chat.

**Special forms**

Messages can be written on forms containing special fields or customized graphics. Your system comes with several useful forms, including one for taking telephone messages and another for sending requisitions. To create a new message with one of these forms, choose Message → New Form.

**Splash screen**

A screen containing information about the FirstClass system to which you are connecting.

**Split bar**

The split bar divides the window into two panes. In a <u>file list window</u>, the upper pane contains folders and conferences and the lower pane contains messages and files. In a <u>message window</u>, the upper pane contains the <u>envelope</u> and the lower pane contains the <u>message body</u>. To move the split bar, place the mouse over the bar and drag after the cursor changes to a cross, like this:

**Status lines**

The lines on the Login form that display connection progress. The first line shows the action in progress. For modem connections, the second line shows the commands sent to the modem and the responses from the modem.

If you have any problems logging in, contact your FirstClass Administrator.

**Subject**

The subject of the message. For an external folder, this field is blank.

**Subject**

Enter the subject of the message here. If the message is a reply, the subject is entered for you automatically and prefaced by Re:. (Re: Graphics Animator 1.0, for example.) You can change this subject.

**Subscription**

The ability to access a conference.

**Title**

The name of the conference or folder. The name also appears in the View menu.

**Title**

The subject of the message.

**To**

Enter the destination of the message here. For more information, see <u>Addressing a message</u>.

# Transferring files

FirstClass allows you to share files with other users by attaching them to e-mail messages.

***Note:*** To send and receive attachments you must have been assigned the necessary <u>privileges</u> by your FirstClass Administrator.

<u>Previewing attachments</u>

<u>Saving attachments</u>

<u>Attaching files to messages</u>

**Unlisted user**

Only users who have the right to view unlisted users can send mail to unlisted users or view their names in the FirstClass Directory.

**Unread Flag**

An unread flag ⚑ appears beside your mailbox or a conference if they contain any items that you have not read. *Note:* You can turn the flag off by holding the Control key and clicking on the flag. The flag is removed from every message in the mailbox or conference.

**Unread Flag**

An unread flag appears beside each item that you have not yet read.

**Uploading**

Copying files from the client to the server.

**User ID and Password**

You must have a user id and password to connect to a FirstClass system. Contact your FirstClass Administrator for details. On some systems you can auto-register and set up your own user id. If you don't want to enter your user id every time you log on, you can save it in your Settings Document. To do so, click Setup.

# The View menu

The View menu contains the following commands:

**By Icon**

Displays entries in the current window pane using icons.

**By Date**

Displays entries in the current window pane as a list sorted in date order, with the oldest item at the top.

**By Name**

Displays entries in the current window pane as a list sorted in alphabetical order by sender's name.

**By Subject**

Displays entries in the current window pane as a list sorted in alphabetical order by subject.

**By Size**

Displays entries in the current window pane as a list sorted in order of increasing size.

**By Status**

Displays entries in the current window pane as a list sorted by status, as follows: Outgoing messages are displayed first, sorted first into normal and urgent messages, and then by date. Incoming messages are displayed last, also sorted into normal and urgent messages, and then by date.

**Reverse Sort**

Reverses the currently selected sort order. Lists sorted by date are displayed with the latest message first; lists sorted alphabetically are displayed in reverse alphabetical order (starting with "z"); lists sorted by size will be displayed with the largest item first; and lists sorted by status will be displayed with the newest urgent messages at the top.

**Clean Up Icons**

Arranges the selected icons on a grid in the current window.

**Window summary**

The part of the window that displays the name and type of the window as well as the number of files and folders in the window.

**Window type**

A file list can be a conference, a mailbox, or a folder.

# The Window menu

The Window menu contains the following commands:

**Tile**

Makes all open windows the same size and tiles them on the available screen.

**Cascade**

Stacks all windows so that their title bars are visible, beginning in the upper-left corner of the screen.

**Arrange Icons**

Arranges all icons in the current window on a grid.

**Smart Zoom**

Expands the current window to uncover all icons.

**Session Status**

Displays the <u>session status window</u>.

**Palette**

Displays the <u>palette</u>.

**Desktop**

Makes the FirstClass DeskTop window the active window and brings it to the front.

# Working with file lists

You will find that you spend most of your time in FirstClass working with file lists—either your mailbox, a conference, or an external folder. You can perform the following operations on items in a file list:

Create new messages

Delete messages

File messages in folders

Forward a message

Reply to a message

Display the next and previous unread message

Display the next and previous message in the thread

Display message history

Make an alias

*Note:* Many of these operations are accessible from the palette.

**Create new messages**

To create a new message, choose Message → New Message or Message → New Form. (*Note:* If you are in a conference, the message is automatically addressed to the conference.) A copy of the message is stored in your mailbox.

**Delete messages**

You can delete messages in your mailbox as well as any conference items that you have sent. To delete an item, select it and choose File → Delete. You can select multiple items for deletion by holding down the Shift key while you click on them. *Note:* If the Delete option is dimmed, you cannot delete the selected item.

**File messages in folders**

Within your mailbox, you can create folders to file your messages. To create a folder, choose Conference → New Folder. To rename the folder or give it a custom icon, select it and choose File → Get Info. You can now drag messages into the folder.

**Forward a message**

To forward a message, select or open the message and choose Message → Forward. FirstClass creates a copy of the message (including any attachments). You can address and edit the copy and add additional attachments. To find out who has forwarded a message, display the message history.

**Reply to a message**

To reply to a message, select or open the message and choose Message → Reply. FirstClass creates a new message with the To, Cc, and Subject lists filled in. (If you reply to a message in your mailbox, the

reply is automatically addressed to the person who sent the original message. If you reply to an item in a conference, the reply is automatically addressed to the conference. To select different reply recipients, use the Reply Special command.). Click in the lower pane and type your message.

### Display the next and previous unread message

When you log into FirstClass, you generally want to read your unread messages right away. You can quickly open unread items by choosing Conference → Open Unread. If you have no more unread items FirstClass beeps.

### Display the next and previous message in the thread

If a message in your mailbox or in a conference is part of a <u>thread</u> , you can browse through the rest of the thread by choosing Conference → Next in Thread.

### Display message history

To view the history of a message, select or open the message and choose Message → History. The History window opens. It contains a record of everything that has happened to the message, including when (and by whom) it was created and when (and by whom) it has been read. If the message has any attachments, the history also indicates who has downloaded them.

### Make an alias

If there is a particular conference you are interested in, you can place an <u>alias</u> of it on your desktop. To do so, select the conference icon and choose Conference → Make Alias. You can then reposition the alias on your desktop for maximum convenience.

<u>Addressing a message</u>

# Working with résumés

A résumé is a description of a user or conference. In addition, a résumé can have an optional picture in the upper left corner of the window.

Displaying and viewing a résumé

Editing a résumé

## Displaying and viewing a résumé

Double-clicking on a name in a To, Cc, or From list; in a directory window; in a chat; or in a history window displays the résumé for that user. Each user and every conference can have a résumé.



## Editing a résumé

To edit your résumé, choose Edit → Résumé.

The résumé consists of three parts:

    A field at the left of the top pane of the form, into which you can paste a picture.

    A title field at the right of the top pane of the form, into which you can enter your name.

    The bottom pane of the form, which you can edit in the same way as a message.

The changes you make are saved when you close the résumé window.

**Alias**

A copy of a conference icon that has been placed on your desktop, so that you can open the conference directly from the desktop. If you have an alias of a conference on your desktop, you can tell as soon as you log in whether the conference contains unread items. To create an alias, select the conference and choose Conference → Make Alias.

**Thread**

An original message and the set of replies to that message. Each conference can contain multiple threads.