

**Version 4.0 for Windows  
User Manual**



This manual was written for use with the Eudora Pro™ for Windows software version 4.0. This manual and the Eudora Pro software described in it are copyrighted, with all rights reserved. This manual and the Eudora Pro software may not be copied, except as otherwise provided in your software license or as expressly permitted in writing by QUALCOMM Incorporated.

The Eudora software was designed and written by Jeff Beckley, Julia Blumin, Ted Bogner, Sameer Jindal, Joel King, Craig Lauer, Keith McIntyre, Subhashis Mohanty, Jackie Nichols, Ben Ogdon, Christina Sahhar, Willie Sakai, and Kusuma Vellanki. Copyright © 1992-1997 by QUALCOMM Incorporated. All rights reserved.

The Sentry Spelling-Checker Engine is Copyright © 1993 by Wintertree Software Inc.

The StuffIt Engine components are Copyright © 1990-97 Aladdin Systems, Inc.

Windows® is a registered trademark of Microsoft Corporation.

Eudora® is a registered trademark of QUALCOMM Incorporated.

Eudora Pro™ and Eudora Light™ are trademarks of QUALCOMM Incorporated.

QUALCOMM® is a registered trademark and registered service mark of QUALCOMM Incorporated.

Adobe®, Acrobat®, and Acrobat Exchange™ are either registered trademarks or trademarks of Adobe Systems Incorporated.

McAfee Associates, Inc.® and VirusScan® are registered trademarks of McAfee Associates, Inc.

PGP® and Pretty Good® are registered trademarks and Pretty Good Privacy™ is a trademark of PGP, Inc.

PureVoice™ and SmartRate™ are trademarks of QUALCOMM Incorporated.

StuffIt® is a registered trademark and StuffIt Engine™, Aladdin™, and Aladdin Systems, Inc.™ are trademarks of Aladdin Systems, Inc.

Verity® is a registered trademark and KEYview™ is a trademark of Verity, Inc.

Apple® and the Apple logo are registered trademarks, and QuickTime™ is a trademark, of Apple Computer, Inc.

All other trademarks and service marks are the property of their respective owners.

Use of the Eudora software and other software and fonts accompanying your license (the "Software") and its documentation are governed by the terms set forth in your license. Such use is at your sole risk. The Software and its documentation (including this manual), and QUALCOMM's software maintenance and extended maintenance, if applicable, are provided "**AS IS**" and without warranty of any kind and QUALCOMM AND ITS LICENSORS (HEREINAFTER COLLECTIVELY REFERRED TO AS "QUALCOMM") EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND AGAINST INFRINGEMENT. QUALCOMM DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS, OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE SOFTWARE WILL BE CORRECTED. FURTHERMORE, QUALCOMM DOES NOT WARRANT OR MAKE ANY REPRESENTATIONS REGARDING THE USE OR THE RESULTS OF THE USE OF THE SOFTWARE OR ITS DOCUMENTATION IN TERMS OF THEIR CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY QUALCOMM OR A QUALCOMM AUTHORIZED REPRESENTATIVE SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY. SOME JURISDICTIONS DO NOT

ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY.

UNDER NO CIRCUMSTANCES INCLUDING NEGLIGENCE, SHALL QUALCOMM, ITS LICENSORS OR THEIR DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION AND THE LIKE) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE OR ITS DOCUMENTATION, EVEN IF QUALCOMM OR A QUALCOMM AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

In no event shall QUALCOMM's total liability to you for all damages, losses, and causes of action (whether in contract, tort, including negligence, or otherwise) exceed the amount paid for the Software and its documentation.

### **Acknowledgments**

The Eudora software was designed and written by Jeff Beckley, Julia Blumin, Ted Bogner, Sameer Jindal, Joel King, Craig Lauer, Keith McIntyre, Subhashis Mohanty, Jackie Nichols, Ben Ogdon, Christina Sahhar, Willie Sakai, and Kusuma Vellanki. This manual was written by Steve Janoff, Ron Durbin, Armand Rouleau, and Justine Correa, with assistance from Erick Haswell.

Thanks to all the users and testers of Eudora Pro, whose suggestions have made it a much better program than it otherwise would have been.

### **About the Name**

Why the name "Eudora"?

When looking for a name for this new Post Office Protocol mail program, we thought immediately of the title of the short story "Why I Live at the P.O.," and named the program after the author of the story, Eudora Welty.

"Why I Live at the P.O." can be found in a collection entitled *A Curtain of Green and other stories* (Harcourt Brace & Co.). Ms. Welty's stories are funny, sad, and fascinating; she's surely one of the great American writers.



# Contents

<b>Getting Started .....</b>	<b>11</b>
System Requirements.....	11
Installing Eudora .....	11
Uninstalling Eudora .....	14
Opening and Configuring Eudora .....	14
Tip of the Day .....	17
Quitting Eudora.....	17
Online Help .....	17
Registering Your Copy of Eudora .....	18
Technical Support .....	18
<b>Creating Messages.....</b>	<b>19</b>
Creating an Outgoing Message .....	19
Using the Composition Window.....	19
Title Bar .....	19
Toolbar .....	20
Message Header .....	23
Message Body .....	24
Using an Alternate E-mail Account (Multiple Personalities) .....	24
Using Stationery.....	27
Using a Signature .....	28
Setting the Message Priority .....	31
Requesting a Return Receipt.....	32
Formatting Text.....	33
Text Editing Menu Commands .....	33
Other Formatting Options .....	35
Inserting Objects in Message Text.....	35
Attaching a File to a Message .....	36
Manually Decoding Attachments.....	37
Including a URL in a Message.....	37
Creating a Hyperlink in a Message .....	38
Checking Your Spelling.....	38
Check Spelling Dialog .....	39
Inline Spell Checking.....	43
Saving a Message for Later Changes.....	43

<b>Sending Messages.....</b>	<b>45</b>
Sending or Queueing a Message.....	45
Sending a Message Immediately.....	45
Queueing a Message to Send Later.....	45
Queueing a Message to Send at a Certain Time .....	46
Editing a Queued Message.....	47
Taking a Message Out of the Queue.....	47
Sending Queued Messages When Checking Mail .....	47
Sending Messages with Special Server Instructions.....	48
Keeping Copies of Outgoing Messages .....	48
<b>Receiving Messages.....</b>	<b>49</b>
Checking for Incoming Mail.....	49
Checking for Mail Automatically .....	49
Checking for Mail Manually.....	50
Stopping a Mail Check.....	50
Using Your Password.....	50
Changing Your Password.....	51
Receiving New Mail .....	52
The Incoming Message Window .....	52
Title Bar .....	53
Toolbar .....	53
Message Body .....	54
Receiving Attachments .....	55
Specifying an Attachment Directory.....	55
Editing Incoming Messages .....	56
Using Active URLs.....	57
Managing Your Mail on the POP Server .....	57
Leaving Mail on the Server.....	57
Deleting a Message from the Server .....	58
Skipping Messages Over a Certain Size .....	58
Checking for Mail with Special Server Instructions.....	58
Managing Your Mail on the IMAP Server .....	61
Downloading Minimal Headers vs. the Full Message .....	61
Skipping Attachments Over a Certain Size.....	61
Deleting a Message from the Server .....	62
Resynchronizing an IMAP Mailbox or Folder .....	62
Refreshing Your List of IMAP Mailboxes and Folders.....	63

<b>Responding to Messages .....</b>	<b>65</b>
Replying to a Message .....	65
Using the Reply Options .....	65
Replying with a Stationery File .....	66
Forwarding a Message .....	67
Redirecting a Message .....	67
Turbo Redirecting .....	68
Redirect and Signatures .....	69
Sending Rejected Messages Again .....	69
<b>Working with Mailboxes .....</b>	<b>71</b>
Opening a Mailbox.....	71
The Anatomy of a Mailbox.....	71
Message Summaries.....	72
Displaying and Resizing Columns.....	75
Using the Mailbox Size Display .....	76
The Message Preview Pane.....	76
Creating Mailboxes and Folders .....	77
Creating a Mailbox or Folder Using the Mailbox Menu .....	78
Using the Mailboxes Window.....	79
Creating a New Mailbox or Folder .....	80
Renaming a Mailbox or Folder .....	80
Moving a Mailbox from One Folder to Another.....	80
Mailbox and Folder Management: POP vs. IMAP Server.....	81
<b>Organizing Your Messages .....</b>	<b>83</b>
Deleting a Message .....	83
Automatically Deleting Attachments.....	84
Transferring Messages .....	84
Using the Transfer Menu .....	84
Dragging Messages .....	85
Creating a Mailbox or Folder During Transfer.....	85
Filtering Messages .....	85
Quick and Simple Filters with the Make Filter Dialog.....	86
Detailed Filters with the Filters Window.....	90
Filter Criteria (The Match Area).....	92
Filter Actions.....	94
Sorting Messages Within Mailboxes .....	97

Finding Text Within Messages .....	98
Finding Text Within One Message .....	98
Finding Text Among Multiple Messages and Mailboxes.....	99
Match Case.....	99
Summaries Only.....	100
Enter Selection Command .....	100
Stopping a Find .....	100
Saving a Message to a File.....	101
<b>Managing Your Windows in Eudora.....</b>	<b>103</b>
Introduction.....	103
Window States and Tabbed Windows .....	103
Normal Windows .....	105
Docked Windows.....	107
The Gripper Bar .....	108
The Zoom Button .....	108
The Close Button .....	109
The Resize Bar .....	109
Floating Windows .....	109
Tabbed Windows .....	111
Eudora’s Default Tabbed Windows.....	112
Opening and Activating Tabbed Windows.....	113
Reorganizing Tabbed Windows.....	113
Creating a New Tabbed Window.....	114
Tab Display in Single-Tabbed Windows .....	114
Tab Contents, Location, Auto-Activation.....	114
Closing Tabbed Windows.....	115
The Window Context Menu.....	115
Tab Location .....	116
Allow Docking.....	116
Hide.....	116
Float In Main Window.....	117
Using the Eudora Taskbar.....	117
New Tool Windows .....	119
Filter Report Window .....	119
File Browser Window .....	120
Stationery Window .....	124
Signature Window.....	125



- Personalities Window .....127
- Using the Address Book and Quick Recipient List ..... 137**
  - Using the Address Book .....137
  - Creating New Entries .....138
  - Changing, Moving, Copying, and Deleting Entries.....140
  - Renaming a Nickname .....141
  - Including Nicknames on the Quick Recipient List .....141
  - Addressing a Message from the Address Book .....141
  - The “Make Address Book Entry” Command .....142
  - The “Finish Address Book Entry” Command.....144
  - Using Central Address Book Files on a Server.....145
  - Using Address Book Files Not Created by Eudora.....145
  - Using the Quick Recipient List.....145
- Using Directory Services..... 147**
  - Opening Directory Services .....147
  - Keeping the Directory Services Window on Top .....148
  - Looking Someone Up (Making a Query) .....148
  - Reading Your Query Results .....149
  - Addressing a Message from the Directory Services Window .....150
  - Making an Address Book Entry from Your Query Results .....150
  - Printing Your Query Results.....150
  - Window State Considerations.....151
  - Directory Service Protocols .....152
  - Directory Service Databases .....152
  - Creating a New Database.....153
  - Modifying an Existing Database.....154
  - Deleting a Database .....155
- Index..... 157**



# Getting Started

## System Requirements

To use the Eudora Pro Email electronic mail application (hereafter referred to as Eudora), you must have the following:

- IBM PC or compatible.
- Microsoft Windows 95, or Microsoft Windows NT 4.0 or later.
- Winsock 1.1 API compliant networking package.
- A mail account with an Internet Service Provider, or an Internet-style network account.
- Access to your mail account via PPP dialup networking using a modem or an Internet-style network connection.

## Installing Eudora

Installing Eudora is simple, and requires very little input—just follow the instructions below. If you are installing over a previous version of Eudora Pro or Eudora Light, all of your messages, mailboxes, folders, filters, and options will be maintained.

To install Eudora, perform the following steps.

Note: During this procedure, a dialog may appear informing you that you will need to restart your machine after installation and before you can begin using Eudora. If this dialog appears, be sure to click **Yes**.

1. Exit any applications you are running including toolbars, memory management programs, screen savers, and virus protection programs.
2. If you are installing from CD-ROM, insert the CD-ROM into your CD drive. The Windows 95/NT autoplay feature will cause the Eudora Installer screen to be displayed. (If the screen is not displayed, double-click on the CD drive icon.)

If you are installing from a software archive, double-click on it to start the Setup program. The Installer screen is displayed.



The Eudora Installer screen

3. To install Eudora, click on the Eudora Pro icon in the Installer screen to put a checkmark in the checkbox next to the listing, then click the **Install** button. Installation begins and the Eudora Pro Welcome screen is displayed.

Note: If you wish to install other software applications that appear in the Installer screen, you will need to do this separately, after installing Eudora. See the note at the end of this installation procedure for more details.

4. Read the Welcome screen, then click **Next**. The Software License Agreement is displayed.
5. Read the Software License Agreement and if you agree to the terms, click **Yes**. (You can also save and/or print the Agreement by selecting its text, pressing **Ctrl+C** to copy it to the clipboard, and then pasting it into a text processing application such as Notepad.)

Note: If you purchased a retail box product of Eudora Pro CommCenter™, then at this point the installer will search your hard disk for a qualifying previous version of Eudora Pro. If one

is found, an Upgrade Validation screen will be displayed asking you for your registration number. You must register your new copy of Eudora Pro, once you have installed it, in order to get your upgrade rebate.

6. Enter your **User Code**, then click **Next**.

Your User Code is printed on the technical support information sheet found inside the Eudora Pro retail product box, or if you are part of a multi-user site, it should be provided to you by your company's e-mail (electronic mail) administrator. If you purchased Eudora by electronic distribution, the User Code is in the message you received when you purchased the product.

7. Select the items you wish to install by checking the boxes to the left of each item, then click **Next**.

QUALCOMM's PureVoice™ voice-messaging software lets you record, send, receive, and play voice messages with your e-mail.

Apple's QuickTime™ for Windows gives you enhanced viewing of multimedia in your e-mail messages, and is recommended. If you already have QuickTime installed on your system and you do not wish to overwrite it, uncheck the box.

The HTML viewer gives you enhanced viewing of richly formatted text and multimedia in e-mail messages, and is recommended. Installing this viewer will not affect your current default Web browser. If you already have Microsoft's Internet Explorer 3.0 or later installed on your system, or if you do not wish to install the HTML viewer, uncheck the box.

8. Specify a directory in which to install Eudora Pro, then click **Next**.

*Note: If you are installing Eudora over your current version of Eudora Pro or Eudora Light, select your current Eudora directory. If you are installing Eudora for the first time, you can select any directory you want.*

9. Verify that the displayed settings are correct, then click **Next** (or use the **Back** button if you need to go back and make changes).
10. Eudora is installed in the destination directory. If you elected to install Apple QuickTime for Windows, the QuickTime Software License Agreement is displayed. Click **Agree** and then follow the instructions in the QuickTime installation dialogs.
11. When all installation is complete, you are prompted for whether or not you want to view the Eudora README file. Click **Yes** if you wish to view the README.

Note: If you wish to install any other software applications listed in the Eudora Installer screen, you must do this separately. After installing Eudora, repeat step 2 in the procedure above, and when the Installer screen displays, click on the icons for the additional software applications you wish to install. (When you click on an item, a description of the item is given in the information window.) Now click **Install** and the installer will install the items you have selected.

### Uninstalling Eudora

You can uninstall Eudora by using the tools provided with your Windows 95 or Windows NT 4.0 (or later) operating system. Open the Control Panel, double-click on **Add/Remove Programs**, select Eudora Pro, and click **Remove**.

## Opening and Configuring Eudora

After you have installed Eudora (and restarted your machine if necessary), double-click on the Eudora icon to open it. If you are installing Eudora for the first time, the **New Account Wizard** opens, showing the welcome screen. Click **Next** to begin setting up your new e-mail account.

Select the method of setting up your account. You can either create a brand new e-mail account, import settings from an existing e-mail account, or instruct Eudora to attempt to get your settings from an ACAP server. (To get your settings from an ACAP server, make sure you are connected to the Internet.)

If you choose the ACAP option and click **Next**, the Auto Configure panel is displayed. Click **Next** again to instruct Eudora to try to get your account settings from the ACAP server. If the attempt fails, click **Back** and try one of the other options.

If you choose to import settings from an existing e-mail account, and you select the account and click **Next**, Eudora asks you to confirm the settings and optionally change them. If you select **No** and click **Next**, your account is set up when you click **Finish** in the final screen. If you select **Yes** and click **Next**, the wizard walks you through the fields to be changed, as described further below. When you click **Finish** in the final panel, your new account is set up.

If in the Account Setup panel you choose to create a brand new e-mail account and click **Next**, the New Account Wizard begins walking you through the fields for which you need to enter setup information.

You will need to supply the following items in the panels of the New Account Wizard (click **Next** after filling out each panel):

- **Your Name** — Enter your name as you would like it to appear in the **From** field of all of your outgoing messages from this e-mail account, indicating to your recipients who the mail is from.
- **Return Address** — Enter the e-mail address that has been assigned to you by your Internet Service Provider or your organization's e-mail administrator. This is the address that other people will use to send you e-mail. Return addresses are generally of the form *loginname@domainname*, and **beatrixp@qualcomm.com** is an example.
- **Login Name** — Enter the name that you will use to log in to this e-mail account, if the account requires a user login. This name is provided by your Internet Service Provider or your organization's e-mail administrator, and it usually consists of the text that appears before the at sign (@) in your return e-mail address. In the example **beatrixp@qualcomm.com**, the login name is **beatrixp**.
- **Incoming E-mail Server** — All of your incoming e-mail messages are delivered to your incoming e-mail account, which resides on a computer that runs your incoming e-mail server. Once your messages arrive at your mail account, Eudora picks them up and transfers them to your PC. Your incoming e-mail server must use one of the two Internet-mail communications protocols **POP** (Post Office Protocol) or **IMAP** (Internet Message Access Protocol). If you are not sure which protocol it uses, select POP: you can always change this later. In the edit box, type the full name of the computer that runs your incoming e-mail server: **bunnies.qualcomm.com** is an example.
- If you chose **IMAP** in the previous setup panel, an **IMAP Mailbox Location Prefix** may be required to indicate the location of your personal mailboxes on the IMAP server. If so, enter the name of that location prefix as given to you by your Internet Service Provider or e-mail administrator. If the information is not required, leave the field blank. Now click **Next**. When you click **Finish** in the final panel, your new IMAP e-mail account is set up.

If you chose **POP** in the previous setup panel, click **Finish** in the final panel and your new POP e-mail account is set up.

Once you have completed setting up your account via the New Account Wizard, you are now ready to receive messages. However, you may need to take an additional step in order to *send* messages.

To send messages in Eudora, you must have access to a computer running an **SMTP** (Simple Mail Transfer Protocol) server. Your outgoing messages are sent to the SMTP server, which delivers them to your recipients.

If the computer that runs your POP or IMAP server (incoming e-mail account) also runs an SMTP server, then no additional setup action is required. You are now ready to send and receive messages in Eudora.

If, however, your SMTP server runs on a *different* computer from the one running your POP or IMAP server, then take the following final setup action (you may want to consult your Internet Service Provider or e-mail administrator to help you set up the SMTP server):

Select **Options...** from the **Tools** menu and click on the **Sending Mail** category. In the **SMTP server** field, enter the full name of the computer that runs your SMTP server (example: **mysmtp.qualcomm.com**). Then click **OK** to save your setting and close the Options dialog. You are now ready to send and receive mail in Eudora.

For detailed explanations of all of Eudora's available functions, see the appropriate chapters of this User Manual, and also see the Eudora Reference Manual.

If you ever wish to change the settings of your e-mail account, you can do so from the Options dialog. See the section "The Options Dialog" in the Eudora Reference Manual.

You can also change these settings in the Account Settings dialog, which is accessed from the Personalities window. This window also lets you create alternate e-mail accounts and edit the settings in those accounts. For more details, see the sections "Using an Alternate E-mail Account," "Personalities Window," and, in that section, "Account Settings Dialog"—all in this User Manual.

### Tip of the Day

Each time you open Eudora (including the first time after install), the Eudora **Tip of the Day** dialog is displayed, showing you the Tip of the Day. You can display next and previous tips by clicking the **Next Tip** and **Previous Tip** buttons. To prevent the Tip of the Day dialog from being displayed on startup, uncheck the **Show Tips at Startup** checkbox. You can always display the Tip of the Day from the **Help** menu.

Click the **Close** button to close the Tip of the Day dialog.

## Quitting Eudora

To quit Eudora, select **Exit** from the **File** menu, or press **Ctrl+Q**. If you have queued messages, or timed messages due to be sent in the next 12 hours, you are



given the option to send them (see the sections “Queueing a Message to Send Later” and “Queueing a Message to Send at a Certain Time”).

The Trash mailbox is emptied if the **Empty Trash when exiting** option is on in the Miscellaneous Options.

## Online Help

There are several ways to get online Help with Eudora:

- To find out what something in the user interface does, use either **Context Sensitive Help** from the **Help** menu, or the **Help** button on the main toolbar (question-mark-and-arrow icon), and click on the item you want to know about. A brief description of the item is displayed. Click anywhere to close the description window.
- The **F1** key also displays context-sensitive Help. Select the user interface item you want to know about, or use the Tab and arrow keys to move keyboard focus to that item, then press **F1**. (Keyboard focus is indicated by a dashed highlight box, a highlighted entry or item, or a flashing insertion cursor.)
- For instructions on how to do certain tasks, select **Topics** from the **Help** menu. The Help Contents are displayed, and you either browse the contents or use the Find and Index options.
- The Eudora **Tip of the Day** provides snapshot information on assorted Eudora features. The Tip of the Day dialog is displayed each time you start up Eudora, and can also be displayed from the **Help** menu. See the section “Tip of the Day.”

## Registering Your Copy of Eudora

Depending on the software license you have for Eudora, you may be eligible for technical support directly from the Eudora Technical Support group. To receive technical support, you must register your copy of Eudora Pro in accordance with the terms defined in your license Agreement. If you have a previous version of Eudora Pro, you need to register this new version.

Note: If you are part of a site license, you do not need to register. Contact your organization’s e-mail administrator for support.

If you are eligible for technical support, you are prompted to register after you send the first message with your new version of Eudora Pro. Complete the

registration form and click **Register**. The registration is put in the queue in your Out mailbox and is sent the next time you send queued messages.

If you don't want to register at that time, you can choose **Not Now** to be prompted 7 days later, or **Never Register** to never be prompted again. At any time, you can choose **Register Eudora...** from the Help menu to display the registration form.

## **Technical Support**

If, after reviewing all of the available materials, you are still in need of assistance, contact your e-mail administrator (your Internet Service Provider or your company's Eudora support coordinator) or the Eudora Technical Support group. If you are eligible for technical support, select **Technical Support** from the **Help** menu for contact information, or see the technical support information sheet found inside the product box.

You must register your copy of Eudora Pro to receive technical support. See the section "Registering Your Copy of Eudora" for details.

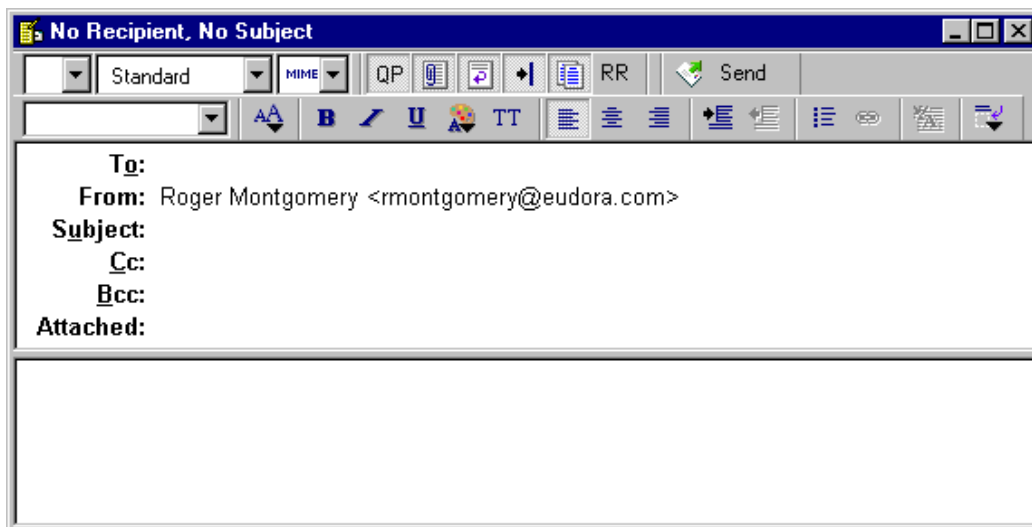
# Creating Messages

## Creating an Outgoing Message

An outgoing message is a message you send to someone else. The simplest way to create an outgoing message is to select **New Message** from the **Message** menu. A new message window is displayed, called the *composition window*.

## Using the Composition Window

The composition window consists of the title bar, the Toolbar, the message header, and the message body.



*The composition window*

### Title Bar

The title bar provides information about the message, including the name of the addressee, the time and date the message was sent, and the message subject.

## Toolbar

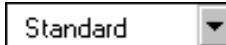
The toolbar consists of a series of buttons and popups that are displayed just under the title bar. It allows you to control the priority of your message, override some of your default options for the current message, send or queue the message, and apply text styles. Each button can be turned on or off for the current message by clicking on it (a button is on when it is depressed, and off when it is raised). You can set some of the defaults for the toolbar in the Sending Mail Options.

The popup menus and buttons on the top row are described below.



### Priority Popup

This lets you indicate that your message is of higher or lower priority than a normal message. For most messages, this is just an empty box (normal priority). For details, see the section “Setting the Message Priority.”



### Signature Popup

This lets you automatically append one of your signatures to the end of a message. For details, see the section “Using a Signature.”



### Attachment Type Popup

This lets you select the encoding format for attachments. For details, see the section “Attaching a File to a Message.”



### Quoted-Printable Encoding

If this is on, quoted-printable encoding is used when sending messages that contain special characters or long lines of text. It is used for all plain-text attachments. We recommend that you always keep this on.



### Text As Attachment

If this is on, plain text files are attached to messages, not incorporated into the message as part of the message body.



### Word Wrap

If this is on, a carriage return is not required at the end of each line. When the message is sent, the text is automatically “wrapped,” meaning that carriage returns are inserted at the end of each line of text, with roughly 76 characters per line.



### Tabs in Body

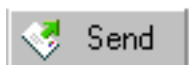
If this button is on, pressing the Tab key within the message body inserts a tab. If this button is off, pressing the Tab key within the message body returns the cursor to the **To** field of the message header.

**Keep Copy**

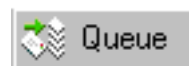
If this is on, a copy of each sent message is kept in the Out mailbox. These messages are saved there until they are deleted or transferred.

**Return Receipt**

If this is on, the message to your recipients includes a **Notify Sender** button that when clicked creates a message notifying you that the original message was viewed. This function does not work in all cases. For details, see the section “Requesting a Return Receipt.”



Send

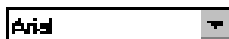


Queue

**Send or Queue**

These let you send a message immediately or put it in the queue to send later. If the **Immediate Send** option in the Sending Mail Options is on, the button is labeled Send. If the option is off, the button is labeled Queue. For details, see the section “Sending or Queueing a Message.”

Following are descriptions of the popup menus and buttons on the bottom row. Note that this bottom row of the toolbar, which controls text styles and other attributes, also appears in text file windows and signature windows.

**Font Popup**

Make the selected text the selected font (typeface).

**Size**

Make the selected text the selected size.

**Bold**

Make the selected text bold.

**Italics**

Make the selected text italic.

**Underline**

Make the selected text underlined.

**Color**

Make the selected text the selected color.

**Typewriter**

Make the selected text the fixed-width (typewriter-style) message font set in the Fonts Options.

**Align Left**

Make the selected paragraph aligned to the left of the indent.

**Align Center**

Make the selected paragraph aligned to the center of the indent.

**Align Right**

Make the selected paragraph aligned to the right of the indent.

**Indent In**

Make the selected paragraph indented once to the left.

**Indent Out**

Remove one left indent for the selected paragraph.

**Bulleted List**

Make the selected text a bulleted list.

**Make Hyperlink**

Make the selected text or graphic a clickable hyperlink to a URL, so that when the recipient clicks the item, he or she is immediately taken to the URL.

**Clear Formatting**

Removes all the formatting from the selected text or paragraph.

**Insert Object**

Insert a specified picture (JPEG graphic file) or a horizontal line at the current cursor position in body text. For details, see the section “Inserting Objects in Message Text.”

For more information on text styles, see the section “Formatting Text.”

## Message Header

Outgoing mail headers consist of six fields: **To**, **From**, **Subject**, **Cc**, **Bcc**, and **Attached**. Each field is described below. The **To**, **Subject**, **Cc**, and **Bcc** fields can be directly edited. To move the cursor from field to field, press the Tab key or click in the desired field with the mouse.

To resize the Header region of the outgoing message window, drag the separator up or down. This applies to the current message only.

**To**

The intended recipients' e-mail addresses, or nicknames you have defined (see the section "Using the Address Book and Quick Recipient List"). Multiple addresses and nicknames must be separated by commas.

**From**

The sender's e-mail address. This is usually your incoming e-mail account plus your real name. You can use a return address other than your incoming mail account by entering the address in the **Return address** field of the Getting Started Options.

The From field also reflects changes made with the **Change Personality** menu under the Message menu, if you have alternate personalities set up. See the section "Using an Alternate E-mail Account."

**Subject**

Some brief text indicating the contents of the message. This field can be left blank, although it is considered a point of e-mail etiquette to include a Subject with each message.

**Cc**

The e-mail addresses or nicknames of people to whom a copy of the message is to be sent. These recipients are displayed in the message header for all recipients to see. Multiple addresses must be separated by commas. This field can be left blank. Cc stands for "carbon copy."

**Bcc**

The e-mail addresses or nicknames of people to whom a blind copy of the message is to be sent. These recipients are not displayed in the message header, and the recipients in the **To** or **Cc** fields will not know that a copy went to these addresses. This is useful when you want to send a copy of a message to someone without everyone else knowing you did so. Multiple addresses must be separated by commas. This field can be left blank. Bcc stands for "blind carbon copy."

This field can also be used to put a copy of the message in one or more of your mailboxes. To do this, right-click in the body of the message and select the mailbox from the **Fcc** menu (equivalent to the Transfer menu). The name of the mailbox is inserted into the **Bcc** field preceded by the expression "f\." Repeat the procedure to Fcc to multiple mailboxes; Eudora automatically separates the entries with commas. When the message is sent, a copy is put in each specified mailbox. Fcc stands for "folder carbon copy."

**Attached**

A list of documents being attached to and sent along with the message. See the section “Attaching a File to a Message” for instructions on how to add attachments. To delete an attachment from an outgoing message, select it and press the backspace or delete key. This field can be left blank.

**Message Body**

After filling in the header fields, move the insertion point to the space below the message header. Type the body of the message here. For information about formatting your message text, see the section “Formatting Text.” Also see the “Toolbar” section above.

You can insert pictures (JPEG graphic files) and horizontal lines into message text. For details, see the section “Inserting Objects in Message Text.”

## Using an Alternate E-mail Account (Multiple Personalities)

You can set up alternate “personalities” in Eudora for each e-mail account you have. For example, if you have Work, Home, and School e-mail accounts, you can set up Eudora to send and receive e-mail from each of these accounts, all without having to quit and restart Eudora. That is, you can check mail for all your accounts at once, or for selected accounts at once, and you can do the same for sending mail.

In earlier versions of Eudora you specified the setup information for these different e-mail accounts, or “personalities,” in the Personalities Options. In Eudora 4.0, you use the Personalities window and the Account Settings dialog. Your “dominant” personality, or principal e-mail account, is set up via the New Account Wizard when you install Eudora, and can also be modified via the Account Settings dialog.

For detailed information on the Personalities window, its columns, the commands on its context menu, and the options in the Account Settings dialog, see the section “Personalities Window.” Below is the basic procedure for setting up alternate accounts, followed by additional information on using personalities to send and receive mail.

To create a new personality, or alternate e-mail account, perform the following procedure:

1. Open the Personalities window: select **Personalities** from the **Tools** menu, or click the Personalities window’s tab if it is the inactive window in a tabbed group.



2. Right-click anywhere inside the Personalities window and select **New...** from the context menu. The first panel of the New Account Wizard displays.
3. Follow the setup instructions in each panel of the New Account Wizard to create the new personality. See the section “Personalities Window” for more information.
4. When you have completed the new account setup, click Finish and the new personality is created.

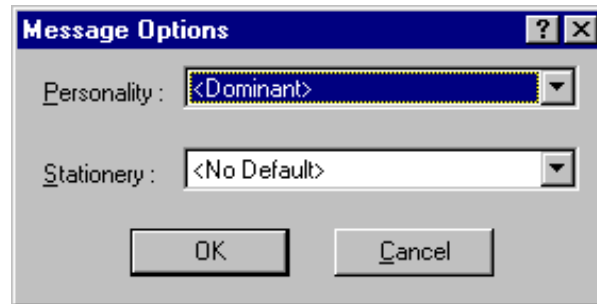
During new account setup you specify the personality name and the following items associated with the account: the real name, the return e-mail address, the login name, and the incoming e-mail server (POP or IMAP).

To modify an existing personality, open the Personalities window, right-click on the desired personality to display the context menu, select **Modify...** and then make your changes in the Account Settings dialog. For more information, see the section “Account Settings Dialog.”

All options other than those specified in the New Account Wizard or the Account Settings dialog cannot be changed for alternate personalities—they are effective for all. If you want to change other options for an alternate personality, or use a separate set of mailboxes for an account, see the section “Putting Multiple Users on One PC” in the Eudora Reference Manual.

To create an outgoing message from an alternate account—i.e., as an alternate personality—open the Personalities window, right-click on the desired personality to display the context menu, and select **New Message As** from the **Message** submenu. Or, select the desired personality and press **Enter**. Or, simply double-click on the desired personality. A new message opens from that personality.

A fourth way to create an outgoing message as an alternate personality is this: Hold down the shift key and select one of the message creation commands from the **Message** menu (New Message, New Message To, etc.). The **Message Options** dialog is displayed.



*The Message Options dialog*

Note: The **New Message With** and **Reply With** commands will not display the **Message Options** dialog. If you want to open a stationery message with an alternate personality, use one of the other message creation commands to display the **Message Options** dialog.

Select the personality you want to use (and stationery if you want to), then click **OK**. A composition window is displayed, with the alternate personality as the sender (and any stationery text if applicable).

When the composition window opens in response to any of the four message-creation methods above, the default signature for the selected personality is used. But if a stationery file was selected or a default stationery file specified in the account's options, then the signature stored with the stationery file is used. However, you can always change the signature popup in the composition window (for details, see the section "Using a Signature").

Once you open a new composition message from a particular personality, you can also change the message's personality (i.e., the sender) by selecting the new personality from the **Change Personality** submenu under the Message menu. The **From** field of the message header changes to the information associated with the new personality.

When you respond to a message, Eudora assigns your response the same personality under which it received the message. For example, if you receive a message sent to your Home account, your replies to that message are sent from your Home account.

There are two ways to change the personality of a response. The first is to initiate the response and *then* change the personality, using the Message menu Change Personality submenu.

The second way is to change the personality associated with the *original message* to which you are responding. Open that message and change its personality using

the Change Personality submenu. From then on, *all of your replies* to that message will be sent from the newly assigned personality.

Note: You can also set up a filter to automatically assign a desired personality to incoming or outgoing messages that satisfy the filter criteria. See the **Make Personality** action under the section “Filter Actions.”

## Using Stationery

Stationery files are templates for outgoing messages. If you find yourself repeatedly sending the same message, save the message as a stationery file and send it whenever you need to with the **New Message With** or **Reply With** commands. This way you don't have to copy and paste text into a message: you can just open a pre-written message and edit it as necessary.

Stationery files are created and managed from the Stationery window. For more information, see the section “Stationery Window.” You can also open a new stationery message from the Stationery window.

Below is the basic procedure for creating a new stationery file in the Stationery window, followed by additional information on creating and sending stationery messages.

To create a new stationery file, do the following:

1. Open the Stationery window: select **Stationery** from the **Tools** menu, or click the Stationery window's tab if it is the inactive window in a tabbed group.
2. Right-click anywhere inside the Stationery window and select **New...** from the context menu. Eudora opens a composition window to be used for stationery. The Send/Queue button is inactive in the window; thus the message cannot be sent or queued.
3. Put the text you want into the message body, fill in the headers as appropriate (subject, copies, etc.), and set the Toolbar.
4. Select **Save As Stationery** from the **File** menu to display the **Save as Stationery** dialog.
5. Enter a file name and click **Save** to save the stationery file. The file is saved to your Stationery folder.
6. Close the stationery message.

To change a stationery file, right-click on the stationery item in the Stationery window and select **Edit** from the context menu, then make your changes and save them with the **Save As Stationery** command from the File menu.

To delete a stationery file, select the desired item in the Stationery window and press the delete key; or right-click on the stationery item and select **Delete** from the context menu. In either case you are prompted to confirm the delete.

To send a stationery message, select a stationery file from the **New Message With** or **Reply With** submenus from the **Message** menu. A composition window is displayed containing the header and body from the stationery file. If you are replying to a message, the stationery information is added to the reply. You can edit and send this new message just as you would any other message.

You can also send a new stationery message by double-clicking on a stationery item in the Stationery window, or by selecting the stationery item and pressing **Enter**. In either case a new composition window opens containing the selected stationery.

To use a particular stationery file for *all* of your outgoing messages, select a stationery from the Stationery popup in the Sending Mail Options (for your dominant account only), or in the Account Settings dialog (for any of your personalities). Most new messages use this file, unless you create the message using the **Redirect**, **Send Again**, **New Message With**, or **Reply With** command.

You can also set up a filter to reply with a stationery message. See the section “Filtering Messages” for more information.

## Using a Signature

A signature is a few lines of text that are automatically added to the end of an outgoing message when it is sent. A signature can be whatever you want, but it is mostly used to give contact information (telephone, address, etc.). You only use one signature at a time in a message, but you can create as many different signatures as you want.

**Note:** Your signature is not displayed in the Eudora message window, but is added to the end of the message when it is sent.

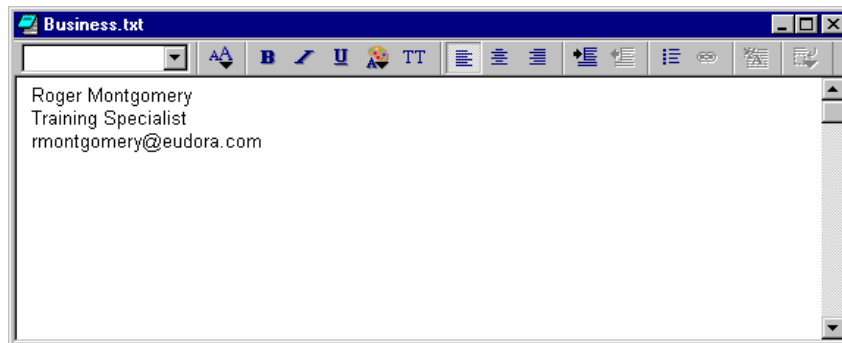
Signatures are created and managed from the Signature window. For more information, see the section “Signature Window.”

Below is the basic procedure for creating a new signature in the Signature window, followed by additional information on managing signatures and sending them with messages.

Eudora comes with a default signature called **Standard**. This is an empty signature file that you fill with signature text. Instructions for editing signature files appear after the procedure below.

To create a new signature, do the following:

1. Open the Signature window: select **Signatures** from the **Tools** menu, or click the Signature window's tab if it is the inactive window in a tabbed group.
2. Right-click anywhere inside the Signature window and select **New...** from the context menu. Eudora displays the Create New Signature dialog, asking you for a name.
3. In the dialog, enter a signature name and click **OK**. A signature window is displayed.
4. Enter your signature text in the signature window. You can format the text with styles: see the section "Formatting Text." Also see the "Toolbar" section above.



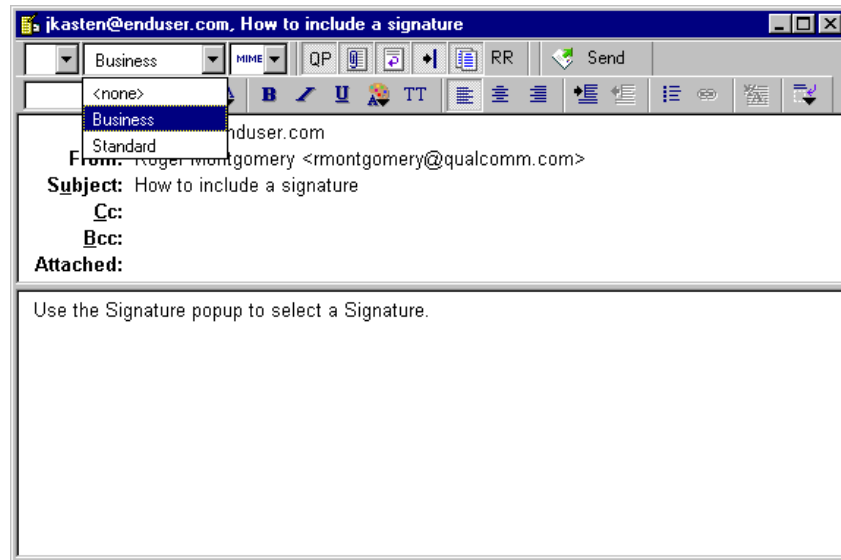
*Creating a new signature*

5. Save the signature file using the File menu **Save** command.
6. Close the signature window.

To change a signature file, right-click on the signature in the Signature window and select **Edit** from the context menu. The signature window is displayed for that signature. Make any changes you want, save the file with the File menu **Save** command, and close the window.

To delete a signature file, select the desired item in the Signature window and press the delete key; or right-click on the signature item and select **Delete** from the context menu. In either case you are prompted to confirm the delete.

To include a particular signature in an outgoing message, select the signature you want from the Signature popup on the message toolbar.



*Setting the signature for a particular message*

To include a particular signature in *all* of your outgoing messages—unless you are using stationery—select a signature from the Signature popup in the Sending Mail Options (for your dominant account only), or in the Account Settings dialog (for any of your personalities). You can change this for a particular message by selecting a different signature or **None** from the Signature popup on the message toolbar.

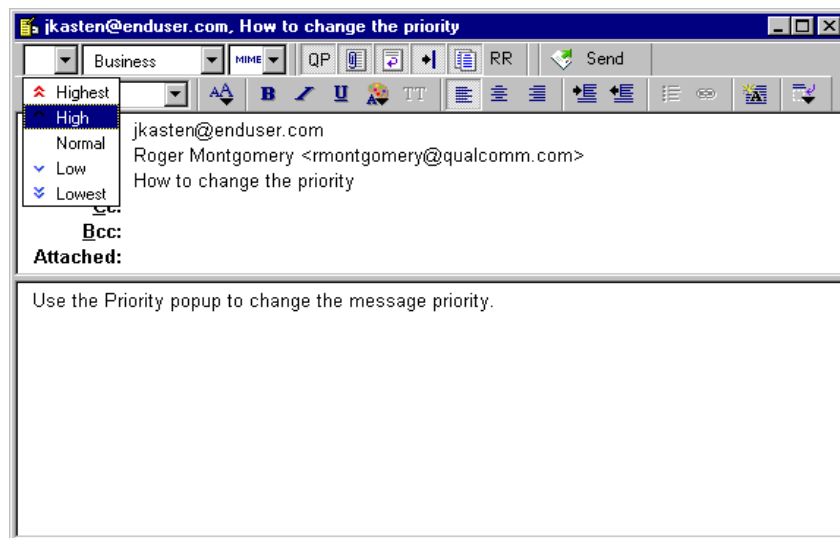
Note that if you open a new composition message with stationery, or if you have default stationery set for all new messages, then the signature stored with that stationery file is the one used with the new message, overriding any default signature. However, you can always make the final decision about what signature to send with a new message by choosing it from the Signature popup on the message toolbar. For more information on stationery, see the section “Using Stationery.”

## Setting the Message Priority

You can assign a priority to incoming and outgoing messages. The priority is only for you and your recipients—it does not affect the way mail transport systems handle the messages.

There are five priority levels available, 1 being the highest, 5 being the lowest. Each is represented by a small symbol in the Toolbar of a message window and the Priority column of a message summary. Priority 3 (**Normal**) is used for messages that have no assigned priorities, and it is not displayed. The **Highest** priority symbol, a double-caret, is red; the **Lowest** priority symbol, an inverted double-caret, is blue.

New messages are created with a Normal priority. To change the priority of the current message, use the Priority popup.



*Changing the priority of a message using the Priority popup*

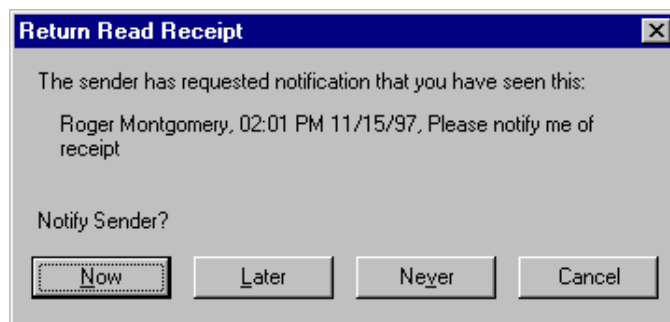
Note: To set up Eudora to always use the sender's priority on your replies, turn on the **Copy original's priority to reply** option in the Replying Options. You can always change the priority in the message window.

## Requesting a Return Receipt

You can request that your recipients notify you when they have seen your message. To do this, click on the **Return Receipt** button (**RR**) in the message toolbar.

When your recipients open the message and then close it, a dialog is displayed asking them to create a notification message now, later, or never (if you sent yourself a copy of the message, you will see the notification request). If a

recipient chooses to create a notification message, it is sent to you and tells you when the recipient displayed your message.



*A request for notification*

If you receive a request for notification, click **Now** to queue the notification message in your Out mailbox: it will be sent the next time queued messages are sent. Click **Later** to close the message without sending a notification; however, each time you open the message and then close it (or if you try to delete it), the notification request will appear until you click either **Now** or **Never**. Click **Never** to cancel the notification request without ever sending a notification message. Click **Cancel** to dismiss the notification request from the screen while the return receipt message is open; however, if you close the message, the notification dialog is displayed again.

The Return Receipt options may or may not work as described, depending on your recipients' e-mail software.

## Formatting Text

You can use standard text-editing options to format the text of your outgoing messages, your text files, and your signatures. The formatting is delivered to your recipients using text-editing standards in common use today, which means that the formatting your recipient sees depends on how well their e-mail package supports these standards.

It's important to remember that you cannot completely control what happens on your recipient's computer. Depending on the type of computer they are using, their installed fonts, their options or preferences, etc., they could end up viewing something different from what you had intended. Also, the formatting changes you make are sent to your recipient, but your default text settings are not. Any text



that you did not make changes to is displayed using your recipient's default text, which may be different from yours.

Two Eudora options let you specify how you want to send and receive styled text. If the **Discard styles before sending messages** option is on in the Miscellaneous Options, you will not be able to format your text at all (this option is off by default). If you want to send styled text, then turn off the **Discard styles before sending messages** option, and if you also want to be alerted before sending the message, then turn on the **Warn me when I Queue a message with styled text** option in the Extra Warnings Options.

Text in outgoing messages, text files, and signature files can be formatted using the commands on the Edit menu **Text** submenu and using the formatting toolbar. The **Text** submenu commands are described below. See the "Toolbar" section above for information on using the formatting part of the toolbar.

### Text Editing Menu Commands

To format text, use the commands on the **Text** submenu of the **Edit** menu. If text in the message body is selected, the menu command applies the formatting to that text. If no text is selected but the cursor is in the message body, then the font-related commands apply the formatting to the next text you type, and the margin-related commands apply the formatting to the current paragraph—the paragraph containing the cursor.

The formatting options are as follows:

#### **Plain, Bold, Italic, Underline**

Make the text plain (the default), **bold**, *italic*, or underlined.

#### **Typewriter**

Set the text to the fixed-width (typewriter-style) message font selected in the Fonts Options.

#### **Size**

Make the text the selected size: Very Small, Small (the default), Medium, Large, Larger, Very Large, and Humongous. The increase or decrease is based on the next or previous standard point size.

Remember that you are viewing the text based on your default settings in the Fonts Options, but your recipient's settings and fonts will be different. For example, if your recipient's default font size is larger than yours and you send a message with text set to "Humongous," your recipient will see text even more humongous than yours.

**Color**

Make the text black or the selected color.

**Font**

Make the text a certain font by choosing from the fonts available on your system. Remember that your recipient may not have the same fonts.

**Margins—Normal**

Make the selected or current paragraph's left margin normal—i.e., flush left (the default).

**Margins—Indent In, Indent Out**

Indent the selected or current paragraph's left margin in one level, or "outdent" the left margin: remove one level of indent.

**Left, Right, Center**

Align the selected or current paragraph to the left, the right, or the center of the current indent.

**Bulleted List**

Convert the selected text to a bulleted list, or begin a bulleted list at the insertion point.

**Make Hyperlink**

Convert the selected piece of text, or the selected graphic, to a clickable, underlined hyperlink to a URL you specify: when your recipient clicks the hyperlink, he or she is immediately taken to the URL.

**Clear Formatting**

Clear all formatting and go back to the default settings.

**Other Formatting Options**

If you turn on the **Word Wrap** button in the message toolbar, then when the message is sent, carriage returns are automatically inserted at the end of each line of text, with roughly 76 characters per line. This makes the message legible on your recipient's computer.

It is a good idea *not* to include your own carriage returns within paragraphs if you have the Word Wrap option turned on. Only use carriage returns to create new paragraphs in the message.

To manually wrap text, select the text you want, then select **Wrap Selection** from the **Edit** menu. To unwrap text, select the text you want, then hold down the Shift key and select **Wrap Selection** from the **Edit** menu.

To copy wrapped text without taking the carriage returns (i.e., to copy and unwrap), hold down the Shift key and select **Copy** from the Edit menu.

## Inserting Objects in Message Text

Use the **Insert** submenu under the **Edit** menu to insert pictures (JPEG graphic files) and horizontal lines into the body of a message. You can also do this using the **Insert Object** button on the message toolbar.

You can insert an object in the middle of a line of text or between lines of text in the message body.

To insert a picture in message text, put the cursor where you want the picture and select **Insert Picture...** from the Edit menu. In the dialog that displays, select an image file and click **Open**. (The selected file must be a JPEG file.) The picture is inserted into the message body at the cursor position. You can continue typing text. Once the picture is inserted in your message, you can drag it to where you want it in the message. When your recipient opens your message, he or she will see the picture right in the message body. Note, however, that what your recipient sees may depend on whether or not the receiving computer and e-mail package supports the display of inline images embedded in message text.

To insert a horizontal line in message text, put the cursor in the message body, then select **Insert Horizontal Line** from the Edit menu. A horizontal rule is inserted immediately above the line on which the cursor resides.

## Attaching a File to a Message

Any file can be attached to and sent with a Eudora message. Most of the time, an attached document functions like a “rider” to the e-mail message, and does not appear within the message text. Instead, the name of the document is displayed automatically in the **Attached** field of the message header.

To attach a file to an outgoing message, select **Attach File [to New Message]** from the **Message** menu. The Attach File dialog is displayed. Locate the file you want, select it, and click on the **Open** button to attach the document to the current message, or to open a new message with the file attached. You can add as many attachments as you want to a message.

You can also drag one or more files from either the Desktop or the File Browser window onto the message window to attach them. (See the section “File Browser Window.”)

To detach an attached document before the message is sent, select the document in the **Attached** field, then press either the **Backspace** key or the **Delete** key.

When the message is sent, if the chosen document is not a plain text (ASCII) file, it is encoded in the selected attachment type. This allows you to send any kind of document through the mail, even applications.

If the document is an ASCII file, you can put it in the body of the message by turning off the **Text as Attachment** button in the message toolbar, or by turning on the **Put text attachments in body of message** option in the Attachments Options. The toolbar button applies to the current outgoing message; the Attachments option applies to all outgoing messages.

The attachment types include the following:

**MIME**

This is best for recipients with MIME-compliant e-mail readers, regardless of what operating system they are using. For more information on MIME, see the section “MIME and Mapping” in the Eudora Reference Manual.

**BinHex**

This is best for recipients on a Macintosh with an e-mail reader that is not MIME-compliant.

**Uuencode**

This is best for recipients using PC or Unix systems that are not MIME-compliant.

**Manually Decoding Attachments**

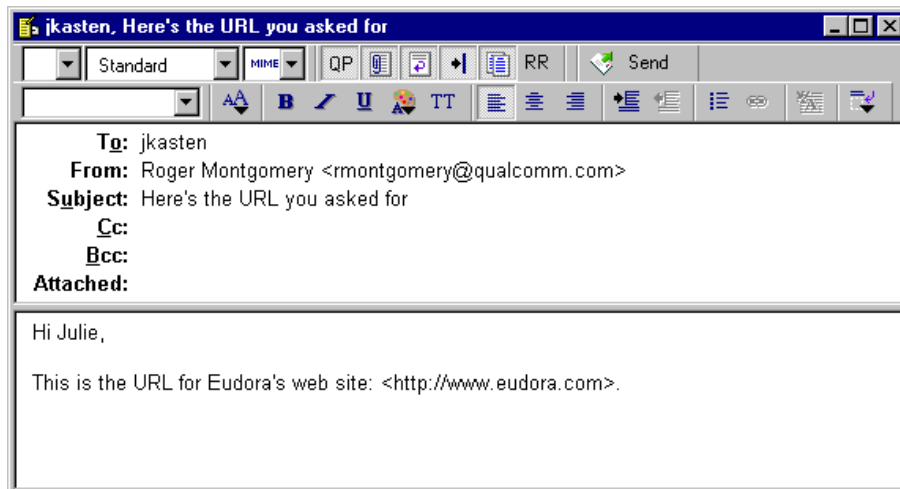
If you send an attachment and your recipient’s e-mail program does not automatically decode it, it will probably be included in the body of the message in the chosen attachment format (MIME, BinHex, or Uuencode).

If you receive a large message consisting largely of indecipherable text, it is probably an attachment that was not automatically decoded. Usually this is because the attachment headers are formatted incorrectly.

To decode an attachment that was not automatically decoded, open the message and select **Save As...** from the **File** menu to save the message as a text file. Then run the decoding utility appropriate for the encoding method that the sender used. Decoding utilities can be found at various shareware sites on the Internet.

## Including a URL in a Message

To include a *hot link* in a message—also known as a URL, for Uniform Resource Locator—enclose it with *less than* and *greater than* signs (angle brackets) to ensure that your recipient's e-mail application can identify it as a URL. For example, **<http://www.eudora.com>**.



A URL in an outgoing message

## Creating a Hyperlink in a Message

Eudora lets you create a *hyperlink* in an outgoing message: that is, convert a piece of text, or a graphic, into a link to a URL so that when your recipients click on the text or graphic, their browser opens and takes them to that URL.

To create a hyperlink, first type the text you want to link in your outgoing message, then select the text to highlight it. Or, insert a JPEG graphic file using the **Insert Picture...** command under the Edit menu, and select the inserted graphic. Now either select **Make Hyperlink** from the **Text** submenu under the **Edit** menu, or click the **Make Hyperlink** button on the message toolbar. In the **URL** field of the Hyperlink dialog, enter the full address of the URL (e.g., <http://www.eudora.com>) and click **OK**. The text or graphic is now linked and is highlighted and underlined in the message. When your recipient receives the message, opens it, and clicks on the hyperlink, their browser or other application will open and go directly to the URL you specified.

## Checking Your Spelling

Eudora includes a built-in spelling checker. It can be used to check for misspellings in the body of current message composition windows, text files, and signature files. It includes a built-in dictionary and also allows for the creation of a custom user dictionary. Additionally, it can be configured to ignore capitalized words, words with all capitals, words with numbers, and mixed-case words; to report doubled (repeated) words; and to suggest alternative spellings.

Note: Changes to the spelling options can be made in the Options dialog (Spell Checking category) or by selecting **Options** from the **Check Spelling** dialog.

See the “Sources” section of the Eudora Reference Manual for information on how to get dictionaries for languages other than U.S. English.

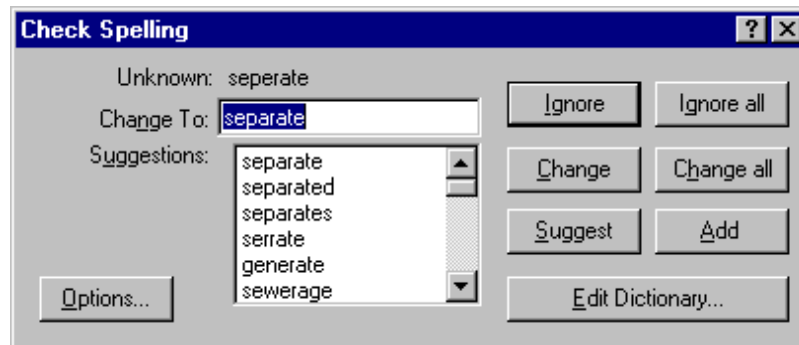
To automatically check spelling when you send or queue a message, turn on the **Check when message queued/sent** option in the Spell Checking Options. If this is on, then when you send or queue a message, the message is checked for spelling errors. If you complete the spell-checking process, the message is automatically sent or queued. If you instead click **Cancel**, or leave spelling errors in the message, a dialog is displayed asking you if you still want to send or queue the message. If you don’t want that dialog to be displayed, turn on the **Don’t warn me anymore** option (this can also be set in the Spell Checking Options).

Note: For an alternate way to check your spelling using the **Shift+Check Spelling** option, which lets you see all misspelled words at once and change only those you want to, see the section “Inline Spell Checking” below.

To check the spelling of a current composition window, text file, or signature file, click on the **Check Spelling** button in the main window toolbar or select **Check Spelling** from the **Edit** menu (**Ctrl+6**). If there are no misspellings, the “No misspellings found” alert is displayed.

Note: If text is selected, Eudora checks the spelling only of the selected text. Otherwise, it starts the spelling check from the beginning of the message body or text file, and checks the entire text.

If a misspelled, unknown, or repeated word is found, the Check Spelling dialog is displayed with the word listed in the Unknown field.



*The Check Spelling dialog*

To correct the misspelled word, either (1) type the correct spelling of the word in the Change To field (if it is not already there) and click the **Change** button, (2) select the correct word from the Suggestions list and click the **Change** button, or (3) double-click the correct word in the Suggestions list. The spelling checker then proceeds with the check.

### **Check Spelling Dialog**

The Check Spelling dialog allows you to ignore an unknown word, change it, suggest the correct spelling, add the word to your user dictionary, edit your dictionary, or change the spelling options via the Options button. Each of the fields and buttons is described below.

#### **Unknown Field**

An unknown word is one that is not found in Eudora's built-in dictionary or your own custom dictionary. You can act on an unknown word using the Ignore, Ignore all, Change, Change all, or Add buttons, as described below.

#### **Change To Field**

This field works in conjunction with the Change and Change all buttons. It allows you to modify the unknown word by typing its correct spelling in this field, or selecting a suggested alternative spelling from the Suggestions field, and then clicking the Change or Change all buttons, as described below.

#### **Suggestions Field**

This field lists Eudora's suggestions for the correct spelling of the unknown word. If the Suggest words option is turned on, all suggestions are listed here by default. If the option is turned off, click the Suggest button to display Eudora's suggestions.

**Ignore Button**

This button causes the spelling checker to ignore this occurrence of the unknown word.

**Ignore all Button**

This button causes the spelling checker to ignore this occurrence and all subsequent occurrences of the unknown word.

**Change Button**

This button substitutes the contents of the Change To field for the unknown word.

**Change all Button**

This button substitutes the contents of the Change To field for this occurrence and all subsequent occurrences of the unknown word.

**Suggest Button**

This button causes the Suggestions field to display a list of Eudora's suggestions for the correct spelling of the unknown word.

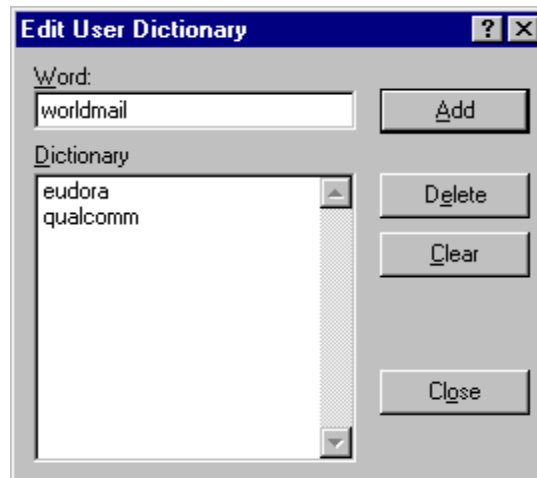
Note: If Eudora doesn't have suggestions in its dictionary, then it doesn't list any suggestions.

**Add Button**

This button adds the unknown word to your custom user dictionary.

**Edit Dictionary Button**

This button displays the Edit User Dictionary dialog.



*The Edit User Dictionary dialog*



The Edit User Dictionary dialog lists all of the words in your user dictionary in the Dictionary field. It also allows you to add words to or delete words from your personal user dictionary, or even clear the entire dictionary.

Note: Words in the user dictionary are saved in all lower case.

To add a word to the dictionary using this dialog, type the correct spelling of the word in the Word field and click the **Add** button. The word is then added to the dictionary and displayed in the Dictionary field.

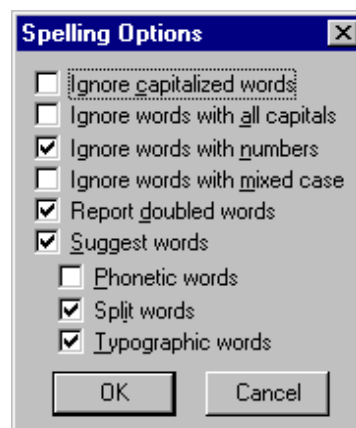
Note: The Add button in this dialog works the same as the Add button in the Check Spelling dialog.

To remove a word from the user dictionary, first type it in the Word field, or locate it in the Dictionary field and single-click on it to display it in the Word field, then click the **Delete** button.

To delete the entire user dictionary, click the **Clear** button. You will then be prompted to confirm the deletions. If you click **Yes**, all of the words are deleted from the user dictionary.

#### Options Button

This button displays the Spelling Options dialog.



*Spelling Options dialog*

The Spelling Options dialog lists the spell-checking options. A checkmark in the box next to the option name indicates that the option is turned on.

Note: The spelling options can also be modified in the Options dialog (Spell Checking category).

The options are as follows:

**Ignore capitalized words**

The spelling checker ignores words that start with a capital letter, such as proper nouns.

**Ignore words with all capitals**

The spelling checker ignores words that contain all capital letters, such as acronyms.

**Ignore words with numbers**

The spelling checker ignores words that contain numbers.

**Ignore words with mixed case**

The spelling checker ignores words that contain a mixture of uppercase and lowercase characters.

**Report doubled words**

The spelling checker reports words that appear twice in sequence in text and identifies them as Doubled words.

**Suggest Words**

The spelling checker displays Eudora's suggestions for the correct spelling of an unknown word. You can select any combination of the suggestion options: Phonetic words, Split words, Typographic words.

Note: If Eudora doesn't have suggestions in its dictionary, then it doesn't list any suggestions.

**Inline Spell Checking**

Inline spell checking is an alternate way to check your spelling: it lets you see all the misspelled words in your message at once and then change only those you want to.

To perform inline spell checking on the current composition window, text file, or signature file, hold down the **Shift** key and either click on the **Check Spelling** button in the main window toolbar or select **Check Spelling** from the **Edit** menu. Or, press **Shift+Ctrl+6**.

Eudora scans your entire message or the selected text and highlights all the misspelled words with a red double-underline.

Right-click on a highlighted word and a popup menu displays, letting you choose from Eudora's suggestions for the correct spelling of the word. Or, choose **Ignore All** to ignore the current and all subsequent occurrences of the word. Or, choose **Add** to add the word to Eudora's dictionary.

If Eudora has no suggestions in its dictionary for the correct spelling of the misspelled word, suggestions are not listed in the popup menu.

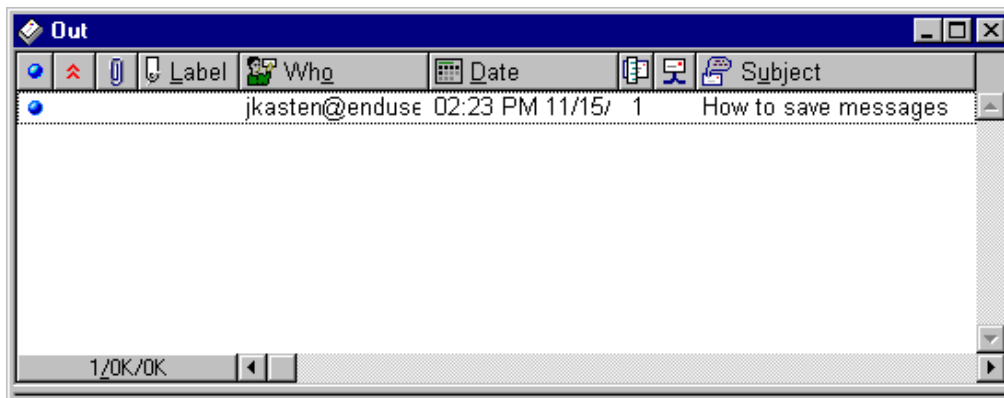
Go through the message or selection and correct each highlighted word, as desired, until you are finished the spelling check.

The red double-underline is not a style: it is a visual cue for you only, and is not sent as a style when Eudora sends the message.

## Saving a Message for Later Changes

Sometimes it is convenient to save an outgoing message either as a safeguard when typing long messages, or so you can return to it later to make changes.

To save the current message, select **Save** from the **File** menu. Saved messages are put in the Out mailbox, and if at least one recipient is entered in either the **To:** or the **Bcc:** field, the saved message is shown with a bullet (•) in the Status column. If both the **To:** and the **Bcc:** fields are empty, the Status column is blank. The bullet indicates that the message not only has been saved but is also ready to be sent or queued.



*A saved (and sendable) message in the Out mailbox*

You can continue making changes to the message or close it. If you try to close an outgoing message window without saving that version of the message, an alert is displayed asking if the message should be saved or the changes discarded. If you select Discard and the message has never been saved, the message is deleted.



# Sending Messages

## Sending or Queueing a Message

After you compose a message, you can send it immediately or put it in a queue to be sent later.

Note: Most SMTP servers do not require a password to send mail. For information about setting up a password check for sending mail, see the section “Troubleshooting” in the Eudora Reference Manual.

### **Sending a Message Immediately**

If you want to send your messages immediately instead of putting them in a queue to send later, then be sure the **Immediate send** option is on in the Sending Mail Options.

To send the current message, click on the **Send** button or select **Send Immediately** from the **Message** menu. A progress window is displayed to show the progress of the transmission.

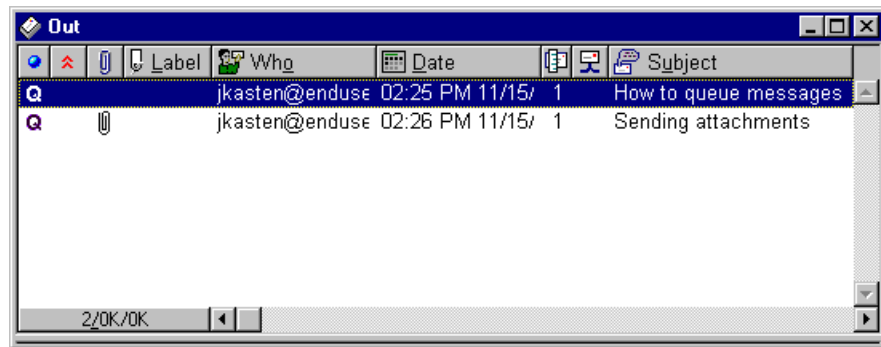
If you have the **Immediate send** option on, but want to put the current message in the queue, hold down the Shift key and click on the **Send** button. The **Change Queueing** dialog is displayed and you can set detailed instructions. For more details, see the section “Queueing a Message to Send at a Certain Time.”

### **Queueing a Message to Send Later**

If you want to put your messages in a queue (in the Out mailbox) to send all together at a later time, be sure the **Immediate send** option is off in the Sending Mail Options.

You can set up Eudora to warn you if you try to delete a queued message, or try to quit Eudora with queued messages. To do this, turn those options on in the Extra Warnings Options.

To put the current message in the queue, click on the **Queue** button or select **Queue For Delivery** from the **Message** menu. The message window is closed (if it was open), the message is saved in the Out mailbox marked **Q** (meaning it’s ready to be sent), and the date and time are placed in the Date column.



*Queued messages in the Out mailbox*

To send all of your queued messages, select **Send Queued Messages** from the **File** menu. A progress window is displayed momentarily at the top of the screen indicating the progress of the transmission.

If you have the **Immediate send** option off, but want to send a message immediately, hold down the Shift key and click on the **Queue** button. The **Change Queueing** dialog is displayed and you can select the **Send Message Right now** option.


### Queueing a Message to Send at a Certain Time

You can specify that a message be sent at a certain time in the future. To do this for the current outgoing message, select **Queueing...** from the **Change** submenu under the **Message** menu. The **Change Queueing** dialog is displayed.



*The Change Queueing dialog*

If you choose **Right now**, the message is sent immediately when you click **OK**. If you choose **Next time queued messages are sent**, the message is sent the next time queued messages are sent.

If you choose **On or after**, you can use the **Time** and **Date** fields to fill in the time and date at which the message should be sent. The message is saved in the Out mailbox with a **clock icon**, , in the Status column, and the specified date and time in the Date column. The message is sent when the specified time arrives.

**Important:** For the message to be sent at the correct time, Eudora must be running at that time. If Eudora is not running, the message is sent the first time Eudora is run after the specified time has passed.

If you choose **Don't send** for a message that has never been queued, nothing happens. The message is held in the Out mailbox until it is either deleted or re-queued and sent.

### Editing a Queued Message

To edit a queued message, open the Out mailbox and double-click on the message summary. Make the necessary edits and save them. The message is kept in the Out mailbox. If you close the changed message without saving it, an alert is displayed asking you to verify the changes.

### Taking a Message Out of the Queue

A message that is queued but is not yet sent can be unqueued using the **Change Queueing** command. Open the Out mailbox and select the desired message summary. Then, select **Change Queueing...** from the **Message** menu and click on **Don't send**. This changes the message status from queued (Q) to sendable (•). The message is held in the Out mailbox until it is either deleted, re-queued, or sent.

### Sending Queued Messages When Checking Mail

If the **Send on check** option in the Sending Mail Options is on, then every time Eudora checks for mail (automatically or manually), all queued messages are automatically sent.

## Sending Messages with Special Server Instructions

To send your queued messages with special instructions for the server (POP server only), hold down the Shift key and select **Send Queued Messages...** from the **File** menu. The **Mail Transfer Options** dialog is displayed. Set the options you want and click **OK**. All the actions you have requested are completed. For details, see the section “Managing Your Mail on the POP Server.”

## Keeping Copies of Outgoing Messages

There are three ways to keep copies of your outgoing messages:

- To put a copy of every outgoing message in the Out mailbox, turn on the **Keep copies** option in the Sending Mail Options.
- To put a copy of the current outgoing message in the Out mailbox, turn on the **Keep Copy** button in the message toolbar.
- To put a copy of the current outgoing message in a particular mailbox, right-click in the body of the message and select the mailbox from the **Fcc** menu.

In all these cases, when the messages are sent they are put in the specified mailbox with a **checkmark** (  ) in the Status column, indicating that the message has been sent.

If none of these options are used, outgoing messages are put into the Trash mailbox after they have been sent.

Note: You can also set up a filter to save outgoing messages in particular mailboxes based on information contained in the message. See the section “Filtering Messages” for more information.



# Receiving Messages

## Checking for Incoming Mail

The incoming mail server is where your mail is received and stored until it is transferred by Eudora to your PC. You can use several different mail accounts with Eudora: Your main account, or “dominant personality,” is specified in the Getting Started Options, and additional mail accounts, or “alternate personalities,” are set up in the Personalities window and the Account Settings dialog.

Note: To best understand the functioning of the incoming mail server with respect to Eudora, see the section “Mail Transport” in the Eudora Reference Manual.

There are two ways to check your incoming mail server and transfer mail to your PC: automatically or manually. These are described in the sections below.

You can also control how your mail is transferred from the server, and what happens to it on the server. For details, see the sections “Managing Your Mail on the POP Server” and “Managing Your Mail on the IMAP Server.”

### Checking for Mail Automatically

To set up Eudora to automatically check your incoming mail account and transfer new mail, first open the **Checking Mail Options** and in the **Check for mail every ? minutes** field, enter the number of minutes that you want between mail checks. Then, open the Personalities window and for each personality that you want to be automatically checked, right-click on the personality, select **Modify...** from the context menu, and when the Account Settings dialog is displayed, turn on the **Check Mail** option for that personality.

Note: 15 minutes is a good minimum interval, because checking mail more frequently puts an unnecessary load on your incoming mail server. If the field is empty, or is set to 0, mail is not automatically checked.

If automatic checking is set, the Check Mail command under the File menu displays the next time that an automatic check is scheduled to occur.

The **Check Mail** option also specifies that an account should be checked for new mail when a manual mail check is done.

### Checking for Mail Manually

You can manually check for new mail at any time by selecting **Check Mail** from the **File** menu. Any account that has the **Check Mail** option turned on (in the

Account Settings dialog) is checked. If you haven't successfully entered your password since opening the Eudora program, you are prompted for it (for each account being checked). A progress window is momentarily displayed at the top of the screen indicating that an attempt to reach your incoming mail account is being made.

### Stopping a Mail Check

If you want to stop a mail check in the middle, click on the **Stop** button in the progress window.

## Using Your Password

Each time you open Eudora and check mail for the first time, you need to enter a password for each incoming mail account that you have. This password is required by the incoming mail server before it will transfer your mail, so that no one else can get your mail from the server.

**Note:** This does not protect your mail once it is on your PC. Unless a message has been sent with some type of security, it is just plain text, which many applications can read. If you are interested in securing the messages on your PC, you may want to consider a disk driver that can encrypt hard disk data.

If you need to enter a password, the Eudora Password dialog is displayed. Enter your password and click **OK**. If you make a mistake before clicking **OK**, simply backspace and re-enter the password correctly.

**Note:** Your incoming mail account password is case-sensitive, so the uppercase and lowercase characters must be typed in exactly. Be sure that Caps Lock is off.



*The Password dialog*

If your password is rejected, an error message is displayed indicating that you have entered the wrong password. Select **Check Mail** from the **File** menu to redisplay the password dialog.

As long as Eudora is running, it remembers all of your passwords. If you don't want it to remember (if, for example, you are away from your PC), select **Forget Password(s)** from the **Special** menu. The next time you check mail for any account, you are prompted for your password again.

You can also make Eudora remember all of your passwords from one session to the next, which means you never have to enter passwords again, even if you quit and restart Eudora. You only want to do this if your PC is in a secure location, where there is no possible chance of someone else having access to it. To use this option, turn on **Save password** in the Checking Mail Options.

### Changing Your Password

To change the password for one of your personalities, select **Change Password...** from the **Special** menu, and select the personality whose password you want to change. You are prompted to enter your old password once, and your new password twice. Depending on the server you are using, the password can be up to 30 characters, but normally it is only 7 or 8.

Note: This only works if the incoming mail server is running a compatible password-change server. For information about these servers, see the "Sources" section of the Eudora Reference Manual.

When you choose a new password, try not to use real words, names, dates, familiar acronyms, etc. Some systems require at least one number or symbol in your password, and you may want to do that even if it is not required.

## Receiving New Mail

When Eudora does a mail check, you can be notified of new mail in one or all of the following ways: an alert dialog, the opening of the mailboxes to which new mail is delivered, and a special "New Mail" sound. These options are turned on or off in the Getting Attention Options.

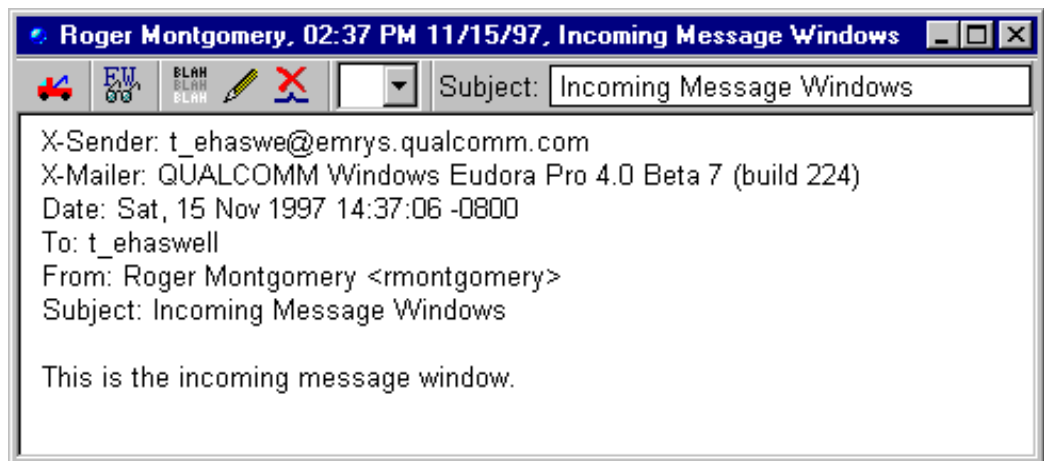
When you receive notice that new mail has arrived, select Eudora from the Windows task bar. Mail usually arrives in the In mailbox (unless you are using filters to transfer messages). If the In mailbox is not already open, select **In** from the **Mailbox** menu. The messages are listed in the order they are received, with the most recent message listed last. Unread messages are designated by a bullet (•) in the Status column of the message summary.

Double-click anywhere on a message summary to open the message. You can also view messages using the message preview pane at the bottom of the mailbox window while the message summary is highlighted.

Incoming messages are saved indefinitely in the In mailbox (or the mailbox they are filtered into) until they are deleted or transferred to another mailbox.

## The Incoming Message Window

To open an incoming message, double-click on its message summary in a mailbox window, or, if the message summary is current (highlighted), press the Spacebar or the Enter key.



*An incoming message window*

Note: You can also view the message in the message preview pane. See the section “Working with Mailboxes” for more details.

The incoming message window consists of the title bar, the Toolbar, and the message body.

### Title Bar

The title bar provides information about the message, including the name of the sender, the time and date the message was delivered, and the message subject.

## Toolbar

The toolbar consists of buttons and popups displayed just under the title bar.



### Tow Truck

This can be used to drag any current message into a different mailbox. Just hold the mouse button down on the icon and drag it to an open mailbox or a mailbox in the Mailboxes window.



### Fixed Width

Click this button to convert the message text to the fixed-width (typewriter-style) message font set in your Fonts Options. This lets you view aligned text, such as columns and tables, more easily.



### BLAH BLAH BLAH

If this is on, all the message headers (and any formatting codes) are displayed.



### Pencil

If this is on, you can edit the message.



### Delete From Server

If this is on, the message is deleted from the server the next time mail is checked.



### Retrieve From Server (Fetch)

If this is on, the message is retrieved (fetched) from the server the next time mail is checked.



### Priority Popup

This lets you indicate that the message is of higher or lower priority than a normal message. For most messages, this is just an empty box (normal priority). For details, see the section “Setting the Message Priority.”

### Subject

This is the subject that was assigned by the sender, and is shown in the message summary. For instructions on changing this subject, see the section “Editing Incoming Messages.”

## Message Body

The message body contains the message header and text information, as well as the name of each attachment and, if the **Show attachment icons** option is turned on in the Viewing Mail Options, each attachment’s icon as well. Attachments can be opened from within the message window by clicking on the attachment icon or name.

Eudora lets you view incoming mail with advanced formatting, graphics, multimedia, and the like. Additionally, if you have the **Use Microsoft's viewer** option turned on in the Viewing Mail Options, and you have Microsoft Internet Explorer 3.0 or later installed and available on your system, then Eudora lets you take full advantage of the viewing capabilities of a Web browser right in the e-mail message itself, or linked to the Internet, without having to open your Web browser.

## Receiving Attachments

Unless you have specified a particular directory for your incoming attachments (see the section "Specifying an Attachment Directory"), they are automatically decoded and saved in the **Attach** Directory in your Eudora Directory. If you receive multiple attachments with the same name, a number is added to the end of each duplicate name, in the order they are received.

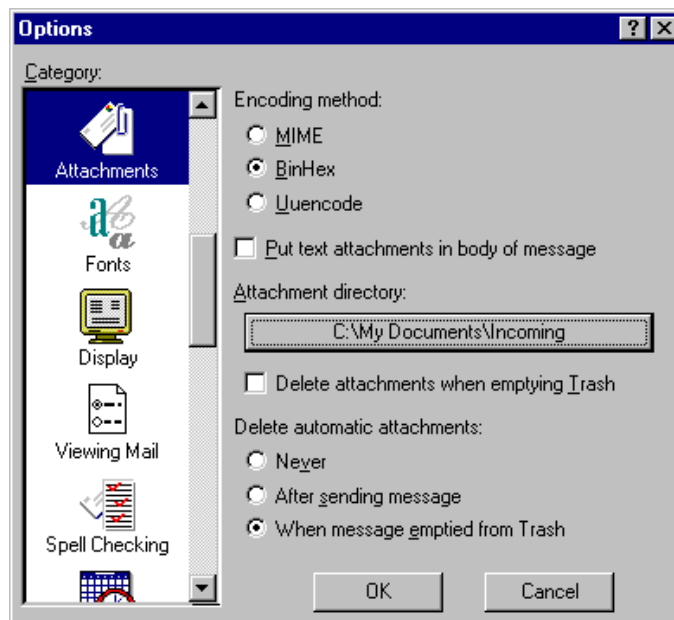
Attachment names are displayed at the bottom of incoming messages and the message preview pane. If the **Show attachment icons** option is turned on in the Viewing Mail Options, attachment icons are also displayed. To open an attachment from the open message window or the message preview pane, click on the attachment name or its icon. If you have the application that the attachment was created in, that application launches and the attachment opens.

If you receive a large message consisting largely of indecipherable text, it is probably an attachment that was not automatically decoded. Usually this is because the attachment headers are formatted incorrectly. To decode an attachment that was not automatically decoded, open the message and select **Save As...** from the **File** menu to save the message as a text file. Then run the decoding utility appropriate for the encoding method that the sender used. Decoding utilities can be found at various shareware sites on the Internet. Also see the section "Attaching a File to a Message."

### Specifying an Attachment Directory

If you do not want to use the default Attach Directory to receive your attachments, select **Options...** from the **Tools** menu and select the Attachments Options. Then click on the large button beneath the **Attachment directory** prompt. A standard file dialog is displayed.

Double-click on the name of the directory you want to use (its name should be displayed above the list), then click the **Use Directory** button. The dialog closes, leaving the Options dialog displayed. The name of the folder you just selected is now displayed in the **Attachment directory** button.



*An Attachments directory is selected*

Note: If at any time Eudora cannot find your selected directory, Eudora will use the **Attach** Directory in the Eudora Directory for attachments until you designate a new directory.

## Editing Incoming Messages

You can edit the message body in an incoming message if you turn on the Pencil button in the Toolbar. You can also edit the Subject in the Toolbar (this is the subject shown in the message summary), and you do not need to turn on the Pencil button to do this.

To edit an incoming message, click on the Pencil button to turn it on, then edit the message body. (See the section “Formatting Text” for details on how you can edit the message text.) When you are done, save your changes and close the message.

To edit the subject of an incoming message, open it and edit the subject in the Toolbar (not the subject in the message body). When you are done, click somewhere else in the message, or close it. The new subject is displayed in the message summary. The contents of the **Subject** field of the message header remain unchanged.

Note: If you reply to the message, the original subject is used for the reply, not your changed subject.

## Using Active URLs

Any string of text that Eudora recognizes as a *hot link* or URL (Uniform Resource Locator: http, ftp, gopher, ph, finger, etc.) is active. Click on a URL to open a World Wide Web location, transfer a file, do a gopher search, use the finger tool, etc. URLs are highlighted and underlined to show that they are active.

To set up Eudora to automatically open a new message when you use a “mailto:” link within a Netscape Web browser, turn on the **Intercept Netscape mailto URLs** option in the Miscellaneous Options.

## Managing Your Mail on the POP Server

During a mail check, your incoming messages are normally transferred from your account on the POP server to your PC, and then deleted from the POP server. But this can be awkward if you want to read mail from two or more computers, and keep your mail organized at the same time.

There are several options that you can use to control your mail transfers and the storage on the server. Some of these options are available in the Incoming Mail Options, for your dominant account only, and the Account Settings dialog, for any of your personalities; some of the options are available in the Mail Transfer Options dialog.

### Leaving Mail on the Server

To transfer all of your new messages from the POP server to the PC you are on, and also leave copies of those messages on the server, turn on the **Leave mail on server** option in the Incoming Mail Options. You can use the **Delete from server after ? days** option to set the maximum number of days the copies should be kept.

Note: The **Leave mail on server** option can also be set for each alternate personality you have. To do this, use the Account Settings dialog, accessed from the Personalities window.

At the next mail check from that PC, Eudora ignores the copies of those previously read messages and looks for new ones. However, if you check mail from another computer, those messages are treated as new and are transferred to that computer.

Note: The **Leave mail on server** option should be used with care, since it can result in a buildup of messages on the POP server.



### Deleting a Message from the Server

To delete a message that has been left on the server (without retrieving it again), turn on the **Trash** button in the message Toolbar or set the message summary's server status to **Delete**, then check mail again. Or, use the **Delete all messages that have been retrieved** option in the Mail Transfer Options dialog (described in the section "Checking for Mail with Special Server Instructions").

### Skipping Messages Over a Certain Size

To stop Eudora from transferring incoming messages that are too large, turn on the **Skip messages over ? K in size** option in the Incoming Mail Options, and specify a size. Only the first few lines of the messages that exceed that size are transferred, with a note at the bottom stating that the whole message has not been transferred.

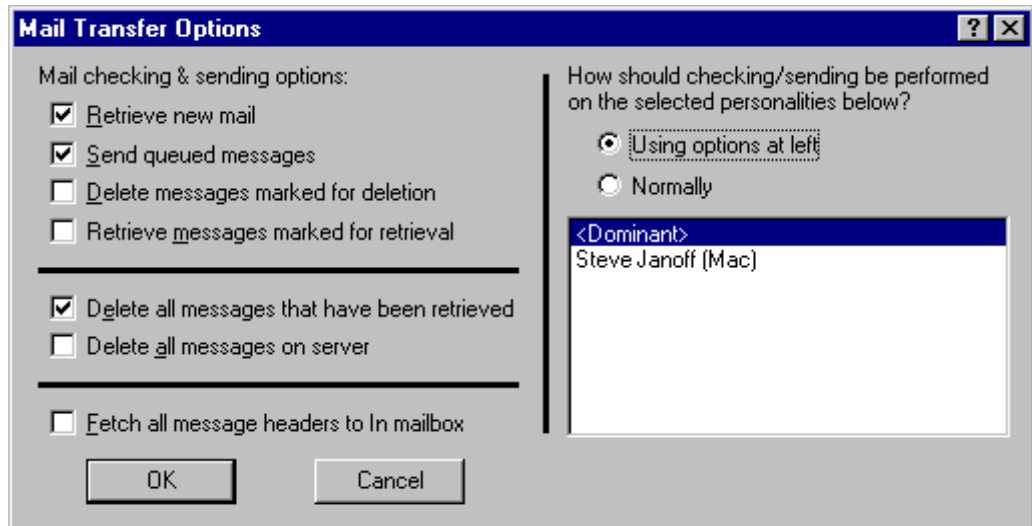
Note: The **Skip messages over ? K in size** option can also be set for each alternate personality you have. To do this, use the Account Settings dialog, accessed from the Personalities window.

If you decide you want to transfer the whole message, click on the **Fetch** button in the incoming message window, or select the **Fetch** server status in the message summary, then check mail again. You can also use the **Trash** button or the **Fetch then Delete** server status so that the message is deleted from the server after it is transferred.

If you decide you don't want the message and want to delete it from the server, click on the **Trash** button in the incoming message window, or select the **Delete** server status in the message summary, then check mail again.

### Checking for Mail with Special Server Instructions

To check your mail and give special transfer and storage instructions to the POP server, hold down the **Shift** key and select **Check Mail** from the **File** menu. The **Mail Transfer Options** dialog is displayed. Set the options you want and click on the **OK** button to continue checking for mail.



*The Mail Transfer Options dialog*

The mail transfer options are described below.

**Retrieve new mail**

Transfer your new mail from the POP server to your PC.

**Send queued messages**

Send all the queued messages (marked “Q”) in your Out mailbox.

**Delete messages marked for deletion**

Delete from the POP server the messages that are marked **Delete** in Eudora. This is for messages that were retrieved only in part, either with the **Leave mail on server** or **Skip messages over ? K in size** options (in the Incoming Mail Options for your main account or the Account Settings dialog for your alternate personalities), or with the **Fetch all message headers to In mailbox** option (in the Mail Transfer Options dialog).

**Retrieve messages marked for retrieval**

Retrieve from the POP server the messages that are marked **Fetch** or **Fetch then Delete** in Eudora. This is for messages that were retrieved only in part, either with the **Leave mail on server** or **Skip messages over ? K in size** options (in the Incoming Mail Options for your main account or the Account Settings dialog for your alternate personalities), or with the **Fetch all message headers to In mailbox** option (in the Mail Transfer Options dialog).

Note: To mark a message **Fetch**, **Delete**, or **Fetch then Delete**, either click on the buttons in the incoming message window, or select an option from the Server Status popup of the message summary.

**Delete all messages that have been retrieved**

Delete from the POP server all of the messages that have already been transferred to the PC you are on.

**Delete all messages on server**

Delete *all of your messages* from the POP server. *Note: Be absolutely sure this is what you want to do, because there is no way to undo it!*

**Fetch all message headers to In mailbox**

Retrieve from the POP server the header and the first few lines of every new message. If you select this option, the messages are not filtered. Set the **Server Status** in the message summaries to specify what you want to do with the messages the next time you check mail.

**Important:** If you delete the message header, and you have the **Delete from server when emptied from Trash** option on in either the Incoming Mail Options for your main account, or the Account Settings dialog for an alternate account, the message is gone completely from Eudora and the POP server.

**How should checking/sending be performed**

If you have multiple personalities, you can check or send mail based on the options on the left of the Mail Transfer Options dialog (turn on **Using options at left**), or as specified in the Incoming Mail Options, for your dominant account only, or in the Account Settings dialog (accessed from the Personalities window), for any of your personalities (turn on **Normally**). You can also specify the personalities that you want to check or send with this mail transfer. Hold down the Shift key to select multiple personalities in sequence, or the Ctrl key to select them out of sequence.

Note: Another way to check mail for multiple personalities, regardless of your settings elsewhere, is to open the Personalities window, select your desired personalities, right-click on the selection, and select **Check Mail** from the popup menu.

## Managing Your Mail on the IMAP Server

If your incoming mail server uses IMAP, then when you check mail, all incoming messages are delivered to your IMAP server and are kept there until you actively delete them.

Also during mail checks, partial messages or full messages are transferred to your PC, with or without attachments, depending on the options you specify in the

Incoming Mail Options for your main account, or the Account Settings dialog, accessed from the Personalities window, for any of your personalities. These options are described further below.

When a message is transferred, either in part or in full, from the IMAP server to your PC during a mail check, a copy of the message remains on the server until you actively delete it. Also, your PC remains connected to the IMAP server until you close the mailbox containing the message (assuming the mailbox opens when the message is delivered).

### **Downloading Minimal Headers vs. the Full Message**

By default, the **Minimal Headers Only** option is turned on in the Incoming Mail Options for your dominant account, and in the Account Settings dialog for your alternate personalities.

As a result, when you check mail for an account and the incoming mail is delivered to your IMAP server, only a minimal amount of information about each message is transferred to your PC. This consists of the information you would see in the message summary of a mailbox window: the sender, the date and time of the message, the subject, etc. When you open or preview the message, however, the full set of message headers and the entire message body is transferred to your PC. Whether or not any attachments to the message are also transferred depends on your setting for the **Skip Attachments over ? K** option.

If you always want the full message to be transferred to your PC during mail checks (with or without attachments, as specified separately), rather than just the minimal headers, then turn off the **Minimal Headers Only** option.

### **Skipping Attachments Over a Certain Size**

To prevent Eudora from transferring large attachments to your PC during mail checks, turn on the **Skip Attachments over ? K** option, and specify a size. You can set this option in the Incoming Mail Options for your main account, or in the Account Settings dialog for any of your personalities.

Each time mail is then checked for the account, any attachments larger than the specified size are *not* transferred to your PC with the message. The rest of the message, however, is transferred: either minimal headers only, or the full set of message headers and the complete message body, depending on your setting for the **Minimal Headers Only** option. Any attachments within the specified size are also transferred.

Attachments not transferred during mail checks can still be downloaded: when you open or preview the message associated with the attachment, an icon for the

attachment is displayed in the incoming message window or the message preview pane. (The **Show attachment icons** option must be turned on in the Viewing Mail Options in order for this icon to appear.) Click on the icon to retrieve the attachment from the IMAP server.

If the **Skip Attachments over ? K** option is turned off, then *all* attachments are transferred to your PC during mail checks, regardless of their size.

### Deleting a Message from the Server

To delete a message from the IMAP server, you must take two steps: first mark the message for deletion, then remove all messages so marked.

To mark a message for deletion, open the IMAP mailbox or folder containing the message, then select or open the message and select **Delete** from the Message menu. (To unmark a marked message so that it won't be deleted from the IMAP server, select or open the message and then select **UnDelete** from the Message menu.)

To remove from the IMAP server all messages marked for deletion, select **Remove Deleted Messages** from the Message menu. The messages are completely removed both from the IMAP server and from your PC.

Once you remove marked messages using the **Remove Deleted Messages** command, these messages are completely gone and *cannot* be restored. Therefore, use this command with caution.

### Resynchronizing an IMAP Mailbox or Folder

General mailbox and folder management for POP and IMAP servers is performed from the Mailboxes window. See "Using the Mailboxes Window" for more information. This section discusses resynchronization.

Keeping your mailboxes and folders remotely, on an IMAP server, lets you perform operations on them from different computers. For a particular IMAP mailbox, you may delete some messages from the mailbox from one PC, check mail from another PC (resulting in new messages being transferred to the mailbox), and change the status of some of the messages from a third PC.

Each PC has no idea what has been done to the mailbox from the other PC until you resynchronize the mailbox, which updates all operations performed on the mailbox from all computers that have access to the mailbox. (In some situations, other users may have access to these same mailboxes.)

To resynchronize an IMAP mailbox or folder, open the Mailboxes window, right-click on the mailbox or folder, and select **Resynchronize Mailbox** from the

popup menu. The content of the mailbox or folder is completely updated according to all operations that have been performed on the mailbox from all computers that have access to it.

### **Refreshing Your List of IMAP Mailboxes and Folders**

General mailbox and folder management for POP and IMAP servers is performed from the Mailboxes window. See “Using the Mailboxes Window” for more information. This section discusses how to update the list of IMAP mailboxes and folders in the Mailboxes window.

Mailboxes and folders you keep stored remotely, on an IMAP server, may be changed by other users, or may be changed by you from other computers. The Mailboxes window does not reflect the “real-time” status of the IMAP mailbox list, and between mail checks, a disparity can grow between what appears in the list and what is actually on the IMAP server, as new mailboxes are added and existing ones are changed or removed.

To refresh your list of mailboxes and folders on the IMAP server, as it appears in the Mailboxes window, open the Mailboxes window, right-click on the top folder in the IMAP tree, and select **Refresh Mailbox List** from the popup menu. The mailbox list is updated according to what actually appears on the IMAP server at that time. The Mailbox and Transfer menus are also updated with the current IMAP mailbox configuration.

# Responding to Messages

## Replying to a Message

To reply to the current message, select **Reply** from the **Message** menu. A new message window is displayed, with the original sender's address automatically placed in the **To** field of the header. All of the sender's original text is quoted in the message body. This text can be edited as needed. Additional text can be added to the reply just as to any outgoing message, and the reply can then be sent or saved for further changes.

If the sender's text did not include style information, each line is prefixed by a greater-than symbol (>).


```
>This is a test message. Could you please reply  
>So that I can be sure you received it?
```

*Quoted text that does not include style information*

If the sender's text did include style information (e.g., bold text), it is quoted with a left sidebar, also called an "excerpt bar."

```
| This text includes style information, such as bold text,  
| and text that is very big.
```

*Quoted text that includes style information*

Messages that have been replied to are identified with a **left arrow**, , in the Status column of their message summary.

## Using the Reply Options

There are several options that you can use when replying to messages.

To include everyone who received the original message, select **Reply to All** from the Message menu.

To include yourself as a recipient, turn on the **Include yourself** option in the Replying Options. This only works if you are using **Reply to All**.

Note: To determine who you are for the **Include yourself** option, Eudora uses the “me” nickname. If you do not have a “me” nickname set up in your Address Book, Eudora uses the contents of the **Mail Server (Incoming)**, **Login Name**, and **Return address** fields from the Getting Started Options. (Incoming mail accounts are usually of the form **loginname@mailservername.**) The “me” nickname is particularly useful if you have multiple addresses and don’t want replies to go to any of those addresses.

To put the addresses of the other recipients of the original message in the **Cc** field (instead of the **To** field), turn on the **Put original To: recipients in Cc: field** option in the Replaying Options. Only the original sender’s address is put in the **To** field. This only works if you are using **Reply to All**.

"Replying Options:Copy original’s priority to reply option\;.i.Reply:Copy original’s priority to reply option" To copy the original message’s priority to your replies, turn on the **Copy original’s priority to reply** option in the Replaying Options.

To change the keyboard shortcut **Ctrl+R** from its normal function of **Reply to Reply to All**, turn on the **Map Ctrl+R to “Reply to All”** option in the Replaying Options. The change is reflected on the Message menu.

### Replying with a Stationery File

To reply to a message with a stationery file, select a stationery file from the **Reply With** submenu under the **Message** menu. The stationery file is opened as a message and is addressed as appropriate (your Replaying Options are used). For details about stationery, see the section “Using a Stationery File.”

Other ways to reply with stationery:

- With the desired message open or selected in a mailbox window: Open the Stationery window, right-click on a stationery item, and select **Reply With** from the popup menu.
- With the desired message open or selected in a mailbox window: Open the Personalities window, right-click on a personality, and select **Reply As** from the **Message** submenu of the popup menu. The default stationery assigned to that personality is used in the reply.
- With the Personalities window open: Drag an open message by its Tow Truck, or drag selected message summaries in a mailbox window, onto a personality in the Personalities window: a reply is initiated from that personality, and the stationery stored with that personality is used in the reply.
- Set up a filter that uses the **Reply with** filter action. See the sections “Filtering Messages” and “Filter Actions.”



## Forwarding a Message

Any message can be forwarded to someone else. To forward the current message, select **Forward** from the **Message** menu. A new message window is displayed with your address in the **From** field, the original subject preceded by “**Fwd:**” and a space in the **Subject** field, the original sender’s text quoted in the message body, and the original attachments in the **Attached** field. For details on how text is quoted, see the section “Replying to a Message.” Make any changes you want, and enter the recipient’s address in the **To** field. The message can then be sent or saved for further changes.

Note: If you forward an outgoing message (a message you sent), the attachments are not automatically included.

Messages that have been forwarded are identified with a **right arrow**, **→**, in the Status column of their message summary.

Other ways to forward a message:

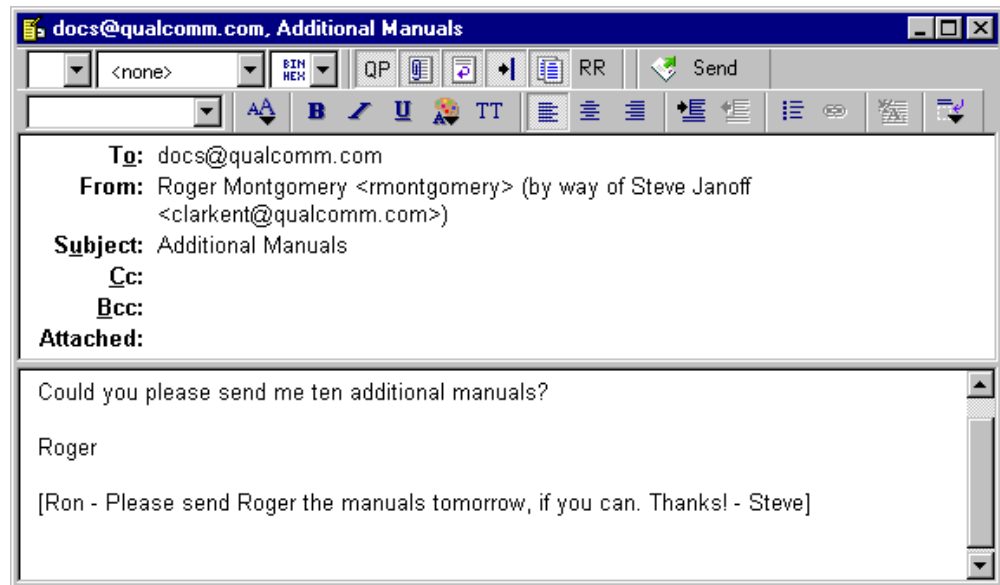
- With the desired message open or selected in a mailbox window: Open the Personalities window, right-click on a personality, and select **Forward As** from the **Message** submenu of the popup menu.
- Set up a filter that uses the **Forward To** filter action. See the sections “Filtering Messages” and “Filter Actions.”

## Redirecting a Message

Incoming messages can be sent to a new recipient “by way of” you, maintaining the original sender’s address in the **From** field. This is called redirecting.

To redirect the current message, select **Redirect** from the **Message** menu. A new message window is displayed with the original sender’s address in the **From** field with the statement “by way of” followed by your real name and/or return address, the original sender’s text in the message body, and the original attachments in the **Attached** field. Make any changes you want, and enter the recipient’s address in the **To** field. The message can then be sent or saved for further changes.

Note: You may want to enclose any changes in brackets ([ ]) so that you don’t confuse the recipient about who wrote what.



*A redirected message*

Messages that have been redirected are identified with a **diagonal arrow** pointing up and right, ↗, in the Status column of their message summary.

Other ways to redirect a message:

- With the desired message open or selected in a mailbox window: Open the Personalities window, right-click on a personality, and select **Redirect As** from the **Message** submenu of the popup menu.
- Set up a filter that uses the **Redirect To** filter action. See the sections “Filtering Messages” and “Filter Actions.”

### **Turbo Redirecting**

You can redirect a message to someone on your recipient list, queue the new message (without displaying it), and delete the original message, all with one command. To do this, turn on the **Turbo redirect by default** option in the Miscellaneous Options, and when you select a recipient from the **Redirect To** submenu under the Message menu, a turbo redirect is automatically performed.

### **Redirect and Signatures**

When you use **Redirect** or **Redirect To**, your signature is not added to the message when it is sent, unless you originally created the message. Eudora

considers the message to be originally from you if the address in the **From** field exactly matches either your return address or one of the addresses belonging to your nickname called “me,” if you have one.

## Sending Rejected Messages Again

If for some reason an e-mail message can't be delivered to a recipient, mail transport agents return the message to the original sender (you). A message is typically rejected because of an error in the recipient's address, although many other reasons are possible.

The return message usually includes cryptic information that may let you determine the reason the message was rejected. It also includes the text of the original message.

You can easily recover the original message, make any corrections, and resend it. To do this for the current message, select **Send Again** from the **Message** menu. This eliminates the inserted extra text and reformats the message as it originally appeared. You can then make changes or additions and send the message again.

The **Send Again** command is also useful for resending saved messages—from your Out box, for example—and messages you've copied to yourself, in order to save yourself some retyping. You can send the same message to another recipient to avoid having to retype the whole message, or you can send a different message to the same recipients to avoid having to retype their addresses in the header.

Another way to send again: With the desired message open or selected in a mailbox window, open the Personalities window, right-click on a personality, and select **Send Again As** from the **Message** submenu of the popup menu. The message is sent again but from the selected personality (which may or may not be the same as the personality under which it was originally sent).



# Working with Mailboxes

## Opening a Mailbox

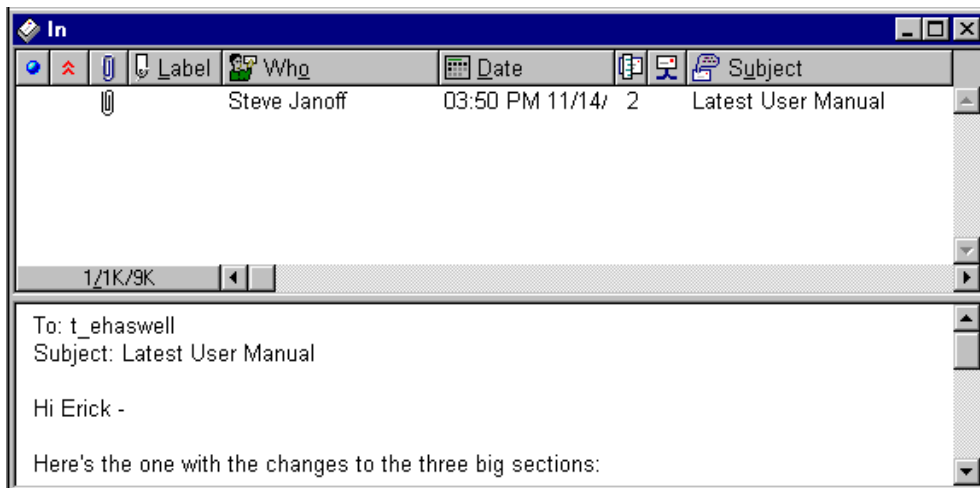
To open a mailbox, select it from the Mailbox menu, or double-click on it in the Mailboxes window.

Note: The unread message icon is displayed in the Mailbox menu whenever a mailbox or folder contains unread messages that are less than five days old, and any mailboxes or folders in the Mailboxes window that contain unread messages are displayed as bold.

## The Anatomy of a Mailbox

Mailbox windows contain all of your incoming and outgoing message summaries. If the **Show message preview pane** option is turned on in the Viewing Mail Options, mailbox windows also show the message preview pane.

To open a mailbox, select it from the **Mailbox** menu, or double-click on it in the **Mailboxes** window.



*A mailbox window*

## Message Summaries

Each line in the list portion of a mailbox window represents a message and is called a *message summary*. Outgoing messages that are in any mailbox other than Out are shown with *italicized* message summaries.

To select one or more message summaries, use one of the following options:

- To select one summary, click on it.
- To select two summaries and all the summaries between them, select a summary, hold down the Shift key, and select another summary. Or, drag the mouse over the summaries to select them (as long as you begin on an unselected summary).
- To select all of the summaries that have the same information in a particular column, hold down the Alt key and click on one column in the summary. For example, if you click on the Status column for one summary, all of the summaries with that status are selected.
- To make “disjointed” selections, hold down the Ctrl key and select summaries.

Each message summary is divided into columns. The column names are shown below with the corresponding icons that appear in the column headings.

	Status
	Priority
	Attachments
	Label
	Sender/Recipient (Who)
	Date
	Size (in kilobytes, K)
	Server Status
	Subject









You can show or hide these columns using the Display Options.

A message's Status, Priority, Label, and Server Status can be changed directly in the mailbox window. To do this, select the messages you want to change and click the right mouse button inside the selection. Select an option from the popup menu to make your change.

To turn on the display of lines in the message summaries portion of mailbox windows—horizontal lines to separate summaries, and vertical lines to separate columns—turn on the **Show mailbox lines** option in the Display Options.

#### The Status Column



This column displays the message status, which is one of the following:

-  The message has not been read (all mailboxes except Out), or is queueable or sendable but has not been queued or sent (Out mailbox only).
- <blank> The message has been read (all mailboxes except Out), or is not yet able to be queued or sent because it has no recipients in the To or Bcc fields (Out mailbox only).
-  Reply has been chosen for the message.
-  Forward has been chosen for the message.
-  Redirect has been chosen for the message.
-  The message has been sent (outgoing messages only).
-  The message is queued to be sent (outgoing messages only).
-  The message is queued to be sent at a specified time (outgoing messages only).
-  The message was transferred from the Out mailbox before being sent.

You can change the status of one or more selected messages, or an open message, from Read (blank) to Unread (•) or from Unread to Read by pressing **Shift+Space** (all mailboxes except Out).

#### The Priority Column

This column displays the message priority. You can use the popup to set a particular priority.

-  Highest priority.
-  High priority.


<blank> Normal priority.

▼ Low priority.

▼▼ Lowest priority.

For more information on message priorities, see the section “Setting the Message Priority.”

#### **The Attachments Column**

If a message has attached documents, this column displays the attachment icon, a paper clip ().

Note: This attachment icon is not affected by the **Show attachment icons** option in the Viewing Mail Options. This attachment icon appears whether **Show attachment icons** is turned on or off. The **Show attachment icons** option refers to attachment icons in the open incoming message and the message preview pane.

#### **The Label Column**

This column displays the message label. Labels are assigned to incoming messages by the recipient, either manually or automatically using filters (see the section “Filtering Messages”). When a message summary is assigned a label, the entire summary changes color to match the label color.

Note: Label colors and titles are assigned using the Labels Options.

#### **The Sender/Recipient Column (Who)**

This column shows the sender of the message (for incoming messages) or the intended recipients (for outgoing messages).

Note: Bugs in some POP servers/mail transport systems cause Eudora to display the sender of incoming messages as ???@???. This is because the required From: header is missing.

#### **The Date Column**

This column displays the date and time the message was composed, or, for timed messages, the date and time the message is scheduled to be sent. Date formats, including age-sensitive indications such as the day of the week or “Today,” are set in the Date Display Options. See the Eudora Reference Manual for more information.






#### **The Size Column**

This column displays the size of the message in kilobytes, K (1 K = 1,024 bytes).



**The Server Status Column**

This column displays the action that is done to the corresponding incoming message on the POP server (these actions do not apply on an IMAP server). The next time you check mail, the server status you requested is automatically completed.

	Leave	Don't change the message on the POP server. A solid diamond indicates that the message has been fetched; an open diamond indicates that the message has not yet been fetched.
		
	Fetch	Download the whole message from the POP server.
	Delete	Delete the message from the POP server.
	Fetch then Delete	Download the whole message then delete it from the POP server.

Note: To control the mail transfer, you can also use the **Mail Transfer Options** dialog. For details, see the section "Checking for Mail with Special Server Instructions."

**The Subject Column**

This column displays the subject of the message. The sender originally typed this information into the message header, but you can modify it (see the section "Editing Incoming Messages").

**Displaying and Resizing Columns**

To specify which columns you want to be displayed in your mailboxes, select **Options...** from the **Tools** menu, click on **Display** and be sure the columns you want to see are on in the Show Mailbox Columns block.

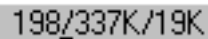
To resize a column in a mailbox window, move the mouse pointer until it is over the column heading divider to the right of the column you want to resize, then drag the divider to the position you want. The column divider moves to the new location, and the mailbox is redrawn.

You can only shrink a column as far as its left divider. If you do that, a double divider line is displayed in place of the column, and its contents are hidden. To redisplay the column, drag the right divider line to the right.

**Using the Mailbox Size Display**

In the lower left corner of the message summary part of each mailbox window, three numbers show the size information for that mailbox. The first is the number

of messages in the mailbox; the second is the total amount of space those messages require; the third is the amount of disk space that is wasted with the mailbox.



198/337K/19K

*The mailbox size display*

Wasted space is created when messages are deleted or transferred from a mailbox. This wasted space is automatically removed when the amount of wasted space in the mailbox is greater than the amount of space the messages in the mailbox use, or if the amount of space wasted in the mailbox is greater than 5% of the free space on the disk drive that contains it.

To manually clean up the wasted space in a mailbox, click on the mailbox's size display. Or, to clean up all your mailboxes, select **Compact Mailboxes** from the **Special** menu.

### The Message Preview Pane

If the **Show message preview pane** option is turned on in the Viewing Mail Options, then the *message preview pane* appears in roughly the bottom half of the mailbox window.

The message preview pane shows the key headers and the message body of the currently selected message in the message summary list. If the full message body is not visible in the preview pane, scroll bars are displayed, allowing you to view the rest of the message. Only one message can be previewed at a time.

Press **Tab** or **F6** to move the keyboard focus from the message summary list to the message preview pane (and back again). Or simply click in the preview pane to put the focus there.

Once keyboard focus is in the preview pane, you can do any of the following, as you can in an open incoming message window:

- Press **Space** to page down through the message.
- Use the arrow keys, as set in the Miscellaneous Options (unmodified or with Ctrl or Alt), to switch to the next or previous message in the mailbox.
- Use standard keyboard shortcuts such as Ctrl+R for Reply, Ctrl+D for Delete, etc.

- Right-click anywhere in the preview pane to display a popup menu with commands appropriate for the previewed message.
- Click on an attachment icon or name to open the attachment.
- Click on a URL (hot link) to launch the application for that URL.

If the **Show message preview pane** option is turned on in the Viewing Mail Options, you can press **F7** to show and hide the preview pane within the current mailbox only (this does not control the visibility of the preview pane in other mailboxes).

You can change the height of the preview pane relative to the message summary list by positioning the mouse pointer over the separator bar between the list and the preview pane, and dragging the bar up or down.

If the **Show message preview pane** option is off in the Viewing Mail Options, only the message summaries are shown in any mailbox window.

If the preview pane option is on and the **Mark previewed messages as read after ? second(s)** option is turned on in the Viewing Mail Options, then the currently previewed message is marked as read (blank in the Status column) after the specified number of seconds (subject to the Note below). You can always change the message's status back to Unread (•) by pressing **Shift+Space** while the message is selected or open (press again to change back to Read). If the **Mark previewed...** option is off, previewed messages are never automatically marked as read.

Note: Eudora only performs the auto-marking behavior when you manually switch messages, not when it performs actions such as automatic mail checks or filtering.

## Creating Mailboxes and Folders

Eudora lets you create mailboxes to put messages in, and folders to put mailboxes (or more folders) in.

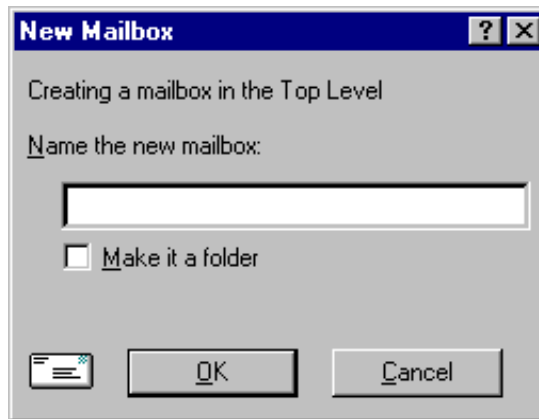
There are three ways to create mailboxes and folders:

- Using the **New...** command from the **Mailbox** menu and folder submenus.
- Using the **New...** command from the popup menu in the **Mailboxes** window (see the section “Using the Mailboxes Window”).
- Using the **New...** command from the **Transfer** menu (see the section “Transferring Messages”).

Note that depending on whether your incoming mail server uses the POP or IMAP protocol, there are some differences in the way mailboxes and mail folders are created, stored, and managed. For more information, see the section “Mailbox and Folder Management: POP vs. IMAP Server.”

### Creating a Mailbox or Folder Using the Mailbox Menu

To create a new mailbox or mail folder, select **New...** from the **Mailbox** menu, or from a mail folder submenu (to put the mailbox in that folder). The New Mailbox dialog is displayed.



*New Mailbox dialog*

To create a mailbox, type in the new mailbox name and click **OK**. The mailbox is created and added to the Mailbox and Transfer menus and to the Mailboxes window.

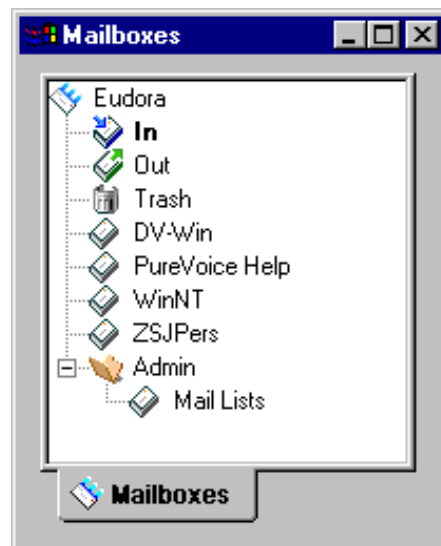
To create a mail folder, type the name of the new mail folder and check the **Make it a folder** option. Click **OK** to create the folder. The New Mailbox dialog is displayed again. Type the name of a mailbox to create within the new folder, then click **OK**. The new folder and its mailbox are displayed in the Mailbox and Transfer menus and in the Mailboxes window.

## Using the Mailboxes Window

The Mailboxes window lets you create new mailboxes and folders, remove and rename them, and move mailboxes among folders. Mailboxes or folders that are bolded have unread messages.

By default, the Mailboxes window is provided as the first window in a five-window tool group docked vertically to the left side of the main Eudora window.

To open the Mailboxes window, select **Mailboxes** from the **Tools** menu, or click on the Mailboxes window's tab if it is part of a visible tabbed window group. For more information on how to manipulate the Mailboxes window alone and as part of a tabbed window group, see the section "Managing Your Windows in Eudora."



*The Mailboxes window*

To open a mailbox or folder within the window, double-click on it, or click on it once and press **Enter**. You can move among the folders and mailboxes using the up and down arrow keys, or close or open folders using the left and right arrow keys. You can also start typing the name of the mailbox or folder you want, and it is highlighted when you have typed enough unique characters to identify it (the item must be displayed, so a mailbox that is in a closed folder cannot be selected).

Right-click on any item in the Mailboxes window and a popup menu is displayed whose commands let you, depending on the item, create, remove, and rename mailboxes and folders, open existing mailboxes and folders, and empty the trash from the Trash mailbox.

The folder trees displayed in the Mailboxes window, and some of the operations available from the popup menu, depend on whether your incoming mail server for one or more mail accounts uses the POP or the IMAP protocol. For more

information on these differences, see the section “Mailbox and Folder Management: POP vs. IMAP Server.”

### Creating a New Mailbox or Folder

To create a new mailbox or folder in the Mailboxes window, right-click on a folder and select **New...** from the popup menu. A dialog is displayed requesting the name of the new mailbox or folder.

Type in the new name, check the **Make it a folder** option if you want to, and click **OK**. If you chose to make it a folder, enter the name of the mailbox within the new folder when the dialog appears again, and click **OK**. The new mailbox or folder is displayed in the lists, and is added to the Mailbox and Transfer menus.

### Renaming a Mailbox or Folder

To rename a mailbox or folder, click on it once, pause, then click again to highlight just the name. Then type in the new name. Or, right-click on the item and select **Rename**, or click once on the item and press **F2**, then type in the new name. Press **Enter** to accept your change, or **Esc** to cancel it.

### Moving a Mailbox from One Folder to Another

To move a mailbox from one folder to another, select the one you want to move and drag it to where you want it.

### Removing a Mailbox or Folder

To remove a mailbox or folder, either right-click on it and select **Delete** from the popup menu, or click once on it to highlight it and then press the **Delete** key.

If you choose to remove a mailbox in which messages are still stored, or a folder in which other mailboxes or folders are stored, you are prompted to confirm the deletion for each such item selected. Click **Remove it** to delete the current item for which you are being prompted, or click **Remove all** to remove all items selected for deletion—no further prompts will appear. Or click **Cancel** to cancel the deletion. If you delete a non-empty mailbox or folder, all messages, mailboxes, and folders contained within the mailbox or folder are also deleted.

## Mailbox and Folder Management: POP vs. IMAP Server

The location of your mailboxes and mail folders depends on whether your incoming mail server for your account uses the POP or IMAP protocol.

If your incoming mail server uses POP, then all of your mailboxes and mail folders are created and stored on your PC. If your incoming mail server uses

IMAP, then all of your mailboxes and mail folders are created and stored on the IMAP server.

The parallel situation holds true if you have multiple e-mail accounts: mailboxes and folders for *all* of your POP accounts are stored on your PC; mailboxes and folders for *all* of your IMAP accounts are stored on the respective IMAP servers.

You create an IMAP server account using the New Account Setup wizard for your dominant personality (see “Getting Started”), or using the Account Settings dialog, accessed from the Personalities window, for an alternate personality (see “Personalities Window”).

The Mailboxes window is the main tool for managing your IMAP mailboxes and mail folders. In the Mailboxes window, right-click on one of the folders or mailboxes in an IMAP hierarchy and select an item from the popup menu. See “Using the Mailboxes Window” for more information. (The additional commands for IMAP are **Refresh Mailbox List** and **Resynchronize Mailbox**.)

Mail folders stored on an IMAP server can contain not only mailboxes but also messages. Mail folders stored on a POP server can only contain mailboxes, not messages.

Some mailboxes stored on your IMAP server may have been created by others and made accessible to you. For some of these mailboxes you may have both “read and write” permission: that is, you can not only read the messages stored in them but also change or delete the messages. Other mailboxes may give you only “read” permission: you can only read the messages, not change or delete them.

If you have multiple e-mail accounts and the incoming mail servers for all of them use POP, then you will have only one top-level mail folder, named **Eudora** by default. If the incoming mail server for at least one of your personalities uses IMAP, then you can have multiple top-level mail folders: one to hold mail from *all* of your POP accounts, and one top-level folder for each of your IMAP accounts. The name of a top-level IMAP folder is the personality name for that IMAP account.

For more information on managing your mail on POP and IMAP servers, see the sections “Managing Your Mail on the POP Server” and “Managing Your Mail on the IMAP Server.”





# Organizing Your Messages

## Deleting a Message

As a safeguard against inadvertent deletions, two steps are used to delete a message from your PC: first you put the message in the Trash, then you empty the Trash. (If your incoming mail server uses IMAP, the procedure is slightly different, as described below.)

To put a message in the Trash, select the message, then select **Delete** from the **Message** menu, or select **Trash** from the **Transfer** menu, or press the **Delete** key, or click the Delete toolbar button. The message is transferred to the Trash mailbox.

To delete the messages in the Trash mailbox (removing them permanently from your PC), select **Empty Trash** from the **Special** menu. Or, if the Mailboxes window is open on your desktop, right-click on the Trash mailbox in the window and select **Empty Trash** from the popup menu.

You can set up Eudora to warn you if you try to delete unread, queued, or unsent messages. To do this, use the Extra Warnings Options to turn on those options.

Quitting Eudora empties the contents of the Trash mailbox when the **Empty Trash when exiting** option in the Miscellaneous Options is turned on.

Finally, if you want to delete just a few messages from the Trash mailbox, open the Trash mailbox, select the desired messages, then select **Delete** from the **Message** menu, or press the **Delete** key. Deleting a message from the Trash removes it completely.

If your incoming mail server uses IMAP, the two steps required to remove a message from your PC are to first mark it for deletion, then remove marked messages.

To mark for deletion a message stored in an IMAP mailbox or folder, select the message and then select **Delete** from the Message menu. To unmark the message for deletion, select it and then select **UnDelete** from the Message menu. To remove all messages marked for deletion, select **Remove Deleted Messages** from the Message menu. The messages are completely removed not only from your PC but also from the IMAP server.

### Automatically Deleting Attachments

When you delete messages, you can have their attachments automatically deleted. To do this, turn on the **Delete attachments when emptying Trash** option in the Attachments Options, and be sure the attachments are still in the **Attach Directory** (or the directory you have specified for attachments). If you have this option on, and want to delete a message but save its attachment, move the attachment into another directory before deleting the message.

## Transferring Messages

You can transfer messages to any of your mailboxes. There are several ways to do this:

- Select the message(s) you want to transfer, then select a mailbox from the **Transfer** menu.
- Select the message(s) you want to transfer, then right-click on the selection and choose a mailbox from the transfer submenu.
- Drag a message summary to an open mailbox window or to a mailbox icon in the Mailboxes window.

To put a copy of a message in another mailbox (instead of transferring the message), hold down the **Shift** key and use one of the transfer options above. This is useful if you want to file a message in more than one mailbox.

If you try to transfer a message to the Out mailbox, an alert is displayed informing you that some header information may be removed from the message during transfer. Click **Yes** to transfer the message.

### Using the Transfer Menu

The Transfer menu is one way to transfer messages among your mailboxes. With a current message open, or message summaries selected, select a mailbox from the **Transfer** menu. The messages are transferred from their previous mailbox to the mailbox you selected.

### Dragging Messages

You can drag messages from one mailbox to another using the message summaries or the Tow Truck icon in an open message window.

To drag a message summary to another mailbox, select the message summary (or summaries) and drag the summary into any open or minimized mailbox window,

or any mailbox in the Mailboxes window. When you release the mouse button, the message is transferred.

To drag an open message to another mailbox, hold down the mouse over the Tow Truck icon and drag the message into any open mailbox or any mailbox in the Mailboxes window. When you release the mouse button, the message is transferred.

When dragging to the Mailboxes window, pause over a closed folder and the folder temporarily opens, making its mailboxes visible so that you can complete the drop operation. The folder closes again when you complete or cancel the drop.

### **Creating a Mailbox or Folder During Transfer**

To create a mailbox and transfer the current message into it at the same time, select **New...** from the **Transfer** menu instead of the name of a mailbox. The New Mailbox dialog is displayed.

You can create a new mailbox or mail folder (for details, see the section “Creating Mailboxes and Folders”). When you are done, the current message is transferred into the new mailbox.

To create the new mailbox without transferring the message into it, check the **Don't transfer, just create mailbox** option.

## **Filtering Messages**

Many of the e-mail management functions in Eudora can be done automatically using filters. For example, you can automatically reply to a request for information, transfer all the messages from your children into a Personal mailbox, and label all the messages from your customers as “Hot.”

A filter can be thought of as a personal “valet” or “butler” that takes your mail and does certain things to it that you specify. One kind of valet might watch for particular mail from a mailing list and move it into a mailbox, open the message, and play a sound. Another might look for other kinds of mail and give it a label color, a high priority, and a new Subject line. You can create as many of these “valets” or “butlers” as you like and give each of them from one to five instructions on what to do with your mail that fits a certain set of criteria, based on information in the header of the message and the message body.

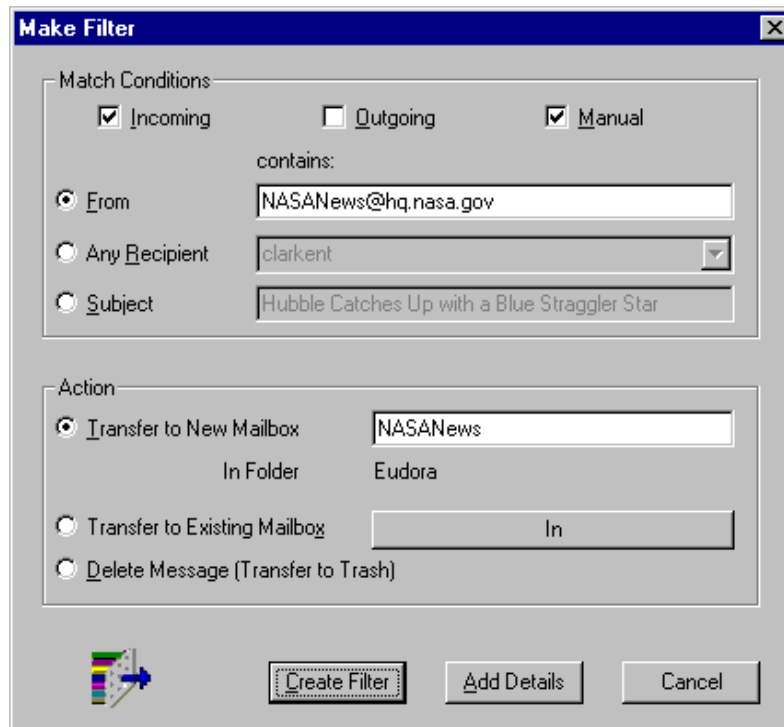
### **Quick and Simple Filters with the Make Filter Dialog**

The simplest filters are those that transfer incoming messages to a particular mailbox based on the sender of the message or one or more of the recipients. For

example, each time you check your mail, you may want to have Eudora take all of the incoming messages it receives from your friend Joe and automatically transfer them into a mailbox you've called "Mail from Joe." To get Eudora to do this, you set up a simple filter.

For new users, the Make Filter dialog provides an easy way to learn how to use filters. Once you get comfortable with the simple filters created this way, you can go on to make more complex, powerful filters using the Filters window. Experienced users will find that the Make Filter dialog provides a rapid, convenient method for making a simple transfer filter.

To open the Make Filter dialog, open an incoming or outgoing message containing the information you want in your filter, or select one or more message summaries in a mailbox, and select **Make Filter** from the **Special** menu. Or, right-click in the body of the open message, or in the selection of message summaries, or in the preview pane for a single-selected message, and select **Make Filter** from the popup menu. The Make Filter dialog is displayed.



The Make Filter dialog with a sample filter

### Match Conditions

The Match Conditions area of the dialog helps you set up the criteria that will determine whether or not a particular message will get acted on by this filter. The two match conditions reflect *type* and *content*.

You can specify that the *type* of messages you are interested in should be **Incoming** and/or **Outgoing**. You can also specify that this should be a **Manual** filter (described below). You can check and uncheck any combination of the three boxes **Incoming**, **Outgoing**, and **Manual**.

- **Incoming:** If this box is checked, then any incoming message that satisfies the content match condition you specify will be acted on according to the action you've specified in this filter.
- **Outgoing:** If this box is checked, then any outgoing message that satisfies the content match condition you specify will be acted on according to the action you've specified in this filter.

- **Manual:** If this box is checked, then when you select one or more message summaries in a mailbox window and choose **Filter Messages** from the **Special** menu, the incoming and/or outgoing messages selected that satisfy the content match condition you specify will be acted on according to the action you've specified in this filter. Whether the messages that are manually filtered by this filter are incoming and/or outgoing messages depends on which other box or boxes are checked: **Incoming** or **Outgoing** or both.

You can choose one of three *content* matches: **From**, **Any Recipient**, or **Subject**.

Click the **From** radio button (turned on by default) to match the message against the From field—the sender—of the messages you selected. You can then edit the field. The From field of a target message must *contain* the information in this box but does not have to exactly equal it. Note that if you selected multiple messages and they do not have a common sender, the From field is unselectable and is left blank.

Click the **Any Recipient** radio button to match the message against any of the recipients in the messages you selected (recipients are contained in the **To** and **Cc** fields and, in an outgoing message, the **Bcc** field). Choose one recipient from the pulldown menu (accessed from the menu button next to the field), or edit the text in the field. Note that the information you enter in the field must be *contained* in any of the recipient fields of the target message but does not have to exactly equal any recipient field.

Click the **Subject** radio button to match the message against the Subject field of the messages you selected. If you have selected multiple messages and they do not have a common Subject, this field is left blank. In either case you can edit the field. The Subject line of a target message must *contain* the information in this box but does not have to exactly equal it.

#### **Action Area**

The Action Area lets you determine the one action that will be performed on messages that satisfy the Match Conditions you've specified for this filter. The three action choices are all message-transfer actions: they transfer the filtered message to a mailbox. For messages that satisfy your match conditions, your simple filter will transfer the messages to either a new mailbox, an existing mailbox, or your Trash mailbox.

Click the **Transfer to New Mailbox** radio button to transfer the filtered message to a new mailbox that you will specify. The text field is filled in with a suggested new-mailbox name based on your selected content match condition (From, Any Recipient, or Subject). You can change this name if you like. The **In Folder** field

is a label showing you the folder in which your new mailbox will be created. By default, this is the same folder that holds the mailbox containing the messages you've selected. The new mailbox is created as soon as you create this filter.

Click the **Transfer to Existing Mailbox** radio button to transfer the filtered message into one of your existing mailboxes. Select the mailbox from the button next to the field. The default mailbox is the **In** box. When you click the button, a version of the Transfer menu appears, letting you choose the mailbox from the Transfer menu.

Click the **Delete Message (Transfer to Trash)** radio button to delete the message that satisfies the filter match conditions, transferring it to your Trash mailbox. This feature is useful for deleting junk e-mail, or "spam" as it is called in the Internet world.

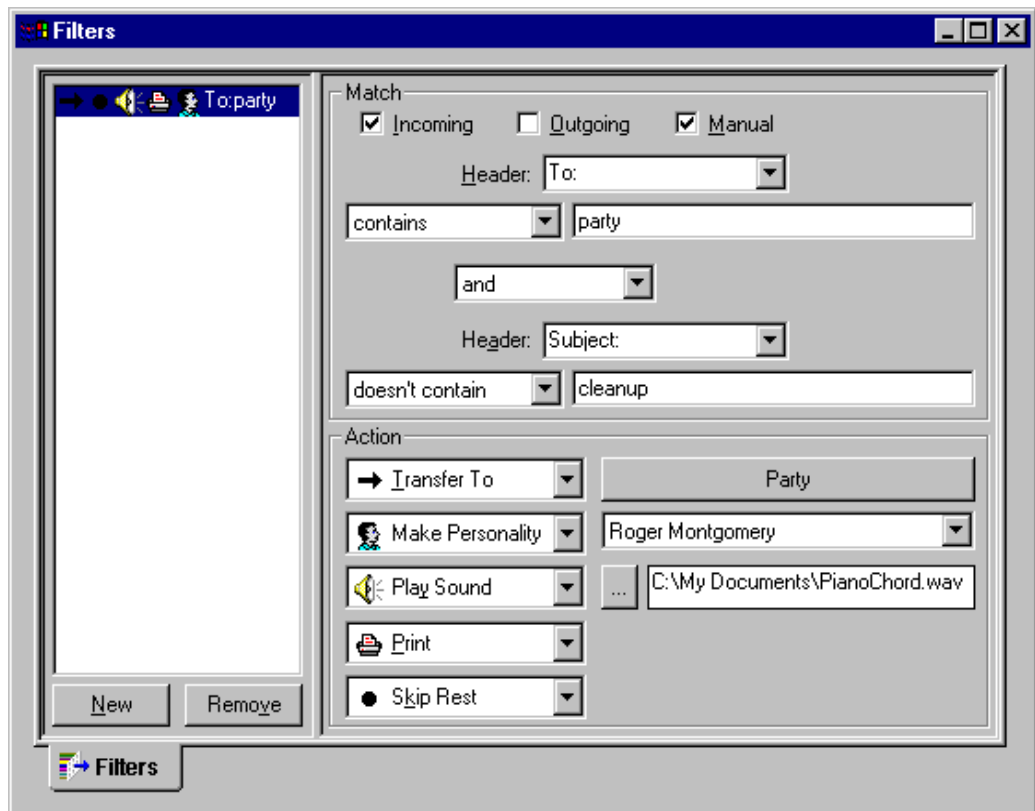
#### Buttons

- **Create Filter:** When you have set up your match conditions and filter action, click **Create Filter** to create the filter. The filter is added to the bottom of your filters list in the Filters window (discussed below). The filter is available immediately and will act on messages that satisfy the conditions at the next mail check, mail send, or selection of the **Filter Messages** command, as appropriate.
- **Add Details:** Alternately, after setting up the filter information, click **Add Details** to both create your filter and also open the Filters window so that you can add additional information to your new filter and make it more powerful or just change it. The filter is added to the bottom of your filters list and is immediately available in the form in which it was set up in the Make Filter dialog. Any changes you make in the Filters window must be saved before they become effective. See below for more information on the Filters window.
- **Cancel:** Click **Cancel** to cancel the filter if you change your mind. The filter is cancelled and your changes are not saved.

#### Detailed Filters with the Filters Window

The Make Filter dialog, discussed above, lets you create quick, simple filters that perform one operation—a mail transfer—based on one match condition—a piece of header information. The Filters window lets you create more complex, powerful filters that use multiple match conditions and perform multiple filter actions. (You can also use the Filters window to create simple filters such as those created by the Make Filter dialog.)

To open the Filters window, select **Filters** from the **Tools** menu, or click on the Filters window's tab if it is part of a visible tabbed window group. The Filters window is displayed, and any filters you have created are listed on the left. (For more information on how to manipulate the Filters window alone and as part of a tabbed window, see the section "Managing Your Windows in Eudora.")



*The Filters window with an example filter*

To create or modify a filter from the Filters window, first click on the **New** button or select an existing filter.

Second, select the options for how you want the filter to be used: as an automatic filter to be invoked on any **Incoming** and/or **Outgoing** mail, and as a **Manual** filter that can be invoked when you select **Filter Messages** from the **Special** menu. Any combination of these options works.



Third, define the criteria for the filter: use the header item popups and the text fields to specify which header items should include a particular string of text. You can define two related terms for the criteria so that your filter is as specific as possible (see the section “Filter Criteria”).

Fourth, define the action or actions to be taken on messages that fit the criteria (see the section “Filter Actions”) and save the filters.

When the filters are invoked (automatically or manually), each message is matched against each filter in order from top to bottom. If the message meets a filter’s criteria, the actions are done as specified until there are no more actions, then the message is matched against the next filter. If at any point a **Skip Rest** action is done, the remaining actions for that filter (if there are any) are performed on that message, the rest of the filters in the filters list are skipped for that message, and the next message is filtered, again going from top to bottom down the filters list.

You can change the width of the filters list to create more or less space for your list. To do this, put the arrow over the bar to the right of the list and drag the line to the left or right.

The next two sections refer exclusively to the Filters window. For information on the match conditions and filter actions in the Make Filter dialog, see the section “Quick and Simple Filters with the Make Filter Dialog.”

### **Filter Criteria (The Match Area)**

Each filter in the Filters window can use one or two “terms” as its criteria, connecting them as appropriate with the conjunction popup.

Use the **Header** field to specify which message header items you want the filter to search. You can select an option from the popup menu or enter one yourself (this is helpful if you want to use a header item that does not appear on the menu, such as X-Priority). The selections are as follows:

- To:
- From:
- Subject:
- Cc:
- Reply-To:
- «Any Header»
- «Body»

- «Any Recipient»
- «Personality»

The «Any Header» option searches all message headers (including hidden headers that are shown with the **BLAH BLAH BLAH** option). The «Body» option searches the message body. The «Any Recipient» option searches all possible recipient items (To, Cc, Bcc). The «Personality» option searches the name of the personality (e-mail account) associated with the message.

Use the **Match Type popup** to control how the header item is matched with the text string in the text field. The match options are as follows:

**contains or doesn't contain**

If the specified header item contains or does not contain the text string, filter the message.

**is or is not**

If the specified header item is or is not an exact match of the text string, filter the message.

**starts with or ends with**

If the specified header item starts with or ends with the text string, filter the message. The **starts with** item refers to the first non-whitespace character after the colon, so any spaces after the colon are ignored.

**appears or doesn't appear**

If the header item appears or does not appear in the message, filter the message (the text field is ignored). This is useful for filtering messages based only on the types of fields they contain. Example: Some messages contain a **Reply-To** header, some don't.

**intersects nickname**

If the text string is included in a nickname (whether it is a full address or a nickname within the nickname), filter the message.

Use the **Text** fields to specify the text strings that the filter is searching for.

Use the **Conjunction** popup to link the two terms. The conjunction options are as follows:

**ignore**

Ignore the second term; if the message matches the first term, filter the message.

**and**

If the message matches *both* the first and second terms (but not just one alone), filter it.

**or**

If the message matches either term (or both), filter it.

**unless**

If the message matches the first term, filter it *unless* the message also matches the second term, in which case *do not* filter it. (This lets you exclude certain variations of the first term.)

**Filter Actions**

For a filter you're creating or modifying in the Filters window, all messages that match the filter criteria are acted on as specified with the **Actions** popups. Each filter can do up to five things to a message that matches the criteria. You can use the same action twice if it does not directly affect the original message (for example, **Copy To** can be used twice, but not **Transfer To**).

Some filter actions have an associated icon. For these actions, Eudora places the action icon next to the filter in the filters list. Up to five icons can appear per filter.

The Actions options are as follows:

**None**

No action.

**Make Status**

Assigns the selected status to message summaries.

**Make Priority**

Assigns the selected priority level to messages. If you select a set level, messages are set to that priority. If you select **Raise** or **Lower**, messages are raised or lowered one priority level based on their pre-filter level.

**Make Label**

Assigns the selected label to messages. Label colors and names are set in the Labels Options.

**Make Personality**

Assigns the selected personality to messages. For outgoing messages, the messages are not sent from the assigned personality, only from the personality that was set when you composed the message. For incoming messages, all your responses to the message will be from the assigned personality until you change the personality associated with the incoming message or your response. For more information, see the section "Using an Alternate E-mail Account."

**Make Subject**

Assigns the new subject to message summaries (does not affect the subject in the message itself). If you choose this option, the entire subject of the message is replaced with the new subject. Use the “&” symbol to stand for the old subject if you want to add the new subject to the old subject. For example, entering **New Subject [was &]** results in **New Subject [was Old Subject]**.

**Play Sound**

Plays the selected sound when messages are filtered.

**Open**

Opens the **Mailbox** and/or **Message** when a message is received. If you set a previous action to filter messages into a mailbox, then that mailbox is opened.

**Print**

Prints one copy of each message.

**Notify User**

Notifies you **As Normal** and/or **In Report** when messages are received. The **As Normal** option notifies you based on the options you have selected in the Getting Attention Options. The **In Report** option notifies you by opening the Filter Report window and displaying in that window a filter report that details what filter actions have been done. See the section “Filter Report Window.”

**Notify Application**

Notifies the selected application when messages are received, and provides information from the message. Specify the application to use and the part of the message to be included.

Use the Browse button to select an application, or enter the command line yourself. The command line should include the path to the executable, any options, and the following substitution variables, all separated by blank spaces:

%1	Date
%2	To
%3	From
%4	Subject
%5	Cc
%6	The entire message

For example, the command line to send the subject of a message to a pager might look like this:

```
C:\apps\pager.exe -c %4
```

**Forward To**

Forwards messages to the e-mail address given. Forwarded messages are placed in the queue in the Out mailbox, and sent the next time you send queued messages.

**Redirect To**

Redirects messages to the e-mail address given. Redirected messages are placed in the queue in the Out mailbox, and sent the next time you send queued messages.

**Reply with**

Replies to messages with the selected stationery message. Replies are placed in the queue in the Out mailbox and sent the next time you send queued messages. One typical use of this action is to reply to specific senders with stationery telling them that you're on vacation: "I'm out till the 10th. I'll reply to your message when I get back." For more details, see the section "Using Stationery."

**Server Options**

Sets the message's server status to **Fetch** and/or **Delete** (POP server only: see the section "Managing Your Mail on the POP Server").

**Copy To**

Copies messages to the selected mailbox.

**Transfer To**

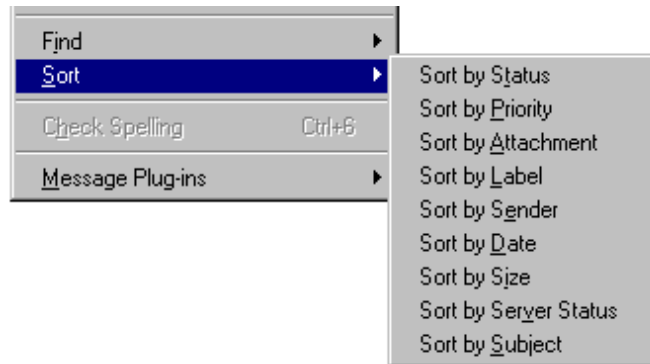
Transfers messages to the selected mailbox.

**Skip Rest**

Stops filtering for the message (the message is not matched to the rest of the filters in the filter list).

## Sorting Messages Within Mailboxes

The message summaries in mailboxes are automatically sorted by date, in ascending order (the newest messages at the bottom of the mailbox). To change this, select the appropriate command from the **Sort** submenu under the **Edit** menu. Or, click on any of the column headings to sort by that column. To sort in descending order, hold down the **Shift** key and either select a command from the **Sort** submenu or click on one of the column headings.



*The Sort submenu*

Mailboxes are sorted based on the previous state of the mailbox. For example, if a mailbox is sorted by Date, and then you sort by Sender, the messages are grouped by sender and each group is in order by date.

See the Date Display Options in the Eudora Reference Manual for information on age-sensitive indications that might appear in the Date column, such as the day of the week or “Today.”

## Finding Text Within Messages

Eudora incorporates a Find function that searches for specific text within a single message, multiple messages, or even multiple mailboxes. To display the Find submenu of commands, select **Find** from the **Edit** menu.



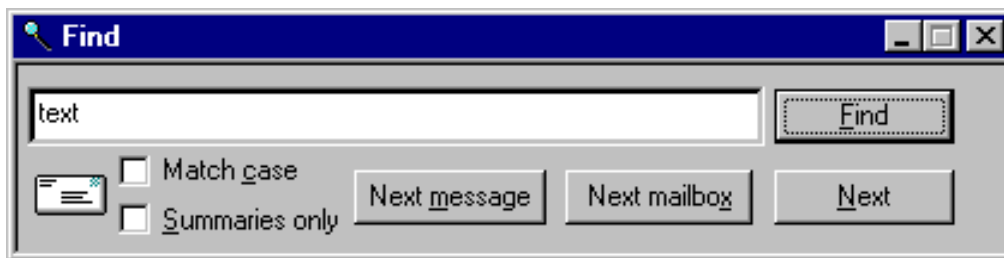
*The Find submenu*

### Finding Text Within One Message

To search for text within a single message, open the message and make sure it is current (active). Then, select **Find** from the **Edit** menu and select the **Find**

command from the submenu. Or press **Ctrl+F**. The Find dialog is displayed, with the blinking insertion point located in the text field.

In the text field, type the text you want to find. When finished entering the desired text, click the **Find** button.



*Finding text*

Starting at the cursor's current position in the message, Eudora searches the current message for the specified text. If no match is found, the not found alert is displayed.

If the search is successful, the message is scrolled to the first point where the match is found and the matching text is highlighted.

To continue searching in the same message for the next occurrence of the text, click the **Find** button in the Find dialog, or select the **Find Again** command from the **Find** submenu (or press **F3**). These commands are equivalent and limit the search to the same message. Repeating these commands cycles through the matches in the open message only.

### **Finding Text Among Multiple Messages and Mailboxes**

The **Find** command starts searching at the selected message in an open mailbox window. If there is no open mailbox window, Find starts in your In box.

The **Next**, **Next Message**, and **Next Mailbox** commands are located on the Find submenu (under the Edit menu) or as buttons in the Find dialog.

#### **Next**

The **Next** button (or **Next** command, shortcut **Ctrl+;**) allows you to search for the next match of the specified text until it is found either in the same message or in one of the following messages in the current mailbox.

**Next Message**

The **Next message** button (or **Next Message** command) begins the search at the message after the current message. Eudora continues to search until it finds a matching character string, even if it has to open more than one message or a new mailbox.

**Next Mailbox**

The **Next mailbox** button (or **Next Mailbox** command) begins the search for the specified text in the mailbox following the current mailbox. The search is conducted among all messages in that mailbox and any subsequent mailboxes, including the In, Out, and Trash mailboxes.

**Match Case**

Normally, Eudora ignores capitalization when searching. If you want Eudora to consider capitalization when searching, check the **Match case** option in the Find dialog. When this option is checked, Eudora searches for exact matches of character strings, including any capitalization.

**Summaries Only**

If you know that the text you are searching for is included in a message summary, check the **Summaries only** option in the Find dialog. When you click the Find button, Eudora searches for the text only in the Sender and Subject fields of message summaries as they appear in mailbox windows. Eudora searches much faster when this option is checked.

**Enter Selection Command**

If you don't want to actually type the text in the Find dialog (for example, the text is very long or complex), highlight it in an existing message, and then either select **Enter Selection** from the **Find** submenu, or press **Alt+F3**. This automatically inserts the selected text at the insertion point in the Find dialog. Then, click the **Find** button in the Find dialog, or select the **Find** command from the **Find** submenu, to start the search.

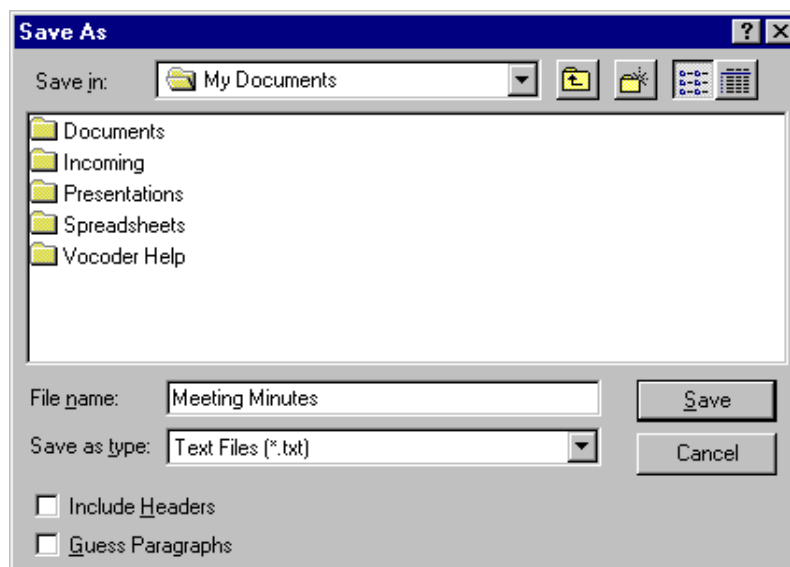
**Stopping a Find**

If you want to stop Eudora from continuing a search, click the **Stop** button in the progress window, or press the **Esc** key.



## Saving a Message to a File

You can save a message to a separate text file on your PC. To do this, open or select the messages you want to save. Then, select **Save As...** from the **File** menu. The Save As dialog is displayed.



*The Save As dialog*

Enter the name you want to give the text file, and select the appropriate options.

**Include Headers** retains the first message's header information in the saved document. If this is not checked, only the body of the messages is saved.

**Guess Paragraphs** removes extraneous carriage returns from the message, leaving returns only at the ends of paragraphs, and converts multiple spaces into tabs.

Once you've made all of your choices, click on the **Save** button in the dialog.

If you select multiple messages from a mailbox window and select **Save As...**, all of the messages are saved to a single file.



# Managing Your Windows in Eudora

## Introduction

This section discusses the window management features that are new as of Eudora version 4.0.

## Window States and Tabbed Windows

Every window in Eudora exists in one of three states:

- Normal
- Docked
- Floating

These states are described below.

A *tabbed window* is a collection of windows combined into a single window in which each window has its own tab, for activating and dragging. A tabbed window can exist in any of the three window states, normal, docked, or floating. Tabbed windows are discussed separately below.

Note that only *tool windows* — those windows accessible from the **Tools** menu (excluding the Options dialog) — can exist as docked windows, floating windows, and tabbed windows. All other windows in Eudora, particularly mailbox windows and message windows, exist only in the normal state and *cannot* be combined into tabbed windows.

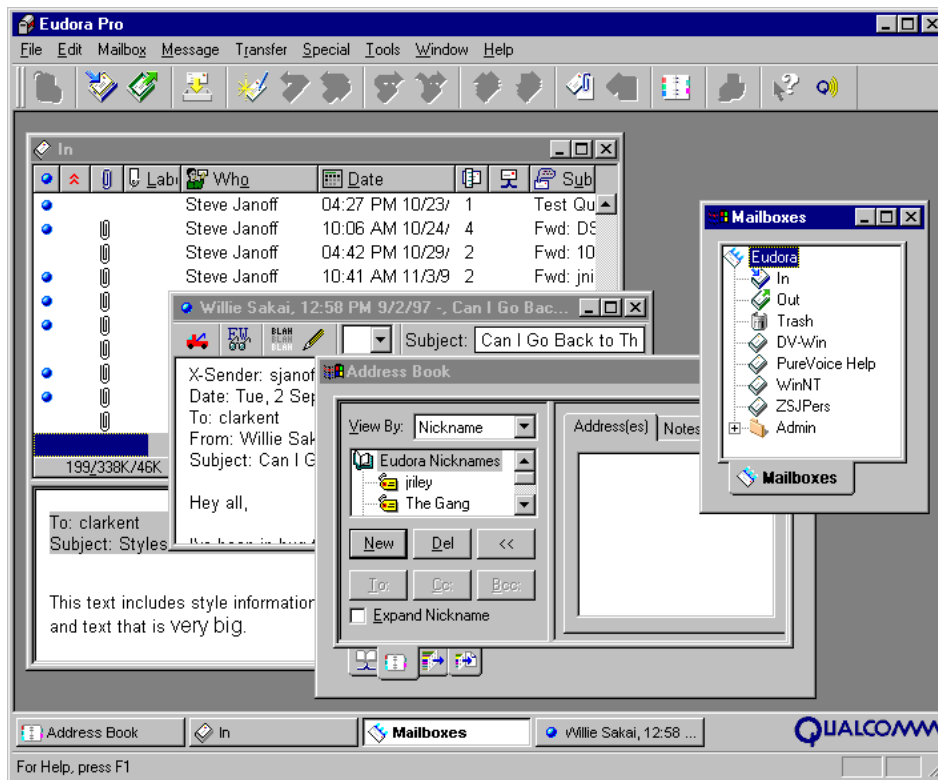
The tool windows that can be docked, floating, or tabbed are as follows, in order down the Tools menu:

- Filters Window
- Filter Report Window
- Mailboxes Window
- File Browser Window

- Stationery Window
- Signature Window
- Personalities Window
- Address Book
- Directory Services Window

## Normal Windows

A window is said to be in the *normal* state if it is restricted to the window work area of the main Eudora window, and cannot be dragged out of the main window.



*Sample normal windows inside the main Eudora window*

Normal windows can be moved around within the window work area. They can also be minimized, and can be maximized to completely fill the visible window work area. When a normal window is maximized, its title bar partially blends with the main window title bar.

Normal windows can overlap other normal windows and are obscured by both docked and floating windows.

The title bar of a normal window contains the window-menu icon (far left) and three window buttons: minimize/restore, maximize/restore, and close.

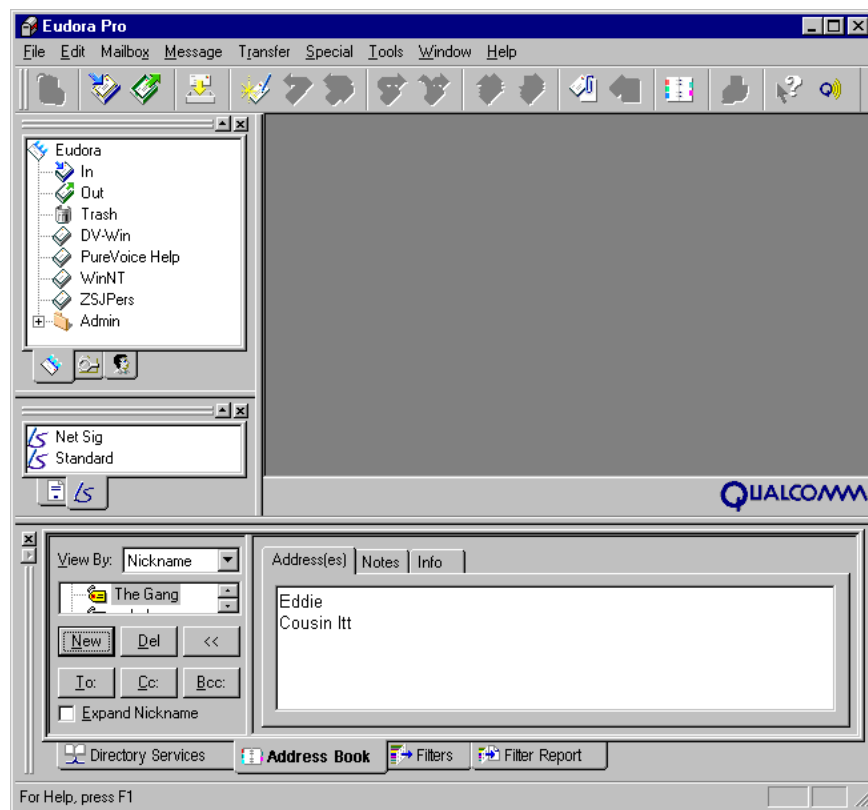
A tool window in the normal state, whether alone or in a tabbed group, can be dragged out of the confines of the main Eudora window, but it must first be converted to a dockable or floating window. To perform this conversion, right-click on the window's border or tab, uncheck (turn off) **Float In Main Window** on the context menu, then select (turn on) **Allow Docking** on the menu.

A non-tool window in the normal state, such as a mailbox window or a message window, can *never* be dragged out of the confines of the main Eudora window.

To convert a docked or floating window to a normal window, right-click on the docked or floating window's border or tab, and select **Float In Main Window** from the context menu.

## Docked Windows

A window is said to be *dockable* if it is capable of being attached to one of the four edges of the main Eudora window. A window is said to be in the *docked* state if it is currently attached to one such edge.



Sample windows docked to the main Eudora window (left and bottom edges)

Only tool windows (as described above), whether alone or tabbed, are dockable. All other windows in Eudora, particularly message windows and mailbox windows, are *not* dockable.

Dockable windows can be docked to any edge of the main Eudora window and to each other. You can also dock multiple windows along a single edge of the main window.

When you dock a window to the main window, the visible window work area is reduced. Docked windows cannot be obscured by normal windows, but they can be obscured by floating windows.

To make a window dockable, right-click on the window's border or tab, make sure the **Float In Main Window** command is unchecked (off) on the context menu, and select (check) the **Allow Docking** command on the menu.

To then dock the window, drag the window to an edge of the main Eudora window or to another docked window, and when the ghosted docking rectangle appears, indicating that the window will be docked, release the mouse button. The window attaches to the main window edge or the other window.

Some windows are more convenient to use when docked vertically (tall-and-skinny), while others are more convenient to use when docked horizontally (short-and-wide). Examples of windows that work better as tall-and-skinny windows are the Mailboxes window and the File Browser window. Examples of windows that work better as short-and-wide windows are the Personalities window and the Filter Report window.

Following are descriptions of the controls in docked windows.

### **The Gripper Bar**

The *gripper bar*, also called the *grab handle*, is the double line at one edge of the docked window. Drag the window by the gripper bar to undock it from the main window frame. The window now floats: you can leave it as a floating window, or you can dock it to any edge of the main window or to another docked window.

### **The Zoom Button**

When two or more windows are docked on the same edge of the main window, Eudora activates each window's *zoom button*. This button appears next to the "x" close button and contains a small triangle. Click the zoom button to minimize, maximize, or restore the width or height of that docked window relative to the other docked windows adjacent to it.

### **The Close Button**

The close button contains an "x" and appears next to the zoom button. Click the close button to close the docked window.

### **The Resize Bar**

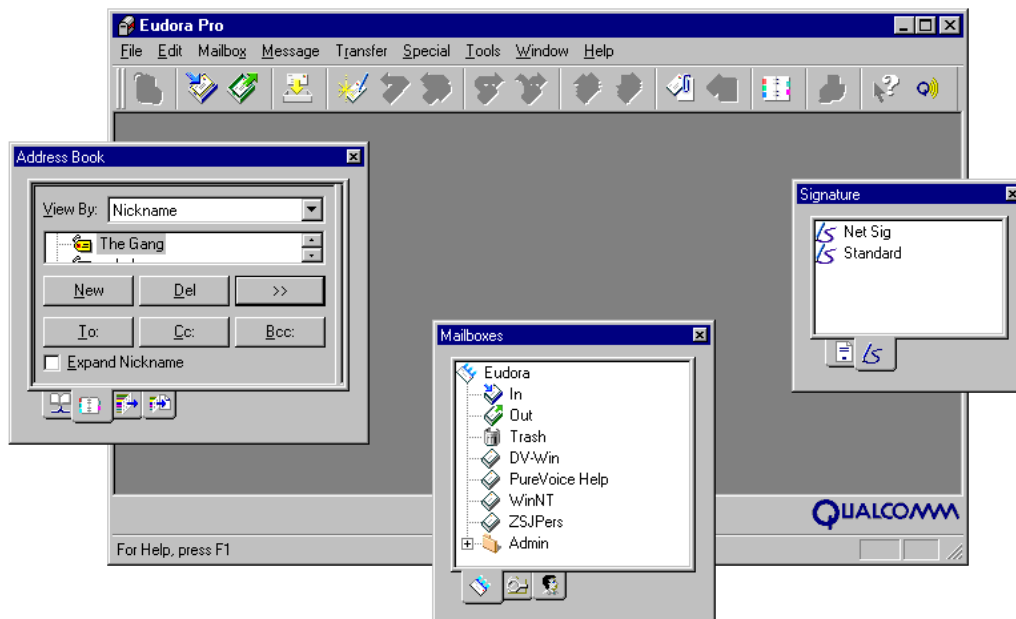
When two windows are docked side by side along one edge of the main window, a bar appears between them, called the *resize bar*. Drag this bar up or down, or to



the left or right, as appropriate, to enlarge one of the docked windows and reduce the other.

## Floating Windows

A window is said to be in the *floating* state if it floats above the main Eudora window and can be placed anywhere on the desktop, including outside the main Eudora window. In this way a floating window is a standard Windows “Always on Top” window, like tool palettes in paint programs.



Sample floating windows

Only tool windows (as described above), whether alone or tabbed, can be made to float. All other windows in Eudora, particularly message windows and mailbox windows, *cannot* be made to float.

All windows in Eudora can be thought of as “living” in one of three layers or areas:

- Normal windows live in the window work area, at the bottom layer

- Docked windows live at the level of the main Eudora window's border, the middle layer
- Floating windows live at the level above the main Eudora window, the top layer

Therefore, a floating Eudora window floats above all other Eudora windows except other floating windows.

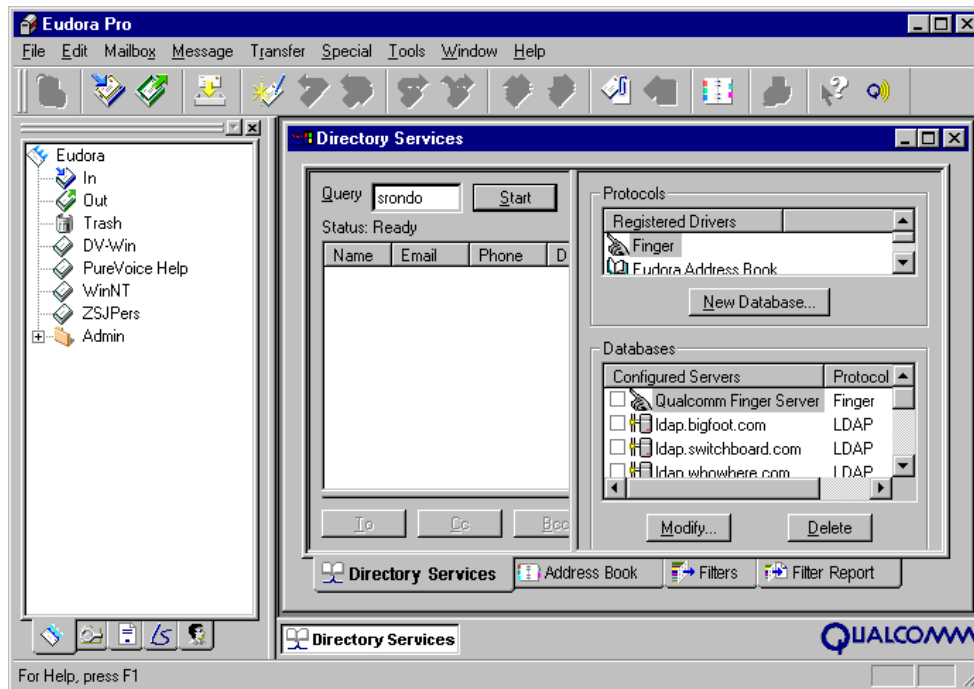
The title bar of a floating window contains, in addition to the title, only the close button. This distinguishes the window from a normal window when both appear to be in the window work area: a normal window's title bar contains the window-menu icon (left) and three buttons. But also note that a floating window can be dragged outside of the main Eudora window, whereas a normal window cannot.

You can diagonally resize any floating window in Eudora. Simply position the pointer over any window corner, click and drag to enlarge or reduce.

To convert a window to a floating window, either undock it from the main window, if it is docked, or do the following: right-click on the window's border or tab, make sure the **Float In Main Window** command is unchecked (turned off) on the context menu, then turn off (uncheck) the **Allow Docking** command on the menu. For a docked window, you can also temporarily override the **Allow Docking** command and suspend docking by holding down the **Ctrl** key while dragging the window. The window drags as a floating window.

## Tabbed Windows

A *tabbed window* is a collection of tool windows combined into one window. Each tool window in the tabbed window has its own *window tab*.



Sample tabbed windows: one docked (left), one normal

A window tab has two purposes: It lets you bring the window to the front of the group to display it (by clicking on the tab). It also serves as a “drag handle” that lets you drag the tool window from one tabbed window to another, so that you can reorganize your tabbed windows and create new tabbed windows.

Only tool windows, as described above — that’s all windows accessible from the **Tools** menu, except the Options dialog — are capable of being combined into a tabbed window. All other windows in Eudora — particularly mailbox windows and message windows — are *not* capable of being combined into a tabbed window.

A tabbed window can be in any of the three window states, normal, docked, or floating, and you can convert a tabbed window from any state to any other state.

If a tabbed window shows a title bar, the title in the bar is the name of the active window in the group.

### **Eudora's Default Tabbed Windows**

Eudora comes with two default tabbed windows, shown in the figure above, which together include all nine tool windows.

The first default is a vertically oriented tabbed window that is docked to the left side of the main window and contains the following five tool windows, with tabs in left-to-right order:

- Mailboxes Window
- File Browser Window
- Stationery Window
- Signature Window
- Personalities Window

The second default tabbed window is a normal window that contains these four tool windows, with tabs in left-to-right order (to display this window, display one of the member windows from the Tools menu):

- Directory Services Window
- Address Book
- Filters Window
- Filter Report Window

As described further below, you can reorganize these default tabbed windows any way you like. Your new organization will be preserved when you quit and restart Eudora.

### **Opening and Activating Tabbed Windows**

To open a tabbed window that's hidden, open any of its member windows by selecting the appropriate command from the **Tools** menu. The tabbed window opens with the selected window as the active (frontmost) window.

If the tabbed window is already visible and you wish to display one of its member windows that is currently not active, simply click on the member window's tab. You can also select the appropriate item from the Tools menu. The desired window comes to the front of the tabbed group.

You can also use the tool window's keyboard shortcut, if it has one, to open or activate the tool window in its tabbed window.

### **Reorganizing Tabbed Windows**

You are not restricted to the default tabbed window arrangements supplied with Eudora. You can mix and match tabbed windows any way you like.

At one extreme, you can have each of the nine tool windows in its own container with its own tab. At the other extreme, you can have all nine tool windows combined into one tabbed window. In between, you can have multiple tabbed windows open at once, mixed and matched to suit your purposes.

To move a window from one tabbed group to another, drag the window tab from the first group and drop it onto the second.

While the drag operation is in progress, the cursor changes and Eudora displays a small ghosted rectangle when you are over a valid drop location.

If you drop the window tab onto another tab in the second group, the new window tab is inserted at that position and the other tabs are displaced to accommodate it. If you don't drop the tab onto an existing tab, Eudora adds the new tab at the "end" of the group of existing tabs, where that end depends on the location of the tabs in the tabbed window: top, bottom (the default), left, or right. For example, with tabs along the bottom, the "end" is the far right.

Note that the relocated window takes on the window state — normal, docked, or floating — of the destination tabbed window.

To reorganize the left-to-right or top-to-bottom order of tabs within a tabbed window, just drag the tabs left and right or top and bottom. The drop scheme is the same as that described above.

## Creating a New Tabbed Window

To create a new tabbed window, drag one of the tabs from an existing tabbed window and drop it onto an exposed portion of the window work area. If the window work area is completely obscured — a normal window is maximized, for example — then drop the tab onto the status bar.

The dropped window converts into a normal tabbed window with a single tab. To convert the window to docked or floating, right-click on the tab or the window border, and uncheck **Float In Main Window** on the context menu. Check the **Allow Docking** command on the menu to make the window dockable. While dragging the floating or docked window, hold down the **Ctrl** key to temporarily suspend docking behavior. When you release the key, docking behavior resumes.

## Tab Display in Single-Tabbed Windows

If a tool window is in a tabbed window by itself, with one tab, you can hide or show the tab by right-clicking on the tab or the window border to display the context menu, then selecting **Show Single Tab** from the **Tab Location** submenu.

## Tab Contents, Location, Auto-Activation

- **Tab Contents** — A window tab contains both the icon and the text label associated with that window. If there is room enough in the tabbed window, both the icon and the label are displayed on each tab. If there is not enough room, only the icon is displayed for each tab. If only the icon is visible, pause the mouse pointer over the tab icon and Eudora will display the tab text in a tooltip.
- **Tab Location** — By default, Eudora arranges window tabs along the bottom edge of a tabbed window. Sometimes, however, it is more convenient to have the tabs displayed along a different edge. For example, in a short-and-wide tabbed window (one that is docked horizontally), you can improve the visibility of the window's contents by moving the tabs to the right edge. To change the location of the tabs in a tabbed window, right-click on one of the tabs or on the window border, and select a new location from the **Tab Location** submenu of the context menu.
- **Tab Auto-Activation** — During a drag and drop operation, if you pause the mouse pointer over the tab of an inactive window in a tabbed window, that window becomes active (is brought to the front), and you can complete the drop. For example, if you drag received messages to the Mailboxes window when it is inactive in a tabbed window, pause the pointer over the Mailboxes window's tab: the window is made active and you can drop the messages in a

mailbox. Note that tab auto-activation is disabled when you are dragging a tool window tab.

### Closing Tabbed Windows

To close a tabbed window, click the “x” close button in the corner of the window.

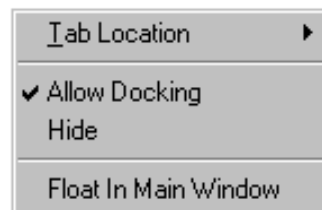
Alternately, right-click on any tab in the window, or on the window border, and select **Hide** from the context menu.

Note that when you close or hide a tabbed window, the contents of all member windows, and the state and position of the tabbed window, are all preserved. When you redisplay the tabbed window, the active window shows its prior contents and the tabbed window appears in its prior state and position.

However, if you attempt to close or hide a tabbed window in which the active window contains unsaved changes, or you attempt to deactivate that active window by making another window active in the group, Eudora asks you if you want to save your changes.

### The Window Context Menu

If you right-click on the tab or border of a single tool window, or on any tab or the border of a tabbed window, Eudora displays a context menu containing window-management commands.



*Window context menu*

The commands on the context menu are described below.

Note that if you right-click in the interior of some tool windows, and sometimes on an item in the window itself, these window-management commands appear at the bottom of the context menu specific to that tool window.

### Tab Location

This submenu is always available on the window context menu. It lets you change the location of the tabs in a tabbed window, and lets you show and hide the tab in a single-tabbed window.

By default, Eudora places window tabs at the bottom of a tabbed window. Choose **Top**, **Bottom**, **Left**, or **Right** from this submenu to move the tabs to the top of the tabbed window, the bottom, or the left or right side. Eudora places a bullet (radio button) next to the current tab location selection.

Changing tab locations can sometimes increase the visible space within a tabbed window. For example, a short-and-wide tabbed window (one docked horizontally) might show more content if you move the tabs to the right side.

**Show Single Tab** is available in a single-tabbed window, and lets you show or hide the tab. A checkmark next to the command indicates that the tab is shown (the default). This command is not available in a tabbed window containing two or more tabs: you cannot hide the tabs in such a window.

### Allow Docking

This command controls the dockability of floating and docked windows. It is available only when the **Float In Main Window** command is turned off (unchecked). It is *not* available for normal windows (i.e., when **Float In Main Window** is turned on).

A checkmark next to the command indicates that it is on.

When this command is on for a docked or floating window, the window can be docked to any edge of the main Eudora window.

When **Allow Docking** is turned off for a docked window, the window is converted to a floating window and cannot be redocked. When the command is turned off for a floating window, the window cannot be docked.

Even with **Allow Docking** on, you can hold down the **Ctrl** key while dragging a docked or floating window to suspend dockability until you release the key.

### Hide

This command is always available on the context menu.

Select **Hide** to hide (close) the tool window or tabbed window. **Hide** performs the same function as the **Close** command (**Ctrl+F4**) on the standard MS Windows window context menu.



Note, however, that when you hide or close a tool window, its content, state, and position are all preserved. And when you hide or close a tabbed window, the content, state, and position of all member windows are preserved. Thus, if you hide and redisplay a floating tabbed window, the window floats in its same position.

If you attempt to hide or close a tool window that contains unsaved changes, or a tabbed window in which the active window contains unsaved changes, Eudora asks you if you want to save your changes.

To redisplay a tool window after you've hidden it, select it from the **Tools** menu. To redisplay a tabbed window after you've hidden it, select one of its member windows from the **Tools** menu. The tabbed window redisplay with the selected window active. You can use keyboard shortcuts to redisplay hidden tool or tabbed windows where appropriate.

### Float In Main Window

This command is always available on the context menu.

Turning this command on (indicated by a checkmark next to the command) converts a docked or floating window to a normal window. Turning this command off converts a normal window to a docked or floating window.

Note that the availability of the **Allow Docking** command depends on the state of this command. When **Float In Main Window** is turned on (checked), **Allow Docking** is *unavailable* (the window is normal). When **Float In Main Window** is turned off, **Allow Docking** is available.

## Using the Eudora Taskbar

The *Eudora taskbar* appears along the bottom edge of the window work area in the main Eudora window, and normally shows the QUALCOMM logo at the right.



Sample Eudora taskbar (with status bar below it)

The Eudora taskbar displays a button for each normal Eudora window that is open or minimized. The taskbar provides a convenient way to switch between normal

windows by clicking buttons, without having to display the different windows from the **Window** menu.

The Eudora taskbar is modeled after the Windows 95 and Windows NT 4.0 system taskbars, which usually appear at the bottom of the screen — but there are important differences, noted below.

To show or hide the Eudora taskbar: Select **Options...** from the **Tools** menu to open the Options dialog. Then select the **Display** option category. Then click the **Show MDI task bar** option on or off.

Any *normal* Eudora window that is open or minimized is represented by a button on the taskbar. This includes composition messages, received messages, mailbox windows, and any tool windows or tabbed windows that are in the normal state. Any open tool or tabbed windows that are in the docked or floating state are *not* represented as buttons on the taskbar.

If a tabbed window is represented by a button on the taskbar, the button shows the name and icon associated with the active tool window in that tabbed window.

Click on a taskbar button to make that normal window active. The window comes to the front of the stack of all normal Eudora windows.

If you right-click on a taskbar button, the standard Windows context menu displays, letting you Restore, Minimize, Maximize, or Close that normal window.

If you right-click on an exposed area of the taskbar (not on a button), the standard Eudora context menu displays.

If you drag an object over a taskbar button and pause for several seconds, Eudora activates the normal window associated with that button. For a tabbed window, Eudora activates the tabbed window with the indicated window active. You can then complete the drag and drop operation into the normal window. For a tabbed window, you can further pause the pointer over one of the inactive window tabs, and that window becomes active and you can complete the drop.

Each taskbar button displays both the window icon and the window title of the normal window. If there is not enough room to display the entire title, Eudora truncates the title and places an ellipsis (...) to indicate the truncation. If you pause the mouse pointer over such a button, Eudora displays the entire window title in a tooltip.

If you have many normal windows open or minimized, the taskbar buttons shrink so that all buttons are visible. When the bar gets sufficiently crowded, the QUALCOMM logo is hidden to make room.

Note that, unlike with the Windows 95 and Windows NT 4.0 taskbars, you cannot move the Eudora taskbar to another edge of the main Eudora window: it always stays at the bottom of the window work area. You also cannot resize the taskbar as a separate item. It resizes automatically, however, when you resize the main Eudora window.

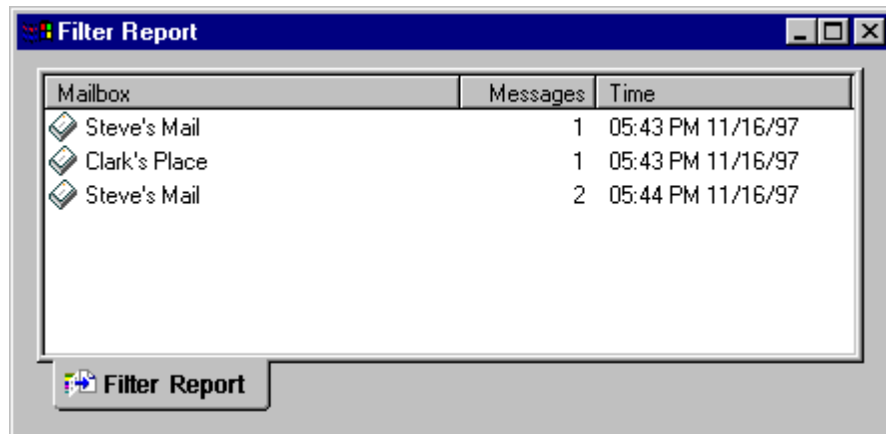
## New Tool Windows

The following tool windows are new as of Eudora version 4.0, and are available from the **Tools** menu.

### Filter Report Window

If the **Generate Filter Report** option is turned on in the Getting Attention Options, then when filters are used, Eudora generates a filter report. This report can be viewed in the Filter Report window.

To open the Filter Report window, select **Filter Report** from the **Tools** menu. Or, if the Filter Report window is in a visible tabbed window, click its tab.



*Sample Filter Report window*

If filter report generation is enabled via the option mentioned above, then each time a filter operation is performed, Eudora adds the entry or entries to the Filter Report window and activates the window.

The Filter Report window displays three columns of data:

- **Mailbox** — Lists the names of the mailboxes into which messages have been filtered during the current Eudora session. Each listing represents one filter operation for that mailbox.
- **Messages** — For each mailbox listed in the **Mailbox** column, lists the number of messages filtered into that mailbox during the filter operation.
- **Time** — For each mailbox listed in the **Mailbox** column, lists the time that the messages were filtered into that mailbox during the filter operation.

By default, the entries in the window are sorted by time. However, you can click the column headings and sort the display by mailbox names (**Mailbox**) or by the number of messages filtered (**Messages**).

Select one or more entries in the list and double-click the selection, or press **Enter**, and Eudora opens the mailbox windows associated with those selections.

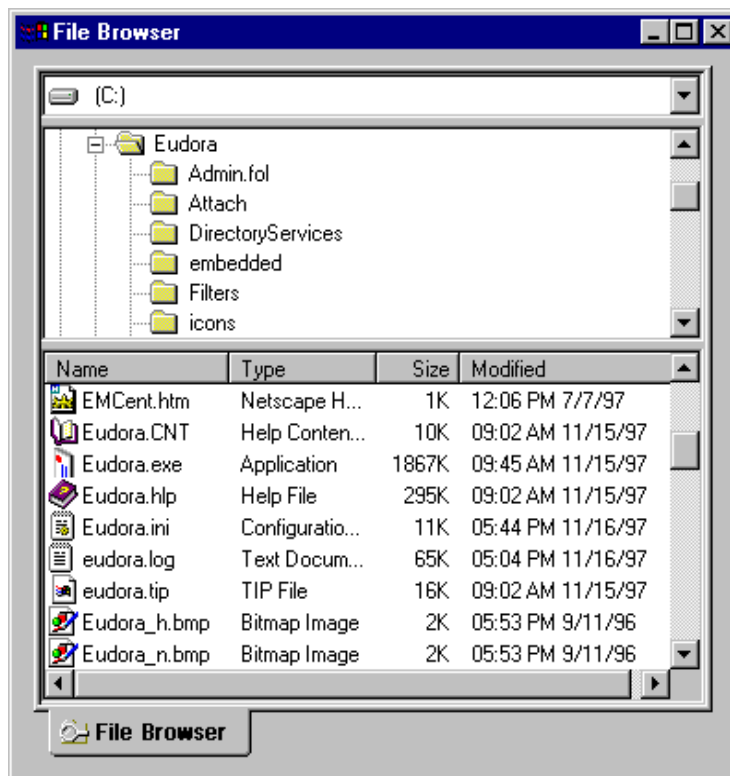
The Filter Report listing is a cumulative log of the filter actions for the *current Eudora session*. Eudora automatically clears the log when you quit the program.

Closing the Filter Report window *does not* erase the contents of the filter report, as it did in previous versions of Eudora. Only quitting Eudora erases this information.

### **File Browser Window**

Use this window to browse the Windows desktop. You can use this window to find files to attach to new outgoing messages, for example.

To open the File Browser window, select **File Browser** from the **Tools** menu. Or, if the File Browser window is in a visible tabbed window, click its tab.



Sample File Browser window

The File Browser window performs some, but not all, of the functions of the standard Windows 95 and Windows NT 4.0 Explorer programs.

The File Browser window contains three controls:

- **Drive Selector** (top box) — A popup menu in this field contains a fixed set of high-level folders on your system, just like the corresponding control in Windows Explorer. The Drive Selector field determines what gets displayed in the Folder Browser (middle section). When you first launch Eudora, the Drive Selector automatically sets itself to the drive containing your Windows folder. Note that the first entry in the popup menu is a shortcut called “My Attachments” that points to your Eudora attachments folder.
- **Folder Browser** (middle section) — This is a tree control that displays the folder hierarchy whose root is the selection entered in the Drive Selector field. For example, if in the Drive Selector box you choose the C: drive, then the

Folder Browser displays the folder tree-hierarchy branching down from the C: drive folder. Right-click a folder item in the Folder Browser to display the standard Windows context menu for that folder.

- **File List** (bottom section) — This is a list control that displays the files contained in the folder selected in the Folder Browser. You can select one or more file items in the list, then right-click on the selection to display the standard Windows context menu for those files. (Note: Eudora does not fill in the Send To submenu on the context menu.) When selecting multiple items, use the **Shift** key to select a range of items, and use the **Ctrl** key for disjoint selections.

The File List control shows these four columns:

- **Name** — Displays the name of the file and the icon associated with the file.
- **Type** — Based on the file name extension, displays the file type as set in the Options dialog of Windows Explorer.
- **Size** — Displays the size of the file in kilobytes (K), where 1K = 1,024 bytes.
- **Modified** — Displays the date and time that the file was last modified.

As in Windows Explorer, you can click any of the four column headings to sort the listing by the data in that column.

You can also resize the widths of the columns by dragging the separator line between the column heading labels. Position the pointer over the separator until you see a splitter cursor, then drag the line to left or right.

In the File List control, double-click an item in the Name column, or select one or more items in the column and press **Enter**, to open the selected items. For program files, this action launches the program. For document files, this action generally launches the registered viewing or editing application for that document. Eudora displays an error dialog if it is unable to open a file in this way.

To adjust the relative heights of the Folder Browser and File List controls, position the pointer over the separator bar between the Folder Browser and File List controls until the splitter cursor appears, then click and drag the separator up or down. Note that the File Browser window maintains a minimum height for the Folder Browser and File List controls, so you cannot close them all the way.

To manually refresh the File Browser window display, right-click anywhere in the File Browser window but *not* on a Folder Browser item or File List item, then select **Refresh** from the context menu. (Tip: A good place to right-click is in the

Drive Selector box.) Alternately, press the **F5** key while keyboard focus is in the File Browser window.

You can select one or more files in the File List control and drag them to a message composition window to attach those files to that outgoing message. This is especially handy if you keep the File Browser window docked and open. (For multiple file selections, use the **Shift** key to select a range, and use the **Ctrl** key to make disjoint selections.)

You can also select one or more items in the File List control and drag them to another application that can receive such files.

In general, the File Browser window lets you drag items out of the window (copying them rather than moving them), but the window is not a proper drop target: you cannot drop items into the window that you've dragged from elsewhere on your desktop. In particular, you cannot move files by dragging them to a target folder in the Folder Browser control. You also cannot drag and drop items within the File Browser window (from one control to another, for example). You can, however, manage the files and folders in the window using the commands on the window's context menu, such as Cut, Copy, Paste, and Delete.

## Stationery Window

Use this window to manage and apply stationery.

To open the Stationery window, select **Stationery** from the **Tools** menu. Or, if the Stationery window is in a visible tabbed window, click its tab.



Sample Stationery window

The Stationery window displays a single-column list of your stationery files.

If you right-click on a stationery item in the list, a context menu is displayed with the following commands (the standard Eudora window-management commands appear at the bottom):

- **New...** — Create a new piece of stationery (a new stationery file). An untitled stationery window opens that you can fill out and **Save As Stationery** from the File menu.
- **Edit** — Open an editing window for the selected stationery item. Make your changes and **Save As Stationery** from the File menu, or close without saving to discard your changes.
- **Delete** — Delete the selected stationery item. Eudora asks you to confirm the deletion. Use the **Del** key (**Delete**) as a shortcut for this command.



- **Rename** — Rename the selected stationery file. Use the **F2** key as a shortcut for this command, or click on the stationery file's name box, then edit the name right in the box.
- **New Message With** — Create a new message with the selected stationery. As a shortcut for this command, either select the stationery item and press **Enter**, or just double-click the stationery item.
- **Reply With** — Reply with the selected stationery to the sender(s) of the received messages that are currently selected.
- **Reply to All With** — Reply with the selected stationery to the sender(s) and all recipients of the received messages that are currently selected.

You can also display the context menu and create new stationery by right-clicking anywhere in an empty Stationery window or by right-clicking anywhere *off* a stationery item in a non-empty Stationery window.

### Signature Window

Use this window to manage and apply signatures.

To open the Signature window, select **Signatures** from the **Tools** menu. Or, if the Signature window is in a visible tabbed window, click its tab.



Sample Signature window

The Signature window displays a single-column list of your signature files.

If you right-click on a signature in the list, a context menu is displayed with the following commands (the standard Eudora window-management commands appear at the bottom):

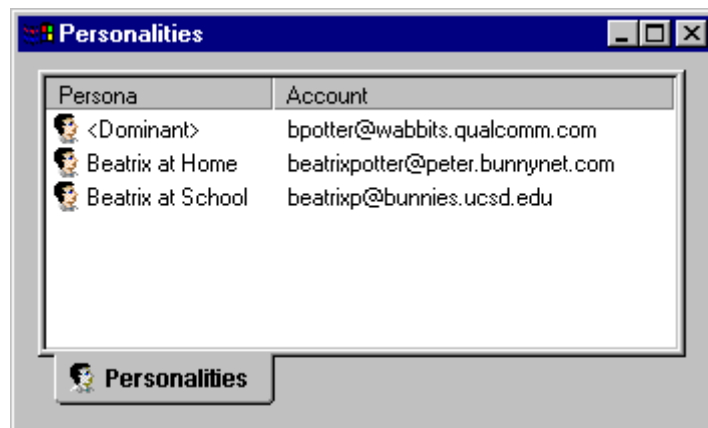
- **New...** — Create a new signature. Eudora prompts you for the name of the new signature, then opens an editing window for you to type the signature text. Save the text with the File menu **Save** command, or close without saving to discard.
- **Edit** — Open an editing window for the selected signature. Double-click on a signature as a shortcut for this command. Save your changes with the File menu **Save** command, or close the window without saving to discard your changes.
- **Delete** — Delete the selected signature. Eudora asks you to confirm the deletion. Use the **Del** key (**Delete**) as a shortcut for this command.
- **Rename** — Rename the selected signature. Use the **F2** key as a shortcut for this command, or click on the signature item's name box, then edit the name right in the box.

You can also display the context menu and create a new signature by right-clicking anywhere in an empty Signature window or by right-clicking anywhere *off* a signature item in a non-empty Signature window.

## Personalities Window

Use this window to manage, access, and apply your e-mail accounts — “personalities” — when you use more than one account.

To open the Personalities window, select **Personalities** from the **Tools** menu. Or, if the Personalities window is in a visible tabbed window, click its tab.



Sample Personalities window

The Personalities window displays two columns of data:

- **Persona** — The identifying name assigned to the personality. **<Dominant>** indicates your principal e-mail account, which is the account Eudora uses whenever you don't specify otherwise, and is the account associated with all mail stored before you began using alternate personalities.
- **Account** — The incoming mail account assigned to the personality. This is generally in the form *loginname@incomingmailserver*. (See “Account Settings Dialog” below.)

To resize the column widths, position the pointer over the divider line between the column headings, until a splitter cursor appears. Then just drag the divider to left or right. Note that it is possible to completely collapse the Persona column.

If you select one or more personalities in the Persona column and right-click on the selection, a context menu is displayed with the following commands (the standard Eudora window-management commands appear at the bottom):

- **Check Mail** — Check mail now for all selected personalities.

- **Send Queued Messages** — Send messages queued by all selected personalities now.
- **Message** — This submenu lets you perform message-creation functions using only *one* selected personality. The submenu is unavailable if multiple personalities are selected in the Persona column.
  - **New Message As** — Create a new message as the selected personality. As a shortcut for this command, double-click on a personality in the Persona column, or select the personality and press **Enter**.
  - **Reply As** — Reply as the selected personality to the sender(s) of the one or more received messages that are currently selected.
  - **Reply to All As** — Reply as the selected personality to the sender(s) and all recipients of the one or more received messages that are currently selected.
  - **Forward As** — Forward as the selected personality the one or more received messages that are currently selected.
  - **Redirect As** — Redirect as the selected personality the one or more received messages that are currently selected.
  - **Send Again As** — Resend as the selected personality the one or more received or composition messages that are currently selected.
- **New...** — Create a new personality. When you select this command, Eudora walks you through the New Account Wizard. Enter a Personality Name (e.g., My Laptop Account) and click Next. You then have the choice to create a new e-mail account or import the settings from an existing e-mail account — that is, “clone” an existing personality. If you choose a new e-mail account, Eudora prompts you for your name, your return e-mail address, your login name, and your incoming e-mail server (POP or IMAP). Fill in each item as instructed. If you choose to import the settings from an existing e-mail account (clone a personality), Eudora asks you to choose the account to clone, then asks you to confirm the settings and optionally change them. If you leave them unchanged, the cloned account is created when you click Finish. If you choose to change them, Eudora walks you through the settings as above: name, return address, login name, and incoming e-mail server. Change these settings as desired, and when you are complete, the new account is created.
- **Modify...** — Modify the selected personality. You can only modify one personality at a time. When you select this command, the Account Settings dialog displays, with its fields filled in with the information associated with that personality. See the description of this dialog below.

- **Delete** — Delete all selected personalities. Note, however, that you *cannot* delete the <**Dominant**> personality. You are prompted to confirm the deletion for each personality you have selected to delete. Note that these deletions are *permanent* and *cannot* be undone! When you delete a personality, any messages associated with that personality are reassigned to your Dominant personality. You can use the **Del** key (**Delete**) as a shortcut for this command (you will still get the confirmation requests).

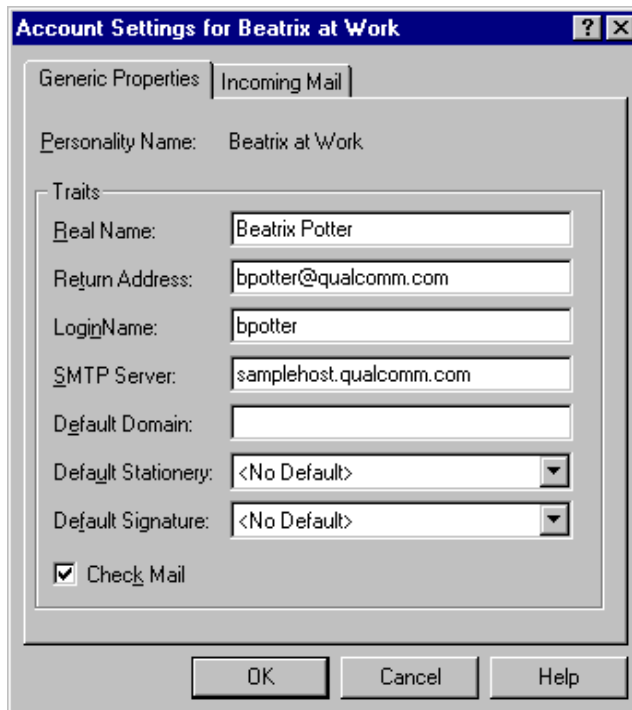
You can also display the context menu and create a new personality by right-clicking in a blank area of the Personalities window, *off* all personality items, when none of the items are selected. When creating a new personality this way, you are walked through the New Account Wizard as in the description of the **New...** command above.

If you drag one or more received messages to a personality item in the Personalities window, Eudora will **Reply As** that personality to the messages (hold down the **Ctrl** key to **Reply to All As**).

#### **Account Settings Dialog**

The Account Settings dialog replaces the Personalities panel of the Options dialog that appeared in previous versions of Eudora.

This tabbed dialog appears when you select **Modify...** from the context menu in the Personalities window (see above). When you display the dialog, its fields are filled in with the information associated with the personality you have selected to modify.



Sample Account Settings dialog (Generic Properties tab)

The fields of the Account Settings dialog are described below. Where appropriate, the default value of the setting for newly created accounts is shown in brackets after the name of the setting.

After you make your changes in the dialog, click **OK** to save them, **Cancel** to discard them, or **Help** for more help.

**Generic Properties:**

This panel contains the general characteristics associated with this personality.

**Personality Name**

This is a label that shows the name assigned to the personality being modified (e.g., Beatrix at Work, or My PC Account). **<Dominant>** indicates your dominant personality.

Note that the name shown here may be different from the Real Name associated with the personality (see below).

**Traits:****Real Name**

This is the real name assigned to this personality—generally a first and last name. The text you enter here is included in the **From** field of all your outgoing messages from this personality, and identifies to your recipients who the mail is from.

**Return Address**

This is the return e-mail address used in outgoing messages and recipients' replies for this personality, if this address is different from the personality's incoming mail account. The address you enter here is included in the **From** field of all your outgoing messages from this personality, and when a recipient replies to a message from this personality, the reply is sent to this address. If you do not enter an address in this field, Eudora uses the personality's incoming mail account as the return address. Incoming mail accounts are usually of the form *loginname@incomingmailserver*. For example, suppose your incoming mail account is **beatrixp@wabbits.qualcomm.com** but your return address is **beatrixp@qualcomm.com** — slightly different. You would then enter **beatrixp@qualcomm.com** in this field.

**Login Name**

This is the name you use to login to this e-mail account, for accounts that require a user login. For example, in the incoming mail account **beatrixp@wabbits.qualcomm.com**, the login name is **beatrixp**. (The part after the “@” sign is the name of the incoming mail server — see the “Incoming Mail” panel below.)

**SMTP Server**

This is the name of the outgoing-mail server for this personality. SMTP stands for Simple Mail Transfer Protocol. Outgoing messages you send are routed through this server. If the computer that this personality’s incoming mail account is on also runs an SMTP server, you can leave this field blank.

**Default Domain**

This is the domain name that Eudora automatically adds to an unqualified name addressed in messages sent from this personality. An unqualified name is a name that doesn’t have an “@” sign followed by a domain name. This can be used to save time when addressing large numbers of messages to users in the same domain. Also, different personalities can be used to send messages to different domains. For example, you can use one personality to send work-related messages to the domain **qualcomm.com**, and another personality to send personal messages to the domain in your home e-mail address, or to your school account, e.g., **myschool.edu**.

**Default Stationery [<No Default>]**

The default stationery to use for all outgoing messages sent from this personality. Select a stationery file from the popup, or select **<No Default>** for no default stationery. For more details about using stationery with alternate personalities, see the sections “Using Stationery,” “Sending Mail Options,” and “Stationery Window.”

**Default Signature [<No Default>]**

This sets the default signature to use for all outgoing messages sent from this personality, but only when you are not using stationery — that is, only when the Default Stationery popup (above) is set to **<No Default>**. If you have chosen a stationery file in the above popup, then the signature used when that stationery file was saved overrides your setting here.

Select a signature from this popup, or select **<No Default>** for no default signature. If you select a signature, Eudora automatically attaches that signature to the end of all outgoing messages sent from this personality. You can always change the signature in a particular outgoing message using the Signature popup in the composition window. For more details about using signatures with alternate



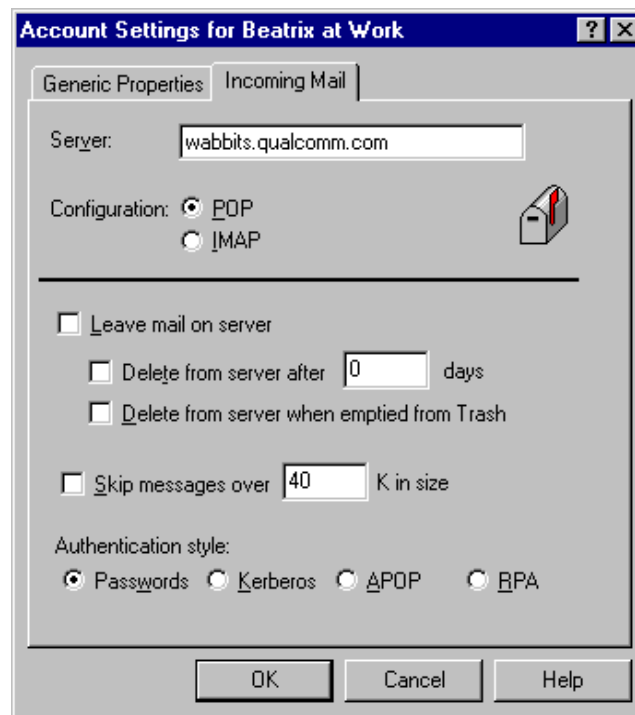
personalities, see the sections “Using a Signature,” “Sending Mail Options,” and “Signature Window.”

### Check Mail [on]

If this is on, mail checking is activated for this personality in the following ways:

- If you have specified a number in the **Check for mail every ? minutes** option in the Checking Mail Options, then when automatic mail-checks are performed at these intervals, mail for this personality is checked too.
- Each time you do a manual check for mail, by selecting the Check Mail command from the File menu or via another method, mail is checked for this personality too.

If this option is off, mail for this personality is not checked during manual or automatic mail-checks, except that you can override the setting and still check for the personality’s mail using the Mail Transfer Options dialog or using the Check Mail command from the Personalities window’s context menu.



Sample Account Settings dialog (Incoming Mail tab, POP configuration)

**Incoming Mail:**

This panel contains settings that identify and configure the incoming mail server to be used in receiving mail for this account.

**Server**

This is the name of the incoming-mail server for this personality. All incoming messages to this personality are routed through this server.

**Configuration [POP]**

This indicates which e-mail protocol the incoming mail server uses: POP (Post Office Protocol) or IMAP (Internet Message Access Protocol). Ask your e-mail administrator which one to use, if you are not sure.

The settings in the rest of this panel depend on whether you've chosen POP or IMAP in this field. Settings for both configurations are described below.

**When Configuration = POP:**

**Leave mail on server [off]**

If this is on, then during mail checks, incoming mail for this personality is left on the incoming mail server and a copy is transferred to your PC. If this is off, then when mail is checked, incoming mail for this personality is deleted from the incoming mail server after it is transferred to your PC. For more details, see the section "Managing Your Mail on the POP Server."

**Delete from server after ? days [off, 0]**

This option has a check box for turning it on and off and an edit box for specifying the number of days mail that was left on the POP server should be saved before being deleted. It is a good idea not to leave copies of your messages on the POP server indefinitely, as this will create mail storage problems on the server.

**Delete from server when emptied from Trash [off]**

If this is on, any messages that are deleted from your Trash mailbox are also deleted from the POP server. For details, see the section "Managing Your Mail on the POP Server."

**Skip messages over ? K in size [off, 40]**

If this is on, messages over the specified size are downloaded only in part. These messages include the first few lines, and a statement that says the message is not complete. This can be useful on slow connections. For details, see the section "Managing Your Mail on the POP Server."

**Authentication style [Passwords]**

This specifies which POP account authentication technology to use for this personality: Passwords, Kerberos, APOP, or RPA. Ask your e-mail administrator which one to use.

**When Configuration = IMAP:**

**IMAP Mailbox Location Prefix**

This specifies the mailbox location prefix that IMAP will use when locating your mailboxes on the incoming mail server. An example prefix is **/usr/mail**. Ask your e-mail administrator what to enter here, if you are not sure.

**Download Options:**

These two settings let you control the way incoming mail is downloaded from the IMAP server.

**Minimal Headers Only [on]**

If this setting is on, only a limited set of message headers is downloaded for each incoming message. If this setting is off, the full set of message headers is downloaded for each incoming message.

**Skip Attachments over ? K [off, blank]**

If this setting is on and a number is entered in the edit box, then any attachments larger than the specified size will *not* be downloaded with the message. If this setting is off, *all* attachments are downloaded, regardless of size.

**Authentication style [Passwords]**

This specifies which IMAP account authentication technology to use for this personality: Passwords or Cram-MD5. Ask your e-mail administrator which one to use.



# Using the Address Book and Quick Recipient List

## Using the Address Book

The Address Book is where you keep information about individuals or groups that you correspond with. Each entry in the Address Book includes a nickname for a person or group, their full e-mail addresses, a real name, any contact information, and any notes. You can also use the Address Book to put nicknames on the Quick Recipient List, and to address a new message.

To open your Address Book, select **Address Book** from the **Tools** menu, or press **Ctrl+L**. Or, if the Address Book is an inactive window in an open tabbed window group, click its tab. (See the section “Managing Your Windows in Eudora” for more details on tabbed windows.)



*The Address Book with example entries*

All of the Address Book entries are kept in files. The example above shows files for Business, Family, and Friends (Eudora Nicknames is the default file). You can show or hide the entries in a file by double-clicking on the file. The icon shows an open or closed book, depending on whether the file is open or closed.

You can use the **View By** option to display the entries using any of the fields except the **Notes** field. For example, if you want to view the entries by nicknames, select **View By Nickname**. If you view by a field that doesn't contain any data, the entry is displayed with «».

You can also start typing in the list of entries, and the appropriate entry will be selected when you enter enough unique characters to identify it.

To page up and down in the list of entries, use the arrow keys. To resize the list, drag the divider.

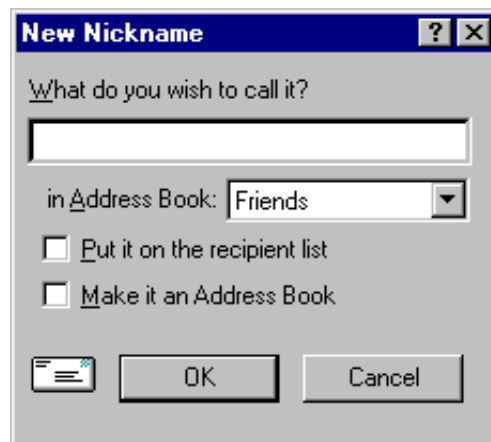
To close and open the right-hand side of the Address Book, use the close (◀) and open (▶) buttons.

To move the keyboard focus back and forth between the left and right sides of the Address Book, press the **F6** key.

To move quickly through the tabbed panels on the right side of the Address Book, use the **Ctrl+Tab**, **Ctrl+PgUp**, **Ctrl+PgDn**, **Ctrl+Home**, and **Ctrl+End** keys.

### **Creating New Entries**

To create a new file of Address Book entries, click on **New**, or right-click anywhere in the entry list and select **New...** from the popup menu. A dialog is displayed asking what you want to call it.



*Creating a new file or entry*

Enter a name for the file and select **Make it an Address Book**, then click **OK** to create it. The file is displayed in the list, and you can now add entries to the file.

To create a new entry to be included in an existing file, either click on **New** in the Address Book, or right-click anywhere in the entry list and select **New...** from the popup menu. A dialog is displayed. Enter a Nickname for the entry. A Nickname (sometimes called an alias) is an easily remembered, shorter substitute for the e-mail addresses in the entry. Nicknames can be used in place of proper e-mail addresses in the **To**, **Cc**, and **Bcc** fields of outgoing messages. For example, “buddies” may be a nickname that stands for a list of five very complicated e-mail addresses for five friends of yours. You’ll be sending mail addressed to “buddies” rather than having to enter those five complicated e-mail addresses in the recipient fields.

Specify which file this entry belongs in (if you have multiple files), and select the **Put it on the recipient list** option if you want the nickname on your recipient list. You cannot create a file within a file, so do not use the **Make it an Address Book** option. Click **OK** to create the entry. Then you can enter the information for that entry.

In the **Address(es)** tab, enter the complete e-mail addresses of the people (or person) to be included in the nickname, separating the addresses with commas or returns (this is the only place you can use a return to separate addresses). You can also use nicknames in this field, but be sure that any nicknames you use are defined in their own entry. You can use a mix of nicknames and complete e-mail addresses.

In the **Name** field (in the Info tab), enter the real name of the person or group. If there is just one address for the entry, the real name and the address are included in the **To** field for your recipient to see. If there is more than one address for the entry, the real name is the only thing included in the **To** field for your recipients—they do not see the whole list of recipients. If there is nothing in the Name field, the recipients do see the whole list.

In the other fields provided in the **Info (Postal Address, Phone, and Fax)** and **Notes** tabs, you can enter contact information for the person or group, and any notes to yourself. This information is not included in outgoing messages.

We recommend that you have at most 2,500 entries per file. If you have a large number of entries, you may want to consider using a Ph server (for information, see the “Sources” section of the Eudora Reference Manual).

To save your changes to the Address Book, select **Save** from the **File** menu.

### Changing, Moving, Copying, and Deleting Entries

To change the nickname for an entry, see “Renaming a Nickname” below.

To make other changes to an entry—that is, to change any information in the Address(es), Notes, or Info tabs—select the entry from the list and edit the fields as appropriate.

To move or copy an entry to a file, right-click on it and select the **Move To...** or **Copy To...** command. The **Choose a Nickname File** dialog is displayed so that you can select the file you want to move or copy the entry to.

You can move an entry (or entries) to a different file by dragging it, or copy it by holding down the **Shift** or **Ctrl** key and then dragging it.

To delete an entry or an address file, select it from the list and click on the **Del** button or press the **Delete** key. Or, right-click on it and select **Delete** from the popup menu. You cannot remove the Eudora Nicknames file.

To save your changes, select **Save** from the **File** menu. (**Tip:** Add a button for the File menu **Save** command to your main toolbar as a handy way to save Address Book changes.)

### Renaming a Nickname

To change the nickname for an Address Book entry, first make sure the **View By** field is set to **Nicknames** and that the entry is displayed in the list. Then, click on the nickname for the entry, pause, and click on it again. You can then edit the nickname in the edit box.



Alternately, click on the nickname once to highlight it, then press **F2** and edit the nickname. Or, click on the nickname to highlight it, right-click on the selection to display the popup menu, select **Rename** from the menu and edit the nickname in the edit box.

### **Including Nicknames on the Quick Recipient List**

To include a nickname in the Quick Recipient List, right-click on the appropriate Address Book entry in the list and select **Add to Recipient List** from the popup menu. The nickname for the selected entry is included on the Quick Recipient List, and the entry is bolded in the Address Book list.

To remove a nickname from the Quick Recipient List, right-click on the item in the Address Book list and select **Remove From Recipient List** from the popup menu. The nickname for the selected entry is removed from the Quick Recipient List, and the entry is unbolded in the Address Book list.

If you change a nickname, the Quick Recipient List is updated as appropriate. For details about using the Quick Recipient List, see the section "Using the Quick Recipient List."

### **Addressing a Message from the Address Book**

You can open and address a new message from the Address Book using the **To**, **Cc**, and **Bcc** buttons.

To create a new message from the Address Book, select the entry you want to address the mail to (hold down the Shift key to select multiple entries in sequence, or the Ctrl key to make disjoint selections). Then click on **To**, **Cc**, or **Bcc**. A new composition window is displayed with the selected nickname(s) inserted in the appropriate field.

To address the message with the completely expanded address or addresses for that entry, rather than the entry's nickname (the addresses are listed in the Address(es) field for the entry), turn on the **Expand Nickname** option.

Once the composition window is displayed, you can use the **To**, **Cc**, and **Bcc** buttons to insert additional nicknames into the corresponding fields, subject to the following restrictions.

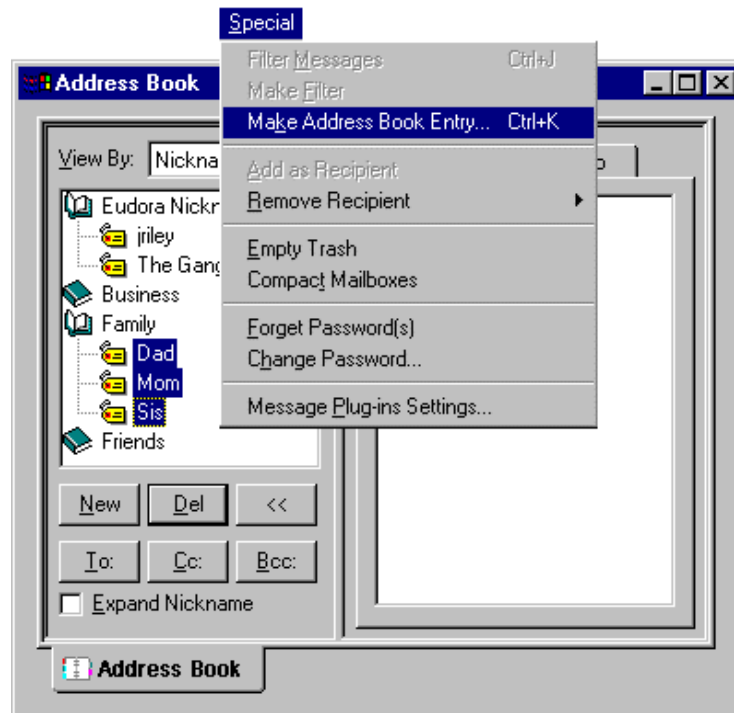
If the Address Book is a docked or floating window (either alone or as part of a tabbed window group), the **To**, **Cc**, and **Bcc** buttons apply to the topmost composition window, if any. If the Address Book is a normal window (either alone or as part of a tabbed window group), the **To**, **Cc**, and **Bcc** buttons apply to the composition window, if any, that is immediately under either the Address

Book or the tabbed window group containing the Address Book. For more information on docked, floating, normal, and tabbed windows, see the section “Managing Your Windows in Eudora.”

### The “Make Address Book Entry” Command

The **Make Address Book Entry** command is used to create entries in your Address Book, and is especially helpful for making group entries.

In the Address Book, highlight several different entries (hold down the Shift key to select multiple entries in sequence, or the Ctrl key to make disjoint selections), then select **Make Address Book Entry...** from the **Special** menu. The Make Address Book Entry dialog is displayed, prompting you for the nickname of the new entry. The **Address(es)** field of the new entry will include the nicknames for the entries you selected, not the real addresses.



Using the “Make Address Book Entry” command from the Address Book

In a mailbox, highlight the message summaries you want and select **Make Address Book Entry...** from the **Special** menu. The Make Address Book Entry

dialog is displayed, prompting you for the nickname of the new entry. Follow the instructions for creating a new entry. If the current message is an outgoing message, the new entry will include all of the addresses in the **To**, **Cc**, and **Bcc** fields. If the current message is an incoming message, the new entry will include the address in the **From** field. If multiple messages are current (i.e., you have several message summaries selected in a mailbox window), addresses are taken from each message and are all put in the new entry.

In an open message window, select **Make Address Book Entry...** from the **Special** menu. The Make Address Book Entry dialog is displayed, prompting you for the nickname of the new entry. Follow the instructions for creating a new entry. If the open message is an outgoing message, the new entry will include all of the addresses in the **To**, **Cc**, and **Bcc** fields. If the open message is an incoming message, the new entry will include the address in the **From** field. If multiple messages are open, addresses are taken only from the currently active (topmost) open message. Also see the note above about the **Include yourself** option.

In the Directory Services window, finish a query, select in the results list the target(s) you want to include in the entry, and select **Make Address Book Entry...** from the **Special** menu. The Make Address Book Entry dialog is displayed so that you can name the nickname. The real name and e-mail address of each selected target is included in the new entry. See the section “Using Directory Services” for more details.

### The “Finish Address Book Entry” Command

With the **Finish Address Book Entry** command, you can enter a unique portion of a nickname in the **To**, **Cc**, or **Bcc** fields of a message, then select **Finish Address Book Entry** from the **Edit** menu, and the nickname will be completed for you. You must enter the characters in the nickname that make it unique, or Eudora will not know which nickname to use. For example, if you have two nicknames, joan and john, you would have to enter “joa” or “joh” for Eudora to complete them.

To insert the real addresses for the entry, instead of the nickname, hold down the **Shift** key and select **Finish Address Book Entry** from the **Edit** menu. To set this to happen all the time, turn on the **Automatically expand nicknames** option in the Miscellaneous Options.

### Using Central Address Book Files on a Server

You can set up central Address Book files on a server and configure Eudora clients so that they refer to the central files.

First, be sure the files are plain text, have a **.txt** extension, and are formatted as follows: One nickname on each line with the real addresses separated by commas, and one line for notes and info with the **Notes** text following the **Info** data. For example:

```
alias Wow joe@wow.com,lisa@wow.com,chris@wow.com
note Wow <fax: 222.2223><phone: 222.2222><address:1234 Street>
<name:Wow Inc.>My favorite company
```

Then, for each client application, add an **ExtraNicknameDirs** entry to the [Settings] section of the **Eudora.ini** file. This entry should be followed by the list of directories that contain Address Book files, separated by semicolons (;). Any Address Book files located in those directories are added to the Address Book. Users will need to exit and re-open Eudora to see the new entries.

### Using Address Book Files Not Created by Eudora

To use an Address Book file that was not created in Eudora, put the file in the Nickname directory (in your Eudora directory), and be sure the format is as shown in the section “Using Central Address Book Files on a Server.” You will need to exit and reopen Eudora to see your new entries in the Address Book.

## Using the Quick Recipient List

The Quick Recipient List is your list of recipients to whom you often send mail.

To add a nickname to the Quick Recipient List, open the Address Book, select the desired entry in the list on the left by clicking once on the item, right-click on the item and select **Add to Recipient List** from the popup menu. The entry’s nickname is added to the Quick Recipient List and the entry is bolded in the Address Book list.

To add an e-mail address to the Quick Recipient List, select the text that makes up the full address. Then, select **Add as Recipient** from the **Special** menu.

To remove an entry from the list, open the Address Book, select the desired entry in the list on the left by clicking once on the item, right-click on the item and select **Remove From Recipient List** from the popup menu. The entry’s nickname is removed from the Quick Recipient List and the entry is unbolded in the Address Book list. Or, select the item you wish to remove from the **Remove Recipient** submenu under the **Special** menu.

To open a new message addressed to someone on your Quick Recipient List, select **New Message To**, **Forward To**, or **Redirect To** from the **Message** menu, and select the nickname from the displayed list.

To insert a recipient into a message that you have already opened, put the cursor where you want the recipient and select the recipient from the **Insert Recipient** submenu under the **Edit** menu.

To insert the real address(es), instead of a nickname, hold down the **Shift** key and select the recipient from the **Insert Recipient** submenu under the **Edit** menu. To set this to happen all the time, turn on the **Automatically expand nicknames** option in the Miscellaneous Options.

More than one recipient from the Quick Recipient List can be added to the **To**, **Cc**, and **Bcc** fields of any message. If you use the **Insert Recipient** submenu, commas are added where necessary.

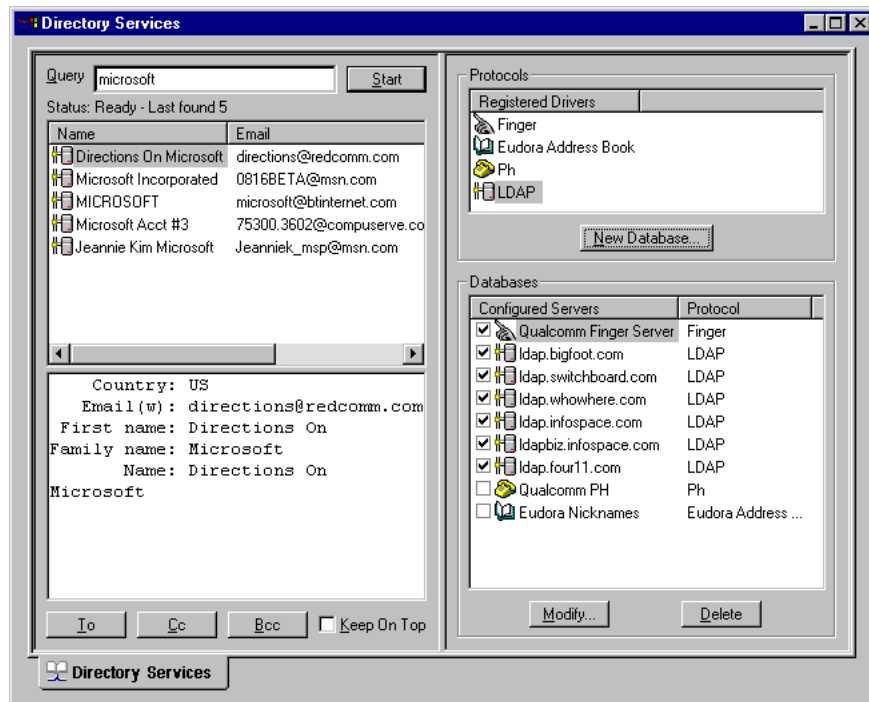


# Using Directory Services

## Opening Directory Services

Eudora lets you look individuals up on the Internet, within your company, and in your Eudora Address Book (if you have one set up) using four directory service protocols: **Ph**, **Finger**, **LDAP** (Lightweight Directory Access Protocol), and **Eudora Address Book**.

To use directory services to look someone up, open the Directory Services window: select **Directory Services** from the **Tools** menu. Or, if the Directory Services window is an inactive window in a visible tabbed window group, click its tab. (See “Managing Your Windows in Eudora” for more information on tabbed windows.)



*The Directory Services window, showing a sample query*

The directory service protocols available to you for your search are listed in the **Protocols** section of the window. See the section “Directory Service Protocols” for more information.

The databases you can use to look up your target individual are listed in the **Databases** list. For more details, see the sections “Directory Service Databases,” “Creating a New Database,” “Modifying an Existing Database,” and “Deleting a Database.”

To resize the left and right halves of the window relative to each other, drag the vertical separator bar to the left or right.

## Keeping the Directory Services Window on Top

To keep the Directory Services window on top so that you can easily continue using it, turn on the **Keep On Top** option. Eudora remembers the state of this option when you quit and restart the program.

## Looking Someone Up (Making a Query)

To look someone up on the Internet, within your company, or in your Eudora Address Book, open the Directory Services window and take these steps:

1. In the **Databases** list, select the database(s) you want to search in your query.  
To select a database, click the checkbox to the left of the database until a checkmark appears in the box. You can select multiple databases, and you can use multiple protocols. You must select at least one database in the list in order for Eudora to perform the query.
2. In the **Query** field, type a text string you want to search against.  
If one or more of your selected databases use a protocol other than Ph, your entry in this field will always be interpreted as a name. If you only have Ph servers selected as your databases, you can enter any commands that Ph will interpret.
3. After you've typed the text, start the query by pressing **Enter** or clicking the **Start** button.  
The query begins, and the Start button changes to **Stop**.
4. To stop the query before it is completed, click the **Stop** button.

When the query is completed, or if you click Stop to cancel the query, the Stop button changes back to Start.



Instructions for reading the results of your query appear in the next section.

## Reading Your Query Results

Your query results are listed in the left half of the Directory Services window, in the *results list* (top view) and the *details pane* (bottom view). You can resize the two views relative to each other using the separator between them: drag the separator up or down.

The results list consists of one-line summaries of the “hits” or successful targets of your query. These are listed by four columns: **Name**, **Email**, **Phone**, and **Database**. Name indicates the username (or other name) of the target. Email is the e-mail address of the target. Phone is the target’s telephone number. Database tells you in which of your selected databases the target was found.

Click on a column heading to sort the results list alphabetically (or numerically) by that column. Shift-click to sort in reverse order.

To resize the columns, drag the divider line to the right of the desired column to the left or right. Note that the columns resize dynamically during a query, to accommodate the width of each target’s data.

The **Status** field displays the status of your query (such as **Ready**, **Connecting**, **Getting Data**, etc.) and the number of items found as shown in your summary list. This number is updated dynamically until the query is complete or you stop it.

If the results list does not fit in the available viewing space, scroll bars appear to let you navigate through the remaining part of the list.

To view the details of a result in the details pane, select the result in the results list by clicking once on it. The full data appears in the details pane. If nothing is selected in the results list, the details pane is blank. If multiple summaries are selected in the results list, the details pane lists the details for each item, with each item separated by a divider line.

To select multiple items in the results list, use the **Shift** key to select a continuous range, and use the **Ctrl** key to make disjoint (discontiguous) selections.

Scroll bars appear in the details pane if the displayed information cannot fit in the viewing space.

## Addressing a Message from the Directory Services Window

You can create and address a message with the query results in the Directory Services window.

To create a new message, be sure there are no outgoing messages already open, perform your query, then select one or more summaries in your results list. Now click on the **To**, **Cc**, or **Bcc** button. A new message is created, and it is addressed appropriately with the selected query results.

To add an address to an existing message, make sure the message you want to address is active, open the Directory Services window, perform the query, and select one or more summaries in the results list. Now click the **To**, **Cc**, or **Bcc** button. The addresses from the selected query results are added to the appropriate field of the current message.

## Making an Address Book Entry from Your Query Results

You can make a nickname from your query results in the Directory Services window, and add the entry to your Address Book.

To make a nickname, open the Directory Services window, perform a query, and select one or more summaries in the results list. Now select **Make Address Book Entry...** from the **Special** menu. The Make Address Book Entry dialog is displayed so that you can name the nickname. The real name and e-mail address for each selected query result is included in the new entry.

## Printing Your Query Results

You can print, and preview for printing, the results of your query as shown in the details pane.

First perform your query, then select one or more summaries in the results list. The details pane lists the details of each selected item, with each item's details separated by a divider line.

To preview your query details for printing, select **Print Preview** from the File menu. The Print Preview dialog is displayed, showing how the query details will look when printed.

To print your query details, select **Print...** from the File menu.

## Window State Considerations

The behavior of some Eudora features internal and external to the Directory Services window depends on the state of the window. For definitions of window states, see the section “Managing Your Windows in Eudora.”

When the Directory Services window is in the docked or floating state (either alone or as part of a tabbed window group), the following applies:

- The **Keep on top** setting in the window is ignored.
- The **To**, **Cc**, and **Bcc** buttons in the window apply to the topmost composition window, if any.
- The Special menu **Make Address Book Entry...** command, and the File menu **Print Preview** and **Print...** commands, apply to the Directory Services window only if the keyboard focus is in that window.

When the Directory Services window is in the normal state (either alone or as part of a tabbed window group), the following applies:

- The **Keep on top** setting in the window is obeyed.
- The **To**, **Cc**, and **Bcc** buttons in the window apply to the composition window, if any, immediately under the Directory Services window or the tabbed window containing it.
- The Special menu **Make Address Book Entry...** command, and the File menu **Print Preview** and **Print...** commands, apply to the Directory Services window only if it is the topmost normal window and is active, or if the tabbed window containing it is the topmost normal window and the Directory Services tab is active.

## Directory Service Protocols

The **Protocols** section of the Directory Services window lists the directory service protocols available to you that you can use when creating and modifying databases for looking up individuals via these services.

Eudora comes with four protocols installed by default: **Ph**, **Finger**, **LDAP** (Lightweight Directory Access Protocol), and **Eudora Address Book**.

Click on the column heading (**Registered Drivers**) to sort the protocols alphabetically. Shift-click on the column heading to sort in reverse order.

You can resize the column by dragging the divider line to the right of the column heading to the left or right.

The use of the **New Database...** button, shown in this section of the window, is described under “Creating a New Database.”

## Directory Service Databases

The **Databases** section of the Directory Services window lists the databases that are available to you for searching for individuals over the Internet, within your company, or in your Address Book (if one is set up).

Eudora comes with these servers already configured by default:

- ldap.bigfoot.com
- ldap.switchboard.com
- ldap.whowhere.com
- ldap.infospace.com
- ldapbiz.infospace.com
- ldap.four11.com
- Eudora Nicknames [or the name of your nicknames file: this last item appears only if you have a Eudora Address Book set up]

You can modify or delete these databases, and you can also create new databases and modify and delete them. See the sections below for more information.

You use the databases in this list to perform your lookup queries. To perform a query, you must first select one or more databases in the list. To select a database, click on the checkbox to the left of the database name, until a checkmark appears in the box. If no databases are selected, you cannot perform a query.

You can select multiple databases to perform a query, and you can mix protocols.

Click on a column heading to sort this list by that column, alphabetically. Shift-click on the column heading to sort in reverse order.

To resize columns, position the mouse pointer over the divider line to the right of the desired column, and drag the line to the left or right.

The use of the **Modify...** button in this section of the window is described in “Modifying an Existing Database.” The use of the **Delete** button is described in “Deleting a Database.”

## Creating a New Database

In addition to the default directory service databases that already come configured with Eudora, you can create new **Ph**, **Finger**, and **LDAP** databases for your Directory Services queries. Databases are created from the Protocols section of the window, and they must be created using one of these three listed protocols.

To create a new database, click on the desired protocol in the Protocols list to select it, then click the **New Database...** button. Or, just double-click on the protocol in the Protocols list. The New Database dialog is displayed. This dialog will differ depending on the protocol you’ve selected.

Fill out the fields of the dialog and click **OK** to save your entries and close the dialog, or click **Apply** to save your entries without closing the dialog. The new database is added to the Databases list and is given a checkbox so that you can select the database for a query. If you chose to **Apply**, the dialog remains open and you can make additional changes.

For a **Ph** database: In the General panel, enter the **Server name**, the **Host name**, and the **Port**. In the Attributes panel, click **Add...** to add an attribute to the attributes list. Attributes determine what is listed in the columns of the results list, and must be tied to a valid attribute name, corresponding to one of the column headings in the results list. To edit an attribute, click on the attribute in the list and click the **Edit** button, then edit the attribute name. To remove an attribute, click on it to select it and then click the **Remove** button. When you are finished making entries to the New Database dialog, click **OK** to create your new Ph database. The database is added to the Databases list with its checkbox.

For a **Finger** database: Enter the **Server name**, the **Host name**, and the **Port** in the General panel, then click **OK** to create the new Finger database.

For an **LDAP** database: In the Network panel, enter the **Server name**, the **Host Name**, and the **Port**. If you turn on the **This server requires me to log on** option, then enter an **Account name** and a **Password**. In the Attributes panel, add, edit, or remove attributes using the buttons. Attributes determine how your query results are listed in the results list. Key the attributes to the column heading names in the results list. In the Search Options panel, specify the **Search timeout**, the **Maximum number of matches to return** (or turn on the **No Limit** option to specify unlimited matches), and the **Search Base**. In the Log panel, specify

whether you want to generate log files and if so, how to store them: specify whether you want to enable logs for **Protocol interactions** and/or a **Configuration data load/store**; enter a **Log file name** or select one using the **Browse...** button; and turn on the **Overwrite existing log file** option if you want new logs to replace the old ones. When all your information is entered in the New Database dialog, click **OK** and your new LDAP database is created with its checkbox.

## Modifying an Existing Database

You can modify any Ph, Finger, or LDAP database in your Databases list.

To modify an existing database, click on the database name or icon in the Databases list to select it, then click the **Modify...** button. Or, just double-click on the database in the list. The Modify Database dialog is displayed, with its fields pre-filled in with the information from the selected database.

Make your changes in the Modify Database dialog and click **OK** to save the changes and close the dialog, or click **Apply** to save the changes and leave the dialog open. You can then make additional changes and save or discard them.

The Modify Database dialog will differ depending on the protocol you've selected. For details on the fields of the different dialogs, see the section "Creating a New Database."

## Deleting a Database

To delete a database, click on the database name or icon in the **Databases** list to highlight the item, then click the **Delete** button. You are prompted to confirm the delete. Click **Yes** and the database is removed from the list. Click **No** and the deletion is cancelled, and the database remains.

You can delete multiple databases at once: use the Shift key to select a range in the list, and use the Ctrl key to select items disjointly.

# Index

## Symbols

« and » buttons 138  
-, in the Status column 73  
•, in the Status column 43, 47, 52, 73  
, in the Status column 48, 73  
???@??? 74

## A

Account Settings dialog 129  
Add as Recipient command 145  
Add to Recipient List command 141, 145  
Address Book  
    « and » buttons 138  
    Add to Recipient List command 141  
    adding nicknames to the Quick Recipient List 141  
    Address(es) tab in 139  
    addressing a message from 142  
    changing entries in 140, 141  
    copying entries in 140  
    creating a message from 142  
    creating new entries in 138, 139  
    deleting entries in 140  
    displaying entries in 138  
    Expand Nickname option 142  
    Fax field in 140  
    file format 145  
    Make Address Book Entry command from 142  
    maximum entries in 140  
    moving entries in 140  
    Name field in 140  
    New button in 138, 139  
    paging up and down in 138  
    Phone field in 140  
    Postal Address field in 140  
    Remove From Recipient List command 141  
    removing nicknames from the Quick Recipient List 141  
    renaming a nickname 141  
    resizing 138  
    saving changes to 141  
    Using central Address Book files on a server 145  
    View By option 138  
Address Book command 137  
Address(es) tab 139  
Age-sensitive date formats 74  
Align Center button 22  
Align Left button 22  
Align Right button 22  
Allow Docking command 106, 108, 110, 114, 116, 117  
Allow drag and drop transfers option 85  
Alternate personalities 24  
and option 94  
Any Header field  
    in Filters 92  
Any Recipient field  
    in Filters 92  
appears option 93  
As Normal option 95  
Attach Directory 55, 84  
Attach File [to New Message] command 36  
Attached field  
    in a forwarded message 67  
    in outgoing mail 24, 36  
    in redirected message 67  
Attachment directory button 55  
Attachment Type popup 20  
Attachments  
    attaching files to outgoing mail 36  
    automatically deleting 84  
    changing the Attachment Directory 55  
    detaching from a message 36  
    dragging to attach 36  
    encoding 36  
    opening 55  
    receiving 55

- Attachments column 74
- Attachments Options
  - Delete attachments when emptying Trash option 84
- Authentication style option 135
- Automatically expand nicknames option 144, 146
  
- B**
- Bcc button
  - in Directory Services 150
  - in the Address Book 141
- Bcc field
  - in outgoing mail 23
  - to copy outgoing messages 48
- BinHex encoding 36
- BLAH BLAH BLAH button 53
- blank, in the Status column 73
- Blind copy
  - with Bcc field 23
  - with Name field in Address Book 140
- Body field
  - in Filters 92
- Bold button 21
- Bold command 33
- Bottom command 116
- Bounced mail 69
- Broken lines 35
- Bulleted List button 22
- Bulleted List command 34
  
- C**
- Carriage returns inserted 35
- Cc button
  - in Directory Services 150
  - in the Address Book 141
- Cc field
  - in Filters 92
  - in outgoing mail 23
- Center command 34
- Change Password command 51
- Change Personality submenu 26
- Change Queueing command 46, 47
- Change Queueing dialog 45, 46
- Change submenu 46
- Check for mail every ? minutes option 49, 133
- Check mail 57
  - automatically 49
  - Check Mail command 50
  - Delete server status 58
  - entering password 50
  - Fetch button 58
  - Fetch server status 58
  - Fetch then Delete server status 58
  - Forget Password(s) command 51
  - IMAP server management 61
  - Leave mail on server option 57
  - manually check 50
  - Minimal Headers Only option 61
  - minimum interval 49
  - Save password option 51
  - Skip Attachments over ? K option 61
  - Skip messages over ? K in size option 58
  - stopping 50
  - Trash button 58
  - with special instructions 58
- Check Mail command 49, 50, 51, 58
- Check Mail option 133
- Check Spelling 38
- Check Spelling command 43
- Checking Mail Options
  - Check for mail every ? minutes option 133
  - Save password option 51
- Checking spelling 38
  - Check Spelling command 39
  - Check Spelling dialog 39
    - Add button 40
    - Change all button 40
    - Change button 40
    - Change To field 40
    - Edit Dictionary button 40
    - Ignore all button 40
    - Ignore button 40
    - Suggest button 40
    - Suggestions field 40
    - Unknown field 40
- Edit User Dictionary dialog 41
  - Add button 41



- Clear button 41
  - Delete button 41
  - Spelling Options dialog 42
    - Ignore capitalized words 42
    - Ignore words with all capitals 42
    - Ignore words with mixed case 42
    - Ignore words with numbers 42
    - Report doubled words 42
    - Suggest words 43
  - Choose a Nickname File dialog 140
  - Clear Formatting button 22
  - Clear Formatting command 34
  - Clock icon, in the Status column 47, 73
  - Close button, in a docked window 109
  - Color button 21
  - Color submenu 34
  - Compact
    - all mailboxes 76
    - one mailbox 76
  - Compact Mailboxes command 76
  - Composition window 19
  - Configuration option 134
  - Configuring Eudora 14
  - contains option 93
  - Context menu, for tool windows 115
  - Context Sensitive Help command 17
  - Copy & Unwrap command (Shift-Copy) 35
  - Copy blind
    - with Bcc field 23
    - with Name field in Address Book 140
  - Copy original's priority to reply option 31, 66
  - Copy To action 96
  - Copy To command 140
  - Copying a message to a mailbox 24, 84
  - Creating a new tabbed window 114
- D**
- Databases
    - creating 153
    - deleting 155
    - modifying 154
  - Databases list 148, 152
  - Databases, default (Directory Services) 152
  - Date column 74
  - Date Display Options 74, 97
  - Date formatting 74
  - Decoding attachments 37
  - Default Domain option 132
  - Default Signature option 132
  - Default Stationery option 132
  - Delete all messages on server option 60
  - Delete all messages that have been retrieved option 60
  - Delete attachments when emptying Trash option 84
  - Delete button 153
  - Delete command 62, 83
  - Delete from server after ? days option 57, 134
  - Delete From Server button 54
  - Delete from server when emptied from Trash option 60, 134
  - Delete messages marked for deletion option 59
  - Delete server status 58, 75, 96
  - Deleting mail
    - from the IMAP server 62
  - Detaching attachment 36
  - Diagonal arrow, in the Status column 68, 73
  - Directory Services
    - addressing a message from 150
    - Bcc button 150
    - Cc button 150
    - creating a new database 153
    - Databases list 148, 152
    - default databases 152
    - deleting a database 155
    - Keep On Top option 148
    - looking someone up 148
    - making a nickname from 150
    - making a query 148
    - modifying an existing database 154
    - previewing query details for printing 150
    - printing query details 150
    - Protocols list 148, 152
    - Query field 148
    - reading your query results 149
    - Registered Drivers column 152
    - Start button 148
    - Status field 149
    - Stop button 149

- To button 150
  - window state considerations 151
- Directory Services command 147
- Directory Services window 147
- Discard styles before sending messages option 33
- Display Options 75
  - Show MDI task bar option 118
- Docked windows 107
  - close button 109
  - gripper bar 108
  - resize bar 109
  - zoom button 108
- Docking
  - turning on 116
- doesn't appear option 93
- doesn't contain option 93
- Dominant personality 131
- Don't send option 47
- Don't transfer, just create mailbox option 85
- Download Options 135

**E**

- Edit
  - incoming mail 56
  - outgoing mail 33
- Empty Trash command 83
- Empty Trash when exiting option 17, 83
- Encoding methods
  - BinHex 36
  - MIME 36
  - Uuencode 36
- ends with option 93
- Enter key 52
- Enter Selection command 100
- Eudora Address Book protocol 147
- Eudora taskbar 117
- Excerpt bars
  - in quoted text with styles 65
- Exit command 17
- Exiting Eudora 17
- Expand Nickname option 142
- Extra Warnings Options 45
  - Try to delete unread, queued, or unsent mail 83

- Warn me when I Queue a message with styled text option 33

**F**

- Fax field 140
- Fcc menu 24, 48
- Fetch all message headers to In mailbox option 60
- Fetch button 54, 58
- Fetch server status 58, 75, 96
- Fetch then Delete server status 58, 75
- File Browser command 120
- File Browser window 120
- Filter icons 92
- Filter Messages command 88, 91
- Filter Report command 119
- Filter Report window 95, 119
- Filtering messages 85
- Filters 85
  - and option 94
  - appears option 93
  - automatically named 92
  - Conjunction popup 94
  - contains option 93
  - Copy To action 96
  - doesn't appear option 93
  - doesn't contain option 93
  - ends with option 93
  - Forward To action 96
  - header field 92
  - ignore option 94
  - Incoming option 91
  - intersects nickname option 93
  - invoked from top to bottom 92
  - is not option 93
  - is option 93
  - Make Label action 95
  - Make Personality action 95
  - Make Priority action 94
  - Make Status action 94
  - Make Subject action 95
  - Manual option 91
  - Match Type popup 93
  - Matching Text field 93

- None action 94
  - Notify Application action 95
  - Notify User action 95
  - Open action 95
  - or option 94
  - Outgoing option 91
  - Play Sound action 95
  - Print action 95
  - re-ordering 92
  - Redirect To action 96
  - Reply with action 96
  - Server Options action 96
  - Skip Rest action 96
  - starts with option 93
  - Transfer To action 96
  - unless option 94
  - Filters command 90
  - Filters window 90
  - Find 98
    - Match case option 99
    - Multiple messages 99
    - Next button 99
    - Next mailbox button 99
    - Next message button 99
    - Stopping 100
    - Summaries only option 100
    - Within a message 98
  - Find Again command 99
  - Find button 98, 99
  - Finger protocol 147
  - Finish Address Book Entry command 144
  - Fixed Width button 53
  - Float In Main Window command 106, 108, 110, 114, 116, 117
  - Floating windows 109
  - Font popup 21
  - Font submenu 34
  - Forget Password(s) command 51
  - Formatting text 33
    - Copy & Unwrap 35
    - Discard styles before sending messages option 33
    - Unwrap Selection 35
    - Wrap Selection 35
  - Forward command 67
  - Forward To action 96
  - Forward To submenu 146
  - Forwarded status (right arrow) 67
  - From field
    - in a forwarded message 67
    - in Filters 92
    - in outgoing mail 23
    - in redirected message 67
- G**
- Generate Filter Report option 119
  - Generic Properties tab 130
  - Getting Attention Options
    - and Notify User filter action 95
    - Generate Filter Report option 119
    - Open mailbox option 52
    - Play a sound option 52
    - Use an alert dialog box option 52
  - Getting Started Options
    - Mail Server (Incoming) option 49
  - Gripper bar, in a docked window 108
  - Guess Paragraphs option 101
- H**
- Help button 17
  - Help menu
    - Tip of the Day 17
  - Help with Eudora 17
  - Hide command 116
  - Hide the recipient list
    - with Bcc field 23
    - with Name field in Address Book 140
  - Hiding tabbed/tool windows 116
  - Horizontal lines
    - inserting in outgoing message text 35
  - Hot link
    - in outgoing mail 37
  - Hot links
    - in incoming mail 57
  - How should checking/sending be performed option 60

Hyperlink  
     in outgoing mail 38  
 Hyperlinking text and graphics 34

**I**

Icons  
     filters 92  
 ignore option 94  
 Ignoring previously read messages 57  
 IMAP 15  
 IMAP Mailbox Location Prefix option 135  
 IMAP option 134  
 IMAP server  
     managing mail 61  
 IMAP vs. POP 81  
 Immediate send option 45, 46  
 In mailbox 52  
 In Report option 95  
 Include Headers option 101  
 Include yourself option 65  
 Incoming Mail Options 57  
     Delete from server when emptied from Trash  
     option 60  
     Leave mail on server option 57  
     Skip messages over ? K in size option 58  
 Incoming mail server 49  
 Incoming Mail tab 134  
 Incoming message window  
     Message body 54  
     Title bar 53  
     Toolbar 53  
         BLAH BLAH BLAH button 53  
         Delete From Server button 54  
         Fixed Width button 53  
         Pencil button 54  
         Priority popup 54  
         Retrieve From Server (Fetch) button 54  
         Subject field 54  
         Tow Truck icon 53  
 Incoming option 91  
 Indent In button 22  
 Indent Out button 22  
 Info tab 140

Inline spell checking 43  
 Insert Horizontal Line command 35  
 Insert Object button 22, 35  
 Insert Picture command 35  
 Insert Recipient submenu 146  
 Insert submenu 35  
 Inserting objects in outgoing message text 35  
 Installation 11  
 Intercept Netscape mailto URLs option 57  
 Internet Explorer 54  
 Internet Message Access Protocol 15  
 intersects nickname option 93  
 is not option 93  
 is option 93  
 Italic command 33  
 Italics button 21

**K**

Keep copies option 48  
 Keep Copy button 21, 48  
 Keep On Top option 148  
 Keyboard focus 17

**L**

Label column 74  
 LDAP protocol 147  
 Leave mail on server option 57, 58, 134  
 Leave server status 75  
 Left arrow, in the Status column 65  
 Left arrow, in the Status column 73  
 Left command 34, 116  
 Lightweight Directory Access Protocol 147  
 Line breaks 35  
 Login Name option 132

**M**

Mail folders  
     creating during transfer 85  
     creating in the Mailboxes window 80  
     creating using Mailbox menu 78  
     Make if a folder option 78

- management on POP vs. IMAP server 81
- New command 78, 80
- removing in the Mailboxes window 80
- renaming in Mailboxes window 80
- Mail storage
  - POP and IMAP servers 81
- Mail Transfer Options dialog 48, 57, 58, 75
  - Delete all messages on server 60
  - Delete all messages that have been retrieved 60
  - Delete messages marked for deletion 59
  - Fetch all message headers to In mailbox 60
  - How should checking/sending be performed 60
  - Retrieve messages marked for retrieval option 59
  - Retrieve new mail 59
  - Send queued messages 59
- Mailboxes
  - compacting all 76
  - compacting one 76
  - creating during transfer 85
  - creating in the Mailboxes window 80
  - creating using Mailbox menu 78
  - displaying columns 75
  - Make it a folder option 78
  - management on POP vs. IMAP server 81
  - message summaries 72
  - moving in the Mailboxes window 80
  - New command 78, 80
  - number of messages 76
  - opening 71
  - removing in the Mailboxes window 80
  - renaming in the Mailboxes window 80
  - resizing columns 75
  - size display 76
  - sorting messages in 97
  - space messages require 76
  - space wasted 76
  - transferring messages among 84
- Mailboxes command 79
- Mailboxes window 79
- Mailing lists
  - creating a nickname 138
  - hiding the recipient list 140
  - with multiple recipients 139
- Make Address Book Entry command 142, 143, 144, 150
  - from a mailbox 143
  - from Directory Services 144, 150
  - from open message window 144
  - from the Address Book 142
- Make Filter command 86
- Make Filter dialog 86
- Make Hyperlink button 22
- Make Hyperlink command 34, 38
- Make it a folder option 78, 80
- Make it an Address Book option 139
- Make Label action 95
- Make Personality action 95
- Make Priority action 94
- Make Status action 94
- Make Subject action 95
- Managing mail on the IMAP server 61
  - Delete command 62
  - Minimal Headers Only option 61
  - refreshing the mailbox list 63
  - Remove Deleted Messages command 62
  - resynchronizing a mailbox or folder 62
  - Skip Attachments over ? K option 61
  - UnDelete command 62
- Managing mail on the POP server
  - Delete from server when emptied from Trash option 60
  - Delete server status 58, 75
  - Fetch button 58
  - Fetch server status 58, 75
  - Fetch then Delete server status 58, 75
  - Leave mail on server option 57
  - Leave server status 75
  - Mail Transfer Options dialog 58
  - Skip messages over ? K in size option 58
  - Trash button 58
- Managing your windows in Eudora 103
- Manual option 91
- Map Ctrl+R to "Reply to All" option 66
- Margins submenu 34
- Mark previewed messages as read after ? second(s) option 77
- Match case option 99

- “me” nickname, for personal identification 69
- Menu, context
  - for tool windows 115
- Message body
  - in incoming mail 54
  - in outgoing mail 24
- Message header
  - in incoming mail 54
  - in outgoing mail 23
- Message Options dialog 25
- Message preview pane 52, 76
- Message priority
  - how to set 31
- Message summaries 72
  - Attachments column 74
  - changing the subject of 56
  - Date column 74
  - Label column 74
  - Priority column 73
  - resizing columns 75
  - selecting 72
  - Sender/Recipient (Who) column 74
  - Server Status column 75
  - Size column 74
  - Status column 73
  - Subject column 75
  - Who column 74
- MIME encoding 36
- Minimal Headers Only option 61, 135
- Miscellaneous Options
  - Allow drag and drop transfers option 85
  - Automatically expand nicknames option 144, 146
  - Discard styles before sending messages option 33
  - Empty Trash when exiting option 83
  - Intercept Netscape mailto URLs option 57
  - Turbo redirect by default option 68
- Modify button 153, 154
- Move To command 140
- Multiple accounts in Eudora 24
- Multiple PCs
  - checking mail from 57
- Multiple personalities 24

- Multiple recipients
  - creating a mailing list 138
  - hiding the recipient list 140

**N**

- Name field 140
- New Account Wizard 14
- New button in Address Book 138, 139
- New button in Filters window 91
- New command 78, 85
- New Database button 152, 153
- New Mailbox dialog 78, 85
- New Message command 19
- New Message To submenu 146
- Next button 99
- Next command 99
- Next mailbox button 99
- Next Mailbox command 99
- Next message button 99
- Next Message command 99
- Next time queued messages are sent option 47
- Nicknames 139
  - “me” 69
    - adding to the Quick Recipient List 141
    - creating in the Address Book 138, 139
    - removing from the Quick Recipient List 141
    - renaming 141
- None action 94
- Normal windows 105
  - and taskbar 118
- Notes tab 140
- Notify Application action 95
- Notify User action 95

**O**

- On or after option 47
- Online help 17
- Open action 95
- Open Eudora 14
- Open mailbox option 52
- or option 94
- Out mailbox 47, 84

Outgoing message window  
 Message body 24  
 Message header 23  
   Attached field 24  
   Bcc field 23  
   Cc field 23  
   From field 23  
   Subject field 23  
   To field 23  
 title bar 19  
 Toolbar 20  
   Align Center button 22  
   Align Left button 22  
   Align Right button 22  
   Attachment Type popup 20  
   Bold button 21  
   Bulleted List button 22  
   Clear Formatting button 22  
   Color button 21  
   Font popup 21  
   Indent In button 22  
   Indent Out button 22  
   Insert Object button 22  
   Italics button 21  
   Keep Copy button 21  
   Make Hyperlink button 22  
   Priority popup 20  
   Queue button 21  
   Quoted-Printable button 20  
   Return Receipt button 21  
   Send button 21  
   Signature popup 20  
   Size button 21  
   Tabs in Body button 20  
   Text As Attachment button 20  
   Typewriter button 21  
   Underline button 21  
   Word Wrap button 20  
 Outgoing option 91

**P**

Password  
   changing 51  
   entering 50  
   forgetting 51  
   remembering 51  
   Saving 51  
 Pencil button 54  
 Personalities 24  
 Personalities command 127  
 Personalities window 127  
 Personality field  
   in Filters 93  
 Personality Name field 131  
 Ph protocol 147  
 Phone field 140  
 Pictures  
   inserting in outgoing message text 35  
 Plain command 33  
 Play a sound option 52  
 Play Sound action 95  
 POP 15  
 POP option 134  
 POP server 57  
 POP vs. IMAP 81  
 Post Office Protocol 15  
 Postal Address field 140  
 Preview pane 52, 76  
 Print action 95  
 Print command  
   from Directory Services window 151  
 Print Preview command  
   from Directory Services window 151  
 Priority column 73  
 Priority Popup  
   default for replies 31  
   in composition window 31  
   in incoming mail 54  
   in outgoing mail 20  
   levels 31  
 Protocols list 148, 152  
 Put it on the recipient list option 139  
 Put original To recipients in Cc field option 66  
 Put text attachments in body of message option 36

**Q**

- Q, in the Status column 45, 47, 73
- Query field 148
- Query results (Directory Services) 149
- Queue button 21, 45, 46
- Queue For Delivery command 45
- Queue mail 45
  - Change Queueing command 46, 47
  - Change Queueing dialog 46
  - Don't send option 47
  - editing before sending 47
  - for a certain time 46
  - Immediate send option 45
  - Next time queued messages are sent option 47
  - On or after option 47
  - Queue button 45
  - Queue For Delivery command 45
  - Right now option 47
  - Send Message Right now option 46
  - Send Queued Messages command 46
  - sending queued mail when checking mail 47
  - taking mail out of the queue 47
- Queued (Q) status 45
- Quick Recipient List 145
  - Add to Recipient List command 145
  - Adding e-mail address to 145
  - Forward To submenu 146
  - Insert & Expand Recipient submenu 146
  - Insert Recipient submenu 146
  - New Message To submenu 146
  - putting nicknames in 141
  - Redirect To submenu 146
  - Remove From Recipient List command 145
  - removing nicknames from 141
  - Removing recipient from 145
- Quitting Eudora 17
- Quoted text
  - in replies 65
  - with styles in replies 65
- Quoted-Printable button 20

**R**

- Real Name option 131
- Redirect
  - automatically put new message in the queue 68
  - no signature 69
  - Turbo redirect by default option 68
- Redirect command 67
- Redirect To action 96
- Redirect To submenu 68, 146
- Redirected status (diagonal arrow) 68
- Refresh command 123
- Refresh Mailbox List command 63, 81
- Register Eudora command 18
- Registered Drivers column 152
- Registration 18
- Rejected mail 69
- Remove Deleted Messages command 62, 83
- Remove From Recipient List command 141, 145
- Remove Recipient submenu 146
- Rename command 80, 141
- Renaming a mail folder 80
- Renaming a mailbox 80
- Replied status (left arrow) 65
- Reply
  - Copy original's priority to reply option 66
  - in a filter with stationery 28
  - Include yourself option 65
  - Map Ctrl+R to "Reply to All" option 66
  - Put original To recipients in Cc field option 66
  - quoting original text 65
  - Reply command 65
  - with stationery 28, 66
- Reply command 65
- Reply to All command 66
- Reply with action 96
- Reply With submenu 66
- Reply-To field
  - in Filters 92
- Replying Options
  - Copy original's priority to reply 31
  - Copy original's priority to reply option 66
  - Include yourself 65
  - Map Ctrl+R to "Reply to All" option 66
  - Put original To recipients in Cc field option 66



Requirements 11  
 Resize bar, in a docked window 109  
 Resynchronize Mailbox command 63, 81  
 Retrieve From Server (Fetch) button 54  
 Retrieve messages marked for retrieval option 59  
 Retrieve new mail option 59  
 Retrieve only message headers 60  
 Return Address option 131  
 Return Receipt button 21, 32  
 Right arrow, in the Status column 67, 73  
 Right command 34, 116  
 Right now option 47

## S

Save As command 37, 101  
 Save As Stationery command 27, 124  
 Save command 43, 140, 141  
 Save mail as text  
   as a single file 101  
   Guess Paragraphs option 101  
   Include Headers option 101  
 Save password option 51  
 Saving messages 43  
 Send Again command 69  
 Send button 21, 45  
 Send Immediately command 45  
 Send mail  
   all at once 45  
   at a certain time 46  
   Change Queuing dialog 45  
   Immediate send option 45, 46  
   Mail Transfer Options dialog 48  
   replies 65  
   Send button 45  
   Send Immediately command 45  
   Send Message Right now option 46  
   Send Queued Messages command 46, 48  
   sending queued mail when checking mail 47  
   with server instructions 48  
 Send Message Right now option 46  
 Send on check option 47  
 Send Queued Messages command 46, 48  
 Send queued messages option 59  
 Sendable (•) status 43, 47  
 Sender/Recipient (Who) column 74  
 Sending Mail Options  
   Immediate send option 45  
   Keep copies option 48  
   Send on check 47  
   SMTP server option 16  
 Sent ( ) status 48  
 Server option 134  
 Server Options action 96  
 Server Status column 75  
 Server status popup 58  
 Shift+Check Spelling shortcut  
   inline spell check 43  
 Shift+Space 77  
 Shift+Space modifier  
   change to Read or Unread status 73  
 Show attachment icons option 54, 55, 62  
 Show mailbox lines option 73  
 Show MDI task bar option 118  
 Show message preview pane option 76  
 Show Single Tab command 114, 116  
 Show Tips at Startup option 17  
 Sidebars  
   in quoted text with styles 65  
 Signature popup 20  
 Signature window 125  
 Signatures  
   and redirect 69  
   and stationery 30  
   changing 29  
   creating 29  
   deleting 30  
   including in a message 30  
   including in all messages 30  
 Signatures command 125  
 Simple Mail Transfer Protocol 16  
 Size button 21  
 Size column 74  
 Size submenu 34  
 Skip Attachments over ? K option 61, 135  
 Skip messages over ? K in size option 58, 134  
 Skip Rest action 96  
 SMTP 16  
 SMTP server field 16

- SMTP Server option 132
- Sort submenu 97
- Sorting 97
- Sorting in ascending order 97
- Sorting in descending order 97
- Spacebar 52
- Spell checking 38
  - inline 43
- Spell Checking Options 38
- Start button 148
- starts with option 93
- Stationery command 124
- Stationery messages
  - changing 28
  - creating 27
  - creating a default 28
  - deleting 28
  - opening 28
  - opening with a filter 28, 96
- Stationery window 124
- Status
  - , never sent 73
  - <blank>, read or unsendable 73
  - clock icon, timed 47, 73
  - diagonal arrow, redirected 68, 73
  - left arrow, replied 65, 73
  - Q, queued 45, 47, 73
  - right arrow, forwarded 67, 73
  - , sendable or unread 43, 47, 52, 73
  - , sent 48, 73
- Status column 73
- Status field, of Directory Services 149
- Stop button 149
- Subject column 75
- Subject field
  - changing in message summaries 56
  - in a forwarded message 67
  - in Filters 92
  - in incoming mail 54
  - in outgoing mail 23
- Summaries only option 100
- System requirements 11

**T**

- Tab key
  - switching fields with 23
- Tab Location submenu 114, 116
- Tabbed windows 103, 111
  - and taskbar 118
  - closing 115
  - creating 114
  - default 112
  - opening and activating 113
  - reorganizing 113
  - tab display 114
- Tabs
  - and the Save As command 101
  - Switching fields with 20
- Tabs in Body button 20
- Tabs, windows
  - auto-activation 114
  - contents 114
  - location 114
  - showing and hiding 114
- Taskbar buttons 117
- Taskbar, Eudora 117
- Technical support 18
- Technical Support command 18
- Text As Attachment button 20, 36
- Text submenu 33
- Timed status (clock icon) 47
- Tip of the Day 17
- Title bar
  - for incoming mail 53
  - for outgoing mail 19
- To button
  - in Directory Services 150
  - in the Address Book 141
- To field
  - in a reply 65
  - in Filters 92
  - in outgoing mail 23
- Tool window management 103
- Tool windows 103
  - new 119

Toolbar  
     in incoming mail 53  
     in outgoing mail 20  
 Top command 116  
 Topics command 17  
 Tow Truck icon 53  
 Traits section 131  
 Transfer To action 96  
 Transferring mail to another mailbox  
     and creating a mailbox or folder 85  
     by dragging it 85  
     by dragging the Tow Truck icon 85  
     transferring a copy 84  
     using the Transfer menu 84  
 Transferring mail to the Out mailbox 84  
 Trash button 58  
 Trash mailbox 48, 83  
 Try to delete unread, queued, or unsent mail 83  
 Turbo redirect by default option 68  
 Typewriter button 21  
 Typewriter command 34

**U**

UnDelete command 62, 83  
 Underline button 21  
 Underline command 33  
 unless option 94  
 Unqualified name, adding domain 132  
 Unread (•) status 52  
 Unwrap Selection command (Shift-Wrap Selection) 35  
 URL  
     in outgoing mail 37  
 URLs  
     in incoming mail 57  
 Use an alert dialog box option 52  
 Use Directory button 55  
 Use Microsoft's viewer option 54  
 User Code 13  
 Uencode encoding 36

**V**

View By option 138  
 Viewing Mail Options 54  
     Mark previewed messages as read after ?  
     second(s) option 77  
     Show attachment icons option 54, 55  
     Show message preview pane option 76  
     Use Microsoft's viewer option 54  
 Viewing Web pages 54

**W**

Warn me when I Queue a message with styled text  
     option 33  
 Warnings  
     Try to delete unread, queued, or unsent mail 83  
 Who column 74  
 Window context menu 115  
 Window management 103  
 Window states 103  
 Window tabs  
     auto-activation 114  
     contents 114  
     location 114  
     showing and hiding 114  
 Windows  
     docked 107  
     floating 109  
     normal 105  
     tabbed 103, 111  
 Word Wrap button 20, 35  
 Wrap Selection command 35  
 Wrapped text 20, 35

**Z**

Zoom button, in a docked window 108