User's Guide

NOVELL®

for WINDOWS

VERSION 4.1

TIPS

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GroupWise™

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Au cas où une disposition quelconque de ce contrat serait illégale, nulle ou non exécutoire, pour quelque raison que ce soit, cette disposition sera réputée non écrite, et la validité et le caractère exécutoire des autres dispositions de ce contrat n'en seront pas affectés.

RÉPONSES À VOS QUESTIONS

Si vous avez des questions à propos de ce Contrat, ou à propos des conditions spéciales accordées aux établissements scolaires et aux organisations caritatives, veuillez contacter la filiale dont vous dépendez, ou votre distributeur agréé, ou écrire à WordPerfect, Applications Division of Novell, Inc., Attn. Sales Center, 1555 N. Technology Way, Orem, Utah 84057-2399 U.S.A., ou appelez le (800) 321-2318.

Questions and Answers

Q. How do I license for the use of workstations located on my network? Can I license based on concurrent access to the system?

A. Each defined user on the GroupWise messaging system is assigned a mailbox for persistent storage of calendar and electronic messaging data. Each mailbox must be licensed and is considered "in use" after it has been defined. Regardless of whether the user is actually logged into the post office, the mailbox is actively available for delivery of messages, processing of server-based rules, and other messaging services.

Q. If I have three users who share a workstation (they work on rotating shifts), do I need one license or three to cover their use of the software?

A. If each of the three users has an individual mailbox, then three licenses are required. If all three users share the same mailbox (defined by job function, perhaps, rather than individual user), then only one license would be required.

Q. Do I need to worry about which user runs the various Client versions of the GroupWise software? If I'm migrating my users from DOS to Windows, do I need to modify my license for the software?

A. No. Because the licensing of Client software is done on a per-mailbox basis, any platform version of the GroupWise network Client software can be used to access a licensed mailbox.

Q. If I have a user who runs the Client software on more than one workstation, do I need more than one license?

A. No. Only one license is needed to cover access to the licensed mailbox from one or more workstations.

Q. Am I required to license resources?

A. No. The resources defined on the GroupWise system do not need to be licensed.

Q. How can I tell how many licenses I need?

A. The Administration program provides a count of all mailboxes installed on the post office, domain, and system. The number of licenses for which you are responsible equals the number of mailboxes installed on the part of the system that is under your jurisdiction.

Q. How do I license my users who use the Remote Client versions of the software?

A. The Remote Client software is licensed by the same mailbox license mechanism used by Network Clients. Any platform version of the Remote Client software can be used without additional licensing to access any licensed mailbox.

Q. Can my users have a copy of the software loaded on their home computer and laptop computer as well as on their network computer?

A. Yes. As long as all of these workstations where the software is stored are used to access the same licensed mailbox, they can all operate under a single mailbox license.

Q. How is the Administration software licensed?

A. There is no license tied specifically to the Administration software. It is provided in the Client package and can be used on any system that contains licensed mailboxes.

Q. How are the multiple Message Server programs licensed?

A. The GroupWise Message Server software is licensed on a domain basis by Message Server platform. Any and all Message Server programs required for the operation of the GroupWise system on a supported platform are licensed for use on a single domain. Additional Message Server licenses are required for each additional domain serviced.

Q. Can I run the Message Server programs licensed under the domain license on separate workstations or file servers?

A. Yes. As long as these programs are run to support the messaging services of a single domain, they can run on one or more workstations or file servers.

Q. If I want to run different platform versions of the Message Server programs on the same domain (such as MS and ADS OS/2, and OFS NLMs), do I need one license or two?

A. In this case, even though the servers are supporting a single domain, you would need two Message Server licenses because the Message Server is licensed by platform and two platforms of Message Servers programs would be in use.

Q. How are the GroupWise gateways licensed?

A. The GroupWise gateway software is licensed on a per-installation basis using the "loaded" and "stored" conditions previously described. Each occurrence of each gateway installed must be licensed.

Q. Do I need multiple gateway licenses of any single gateway to service the post offices and domains on my system?

A. Generally, one gateway per system will be sufficient to service the needs of the entire system. If only one gateway is installed, it only needs a single license and any user on the system can use its services.

Q. We tunnel through the Internet using the SMTP gateway. How many SMTP gateway licenses are required?

A. One license is required for each installation of that gateway. To connect two sites via gateway tunneling, two installed and licensed gateways must be used.

Q. 4.1 versions of the GroupWise gateways now allow me to run multiple gateway processes on a single defined gateway service. How many licenses do I need to support this configuration?

A. Where two or more gateway processes are "loaded" and executing as separate processes, each must be licensed.

Getting Started

Starting GroupWise

Before you begin using GroupWise 4.1 for Windows, formerly known as WordPerfect Office, you will need to run the GroupWise Setup Program. You must first be in the Windows Program Manager. The way GroupWise is installed depends on whether you are updating from WP Office 4.0 or installing GroupWise for the first time.

Upgrading from WP Office 4.0

If you are currently running WP Office 4.0 or 4.0a, you will get an upgrade message when your system administrator upgrades to GroupWise on the network. The upgrade message prompts you to install GroupWise 4.1.

If you are running WP Office from the network, GroupWise updates your Button Bars and preferences. It also installs WPCSET.BIF in place of the WP Office .INI files and the TrueType fonts necessary for WP Characters.

If you are running WP Office from your hard drive, GroupWise opens the GroupWise Install program so you can choose a standard or custom installation. Go to *Running the Setup Program* below and start at step 3 for instructions. The GroupWise Install program updates your Button Bars and preferences. It also installs WPCSET.BIF in place of the WP Office .INI files.

Running the Setup Program

Your system administrator should already have told you the location of the setup program (SETUPWIN.EXE). You need to know the location of the program before continuing.

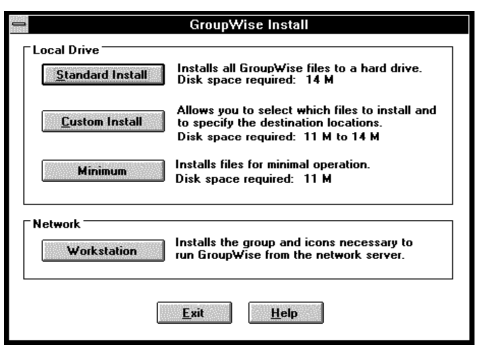
1 Make sure you are logged in as yourself at your computer.

2 From the Program Manager window, choose the **File** menu, choose **Run**, then type the path to SETUPWIN.EXE in the Command Line box.

The path will look similar to this: N:\OFFICE\OFWIN40\SETUPWIN.EXE.

3 Choose **OK** to start the setup program.

4 Select the type of install you want in the GroupWise Install dialog box.



When the installation is complete, select the **GroupWise** program group for the GroupWise program icons. If you want to place the GroupWise 4.1 item icons in a different group, select the group from the pull-down list.

5 Choose **OK**.

Starting GroupWise 4.1 for Windows

To start GroupWise,

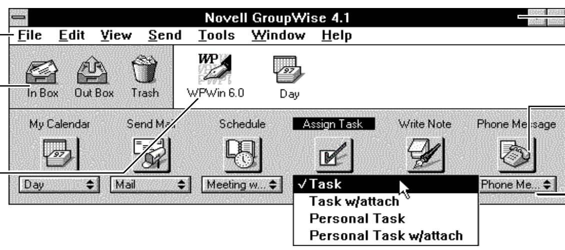
1 Double-click the **GroupWise** program item icon in the GroupWise group.

2 When the Password dialog box appears, type your password if one has been assigned to you, then choose **OK**.

   or

   If you don't know your password, see your system administrator.

The GroupWise Main Window should now be displayed on your monitor. The Main Window lets you open other windows to view incoming and outgoing items, open calendar views for managing your schedule, and open views for sending mail, appointments, tasks, notes, and phone messages. See *A Brief Tour* below.



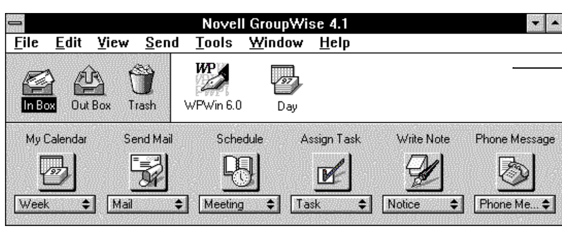
A Brief Tour

Welcome to GroupWise 4.1 for Windows! This section provides you with a quick overview of GroupWise 4.1 and helps you get acquainted with this guide.

The Main Window

With the intelligence of GroupWise, you now have the tools you need for electronic messaging, as well as time and task management.

The Main Window is where you can access all the following tools:



Main Window

 The **In Box** displays all incoming messages and requests. When your In Box icon displays an envelope, that means there are new items to read and act on.

 The **Out Box** displays all messages and requests you send. You can use the Out Box to retract items you have sent, or to find out if an item has been delivered, opened, accepted, declined, deleted, and so forth.

 When your **Trash** icon appears full, it means you have deleted items from your Calendar, In Box, or Out Box. Until it is emptied, the Trash stores all your deleted items, allowing you to recover an item if you change your mind.

The **Calendar** is a personal planner and time management tool. There are several predesigned calendar formats you can select from to manage your appointments, tasks, and notes.

Send Mail is your basic messaging tool. However, you can also attach text files, graphics, applications, sounds, movies, OLE objects, and GroupWise views to mail messages and other item types.

Schedule is your personal and group appointment tool. People and resources (such as conference rooms, company vehicles, and overhead projectors) can all be scheduled for an event quickly and easily.

Assign Task can be used as a project management tool which makes organizing a group effort as easy as identifying the tasks, people, and time frame needed to accomplish the goal. You can also create a personal task list with this tool.

Write Note lets you post reminders, announcements, or requests for other users, as well as create personal reminders for yourself. Use notes as reminders about upcoming deadlines, holidays, and so forth.

Use **Phone Message** to send paperless phone or "While You Were Out" messages.

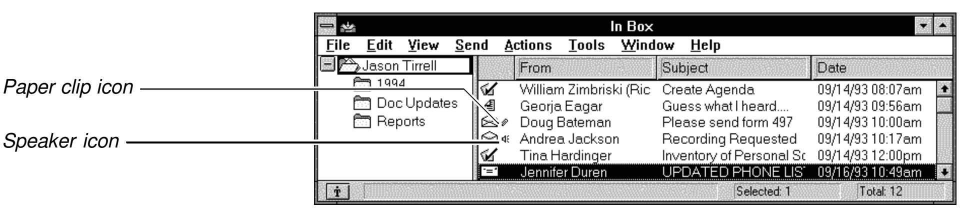
Shelf: Use the Shelf to customize GroupWise to your needs. For example, you can place an icon from the Main Window or an application icon on the Shelf. The Shelf icons let you open views, macros, filtered boxes, and launch applications quickly. See *Shelf* in the *GroupWise 4.1 for Windows Reference*.

In Box and Out Box Icons

The messages, appointments, or requests you send are called *items*. The following table helps you identify and understand the icons associated with each item.

Items	Unopened Item Icon	Opened Item Icon
Mail	[Icon not shown]	[Icon not shown]
Appointment	[Icon not shown]	[Icon not shown]
Task	[Icon not shown]	[Icon not shown]
Note	[Icon not shown]	[Icon not shown]
Phone Message	[Icon not shown]	[Icon not shown]

Items with accompanying attachments such as files or graphic documents are marked with a paper clip icon in the In Box. An item with a sound attachment is marked with a speaker icon.



GroupWise Views

A view lets you display information. GroupWise includes three types of views.

Group views let you send mail messages, appointments, tasks, notes, or phone messages to one or more users, including yourself if you want.

Personal views let you place appointments, tasks, or notes which involve only you, into your Calendar.

Using This Guide

The User's Guide is divided into two clear and simple sections to help you quickly learn the tools of GroupWise:

Using GroupWise Basics: Refer to this section when you need quick, how-to information on basic tasks. The tasks are grouped according to the icons in the Main Window.

Using GroupWise Remote: Explore this section for information on how to use GroupWise Remote to communicate and manage your time and business tasks when you are away from the office.

Mouse Actions You Should Know

The table below lists some basic mouse actions you should know. If you use a left-handed mouse, reverse the left or right instructions.

Action	**Mouse**
Point	Move the mouse until the tip of the pointer is positioned on the item you want.
Release	Lift your finger from the mouse button.
Click	Press and release the *left* mouse button.
Right-click	Press and release the *right* mouse button.
Shift-click	Hold down the **Shift** key and click the left mouse button.
Ctrl-click	Hold down the **Ctrl** key and click the left mouse button.
Double-click	Rapidly click the left mouse button twice.
Drag	Hold down the left mouse button, move the mouse, then release the button.

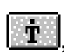
Reference Manual

Because of the power and flexibility of GroupWise, not all features or applications of the program can be covered in this guide. By using the *GroupWise 4.1 for Windows Reference* (subsequently referred to as the reference manual), you can find the answers you will need about the specific features and functions of GroupWise.

Conventions

Icons

Some of the icons in GroupWise are unnamed in the interface. An icon within a step guides you to the interface icon you need to choose to perform the task. The following step shows what you might see in the manual.

1 Choose **Proxy** , then choose the name of the user you want to proxy.

Bolded Words

Bolded words in steps or explanations indicate what you choose or select in the step. The following step shows what you might see.

1 Choose the **File** menu, then choose **Preferences**.

Getting Help

If you encounter problems using GroupWise, you can get help from several sources:

- Online Help
- Coaches
- QuickTour
- The Manuals
- Your System Administrator or Help Desk
- Customer Support

Using Online Help

Online Help gives you quick access to documentation without reaching for a manual. You can access Help from wherever you are in GroupWise.

To access Help, simply choose the **Help** menu, or choose the **Help** buttons found in dialog boxes, or right-click, then choose **Quick Help**.

Using the Help Menu

You can access any of the Help features below from the Help menu.

Menu Options	Purpose
Contents	Displays and explains a list of Help features. You can select any underlined term to display the topic.
Search for Help On	Use to open the Search dialog box and find Help topics by keywords or phrases
What Is	Switches the mouse and keyboard into a context-sensitive mode which lets you click screen regions or press keystroke combinations to get help.
How Do I	Explains how to perform common tasks.
Coach	Steps you through many common tasks.
Macros	Explains macro basics, programming and product commands, and user-defined dialog boxes.
About GroupWise	Displays your network and program information.

Using QuickTour

QuickTour is a short demonstration of GroupWise for Windows. As part of the installation process, Setup asks if you want to view QuickTour. If you decide not to view it at that time, or want to review it later, you can double-click the QuickTour icon on the Shelf.

Other Assistance

If you need assistance beyond what the Help features and the GroupWise manuals can provide, contact your Help Desk or your system administrator. If they cannot solve your problem, these individuals can contact Customer Support.

Using GroupWise

In Box

Reading Items 22
Reading Attachments 22
Printing Items and Attachments 24
Accepting or Declining Appointments, Tasks, and Notes 25
Replying to Mail and Phone Messages 26
Forwarding Items 27
Deleting Incoming Items 28
Creating Folders 29

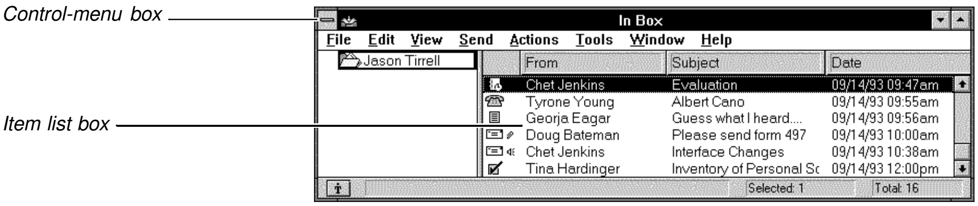
Reading Items

All incoming items appear in your In Box. Item types include mail messages, appointments, task, notes, and phone messages.

From the Main Window,

1 Double-click **In Box** .

2 Double-click the item you want to read in the Item list box.



If you are reading all your items, choose the **Actions** menu, then choose **Read Next** to read the next item or **Read Previous** to read the previous item.

3 Choose **Close** to return to the In Box.

4 Double-click the Control-menu box shown above to return to the Main Window.

Tips and Hints

Deleting Items Immediately

You can also delete items immediately after reading them. Choose the **Actions** menu, then choose **Delete** while you're in the item view.

or

Choose **Delete** if you're in a mail or phone message view. See *Deleting Incoming Items* under *In Box*.

Access and Proxy Lists

You don't have to leave your items unattended if you expect to be away from your office for an extended period. You can selectively grant rights to a proxy who can answer your mail or other items on your behalf. See *Letting a Proxy Manage Your Mailbox* under *Sharing Mailboxes*.

If you don't want to give someone access to your In Box, you can create a rule that forwards items to another user. See *Rules* in the reference manual.

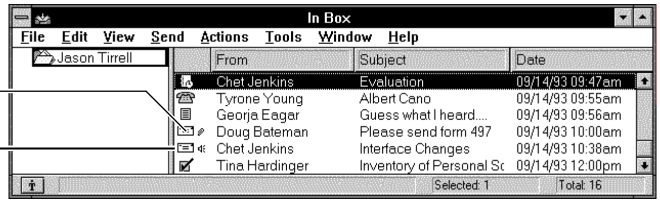
Reading Attachments

An attachment is a file or OLE object which may contain text, graphics, applications, sounds, or movies and is sent with an item.

In the In Box or Out Box, items with attachments are marked with a paper clip icon. Items with sound annotations are marked with a speaker icon.

Paper clip icon

Speaker icon



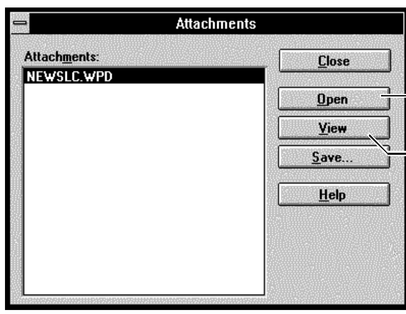
From your In Box or Out Box,

1 Right-click the item with attachments, then choose **Read** from the QuickMenu.

2 If you want to read an attached file, right-click the attachment in the Attach box, then choose **View Attachment** from the QuickMenu.

or

If the item has no Attach box, choose  to open the Attachments dialog box, select the attachment you want to read, then choose **View**.



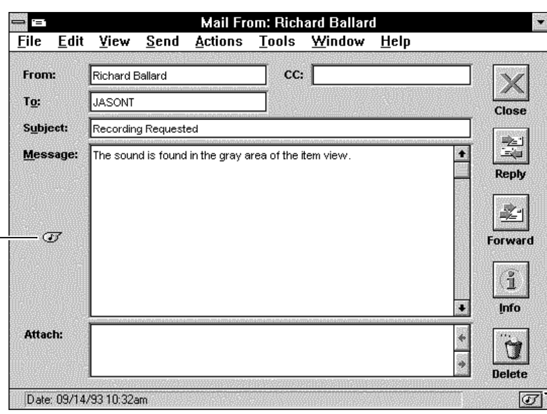
Lets you open the attachment in another application, such as WordPerfect for Windows

Lets you view the attachment within GroupWise

Attachments dialog box

3 If you want to listen to a sound annotation, double-click the sound indicator.

Sound indicator



If there is no sound indicator on the view, click the sound button to list the attached sound files.

4 Double-click the Control-menu box to return to the In Box or Out Box.

Tips and Hints

OLE Attachments

The Object Linking and Embedding (OLE) feature lets you include charts, graphics, spreadsheets, sound clips and many other types of information created in other applications as attachments that can be linked or embedded.

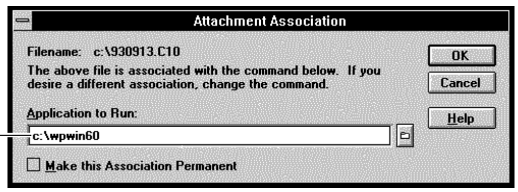
To open an OLE attachment, right-click the OLE object in the **Attach** box, then choose **Open**. See *OLE* in the reference manual.

Running Other Applications

If you can't view an attachment, you can open the attachment in another application such as WordPerfect for Windows.

To open the attachment from the item view, right-click the attachment in the **Attach** box, choose **Open**. If there is no application associated with the file, type the command line in the **Application to Run** box. The command line consists of the path or directory of the application, and the executable program filename. If you select **Make this Association Permanent**, GroupWise will use the application you specify the next time you open a file similar to the current file.

Type the command line here.



Printing Items and Attachments

Use Print to print an item or its attachments. You can also print the items in a calendar format. See *Tips and Hints* below.

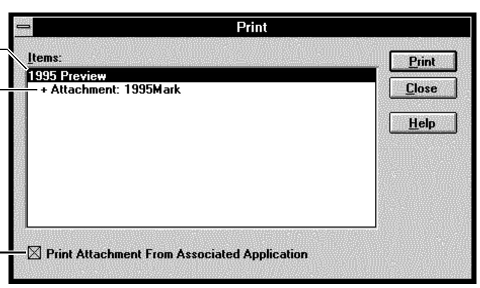
From any item view,

1 Choose the **File** menu, then choose **Print**.

Item

Attachments are marked by +.

To print the attachment from the application it was created in



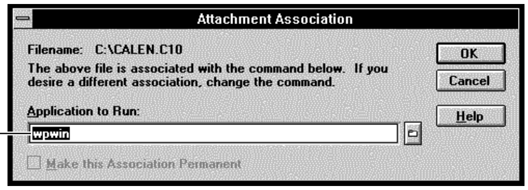
Your item is already highlighted in the **Items** box.

2 If you want to print the item, choose **Print**.

3 If you want to print the attachment, select the attachment in the **Items** box, then choose **Print**.

When you are printing the attachment, the **Attachment Association** dialog box opens if the **Print Attachment From Associated Application** check box is selected. The application that GroupWise will run to print the attachment is displayed in the **Application to Run** text box. Printing from the application will retain all formatting codes.

Type a different path and application filename here, if desired.



If you select the **Make this Association Permanent** check box, attachments with the same extension (such as .wpg) can be printed from the same application in the future without bringing up the **Attachment Association** dialog box again. A Preference setting also affects the display. See *Tips and Hints* below.

Choose **OK** to run the application and print the attachment.

4 When you are done with printing, choose **Close** to return to the In Box.

Tips and Hints

Selecting Multiple Items

You can select several items and their attachments to print from the In Box, Out Box, and the Print dialog box.

To select a continuous range of items, click the first item in the range, then **Shift**-click the last item in the range.

To select non-continuous multiple items, **Ctrl**-click the items you want.

After selecting the items, proceed with the steps above.

Disabling the Attachment Association Prompt

From the **Main Window**, choose the **File** menu, choose **Preferences**, then double-click **Associations**. Deselect the **Prompt Before Running Associated Application** check box.

Printing Troubleshooting

If nothing prints, make sure your printer is selected and set up correctly. Choose **File**, then choose **Print Setup** to select your printer, specify margins, paper source, paper size, font orientation, and the number of copies you want to print. See *Print Setup* in the reference manual.

Accepting or Declining Appointments, Tasks, and Notes

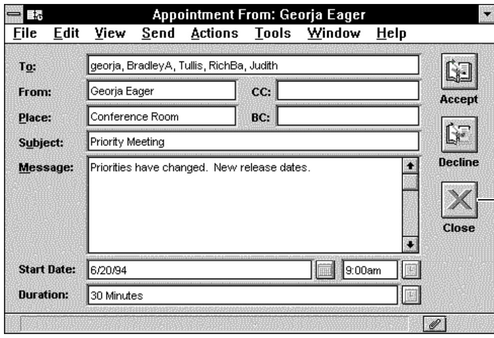
Accept or Decline lets you inform the sender of an appointment, task, or note whether you are available or not. Opened and unopened items are distinguished by icons. See *A Brief Tour* under *Getting Started*.

The text descriptions of these items remain italicized in your Calendar until you have accepted or declined the items.

From the In Box,

1 Double-click the item in the Item list box.

2 Choose **Accept** or **Decline**.



Close allows you to respond later.

Appointment view

3 If you decline, you may want to type a comment in the Comment box, then choose **OK**.

GroupWise sends an accept or decline status to the sender's Information window. See *Tracking Item Information* under *Out Box*.

Tips and Hints

Accepting with a Comment

If you want to type a comment to the sender when you accept an item, choose the **Actions** menu, choose **Accept with Comment**, type a comment in the Comment box, then choose **OK**.

Accepting or Declining from the Calendar

You can also accept or decline appointments, tasks, or notes from your Calendar. See *Accepting or Declining Appointments, Tasks, and Notes* under *My Calendar*.

Deleting from the In Box

If you delete an item from your In Box, the sender's Information window will display an opened and a deleted status. If you want the sender of an appointment, task, or note to receive an accepted or declined status, you should choose either Accept or Decline before deleting the item.

Where Items are Moved to

When you accept an appointment, task, or note in your In Box, the item disappears from your In Box. You can view the item in your Calendar. If you decline the item, it is moved to your Trash. You can adjust the In Box Filter if you would like to see your accepted items in the In Box. See *Filter* in the reference manual.

Undeleting

If you declined and deleted an item, but have now changed your mind, you can still undelete and accept the item if you have not emptied the Trash. See *Undeleting Items* under *Trash*.

Replying to Mail and Phone Messages

After reading a mail or phone message, the Reply feature lets you respond to the sender immediately without having to select the sender's name from the Address Book. You can also reply to an appointment, task, or note. See *Tips and Hints* below.

After reading the message,

1 Choose **Reply**.

2 Select **Reply to Sender** to send a reply to the sender only.

or

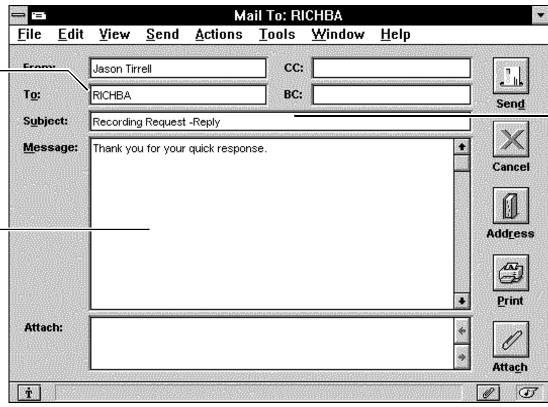
Select **Reply to All** to reply to the sender as well as all the recipients.

3 If you want to include the item's text, select the **Include Message Received from Sender** check box.

4 Choose **OK**, then type a message in the Message box.

The To box is already addressed to the sender of the original item.

Message box



The Subject box contains the original subject with "-Reply" added to the end.

5 Choose **Send** to send your reply.

6 Choose **Close** to return to the Main Window.

Tips and Hints

Replying to Appointments, Tasks, and Notes

While accepting or declining an appointment, task, or note, you'll be prompted to type in a comment. To reply without accepting or declining, choose the **Send** menu, then choose **Reply**. Continue with step 2 above.

If you want to add a comment when you accept an item, choose the **Actions** menu, then choose **Accept with Comment**. The comment is not sent as a Reply. Instead, it appears in the sender's Information window.

Resending a Message

If you want to resend basically the same message with minor changes, see *Resending and Rescheduling Items* under *Out Box*.

Forwarding Items

When you want someone else to read the item you have just received, use Forward. When you forward an item, it is sent as an attachment to a mail message.

From the In Box,

1 Double-click the item you want to forward.

2 Choose the **Send** menu, then choose **Forward**.

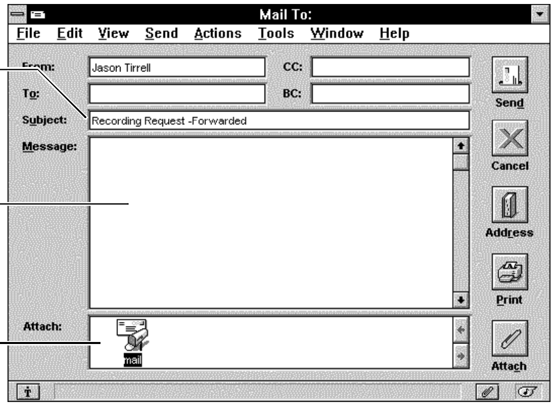
or

If you are in an opened *mail* view, choose **Forward**.

The subject remains the same, except that "-Forwarded" is added to the end.

Message box

The message you are forwarding appears as an attachment in the Attach box.



3 Choose **Address** to open the Address Book.

4 Select recipients for the Send To, Carbon Copy, and Blind Copy boxes by dragging their names to the appropriate boxes.

5 Choose **OK**.

6 Type a message in the Message box.

7 Choose **Send** to forward the item.

Tips and Hints

Delegate

If you are unable to accept an appointment, task, or note, you can delegate the request instead of forwarding the item. Delegating will send a delegated status to the sender's Information window. This way, the sender will know that you have transferred the responsibility to another person. See *Delegate* in the reference manual.

Attachments and Object Linking and Embedding

If there are other files or objects you want to send with the item you're forwarding, use the Attach feature. See *Attaching Files* under *Send Mail*.

You can also embed or link an object or file in an item you are sending. See *OLE* in the reference manual.

Deleting Incoming Items

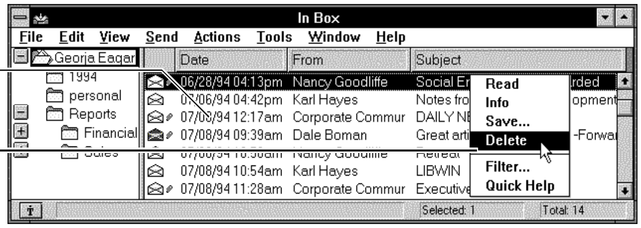
You can delete any item from the In Box at any time. However, if you cannot accept a scheduled item, you should consider using Decline rather than deleting the item from the In Box. Deleting will only send a deleted status to the sender, and he or she will not know if you've accepted or declined the request.

From the Main Window,

1 Double-click **In Box**.

2 Right-click the item you want to delete.

3 Choose **Delete** from the QuickMenu.



4 Double-click the Control-menu box to return to the Main Window.

Tips and Hints

Selecting Multiple Items

You can also select multiple items to delete.

To select a continuous range of items, click the first item, then Shift-click the last item in the range.

To select non-continuous multiple items, Ctrl-click the items.

Deleting an Opened Item

After reading an opened item, you can delete it immediately. To delete the opened item, choose the **Actions** menu, then choose **Delete**.

or

Choose **Delete** if it is available in the item view.

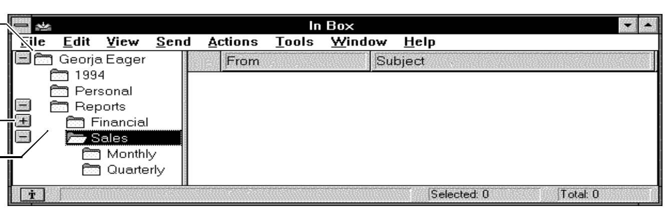
Undeleting

If an item has been deleted by mistake, it can still be recovered if you haven't emptied the Trash. See *Undeleting Items* under *Trash*.

Creating Folders

Folders help you to organize and store your In Box and Out Box items. You can use folders to group items by a specific task, project, person, or any other subject.

All the folders that you create are subfolders of the root folder. The Folder list contains the same folders regardless of which view you are in, and any folder can contain subfolders.



From your In Box or Out Box,

1 Choose the **File** menu, then choose **Folders** to open the Folders dialog box.

2 Select a parent folder in the Folder List box. The new folder you are creating will be the subfolder of this parent folder.

3 Choose **Create** to open the Folder Name dialog box.

4 Type the name of the new folder, then choose **OK** to add the folder to the Folder List box.

5 Choose **OK** to return to your In Box or Out Box.

Tips and Hints

Deleting Folders

To delete an unwanted folder and its contents, from the In Box or Out Box, right-click the folder you want to delete. Choose **Delete** from the QuickMenu, select **Folder(s) and Contents**, then choose **OK**.

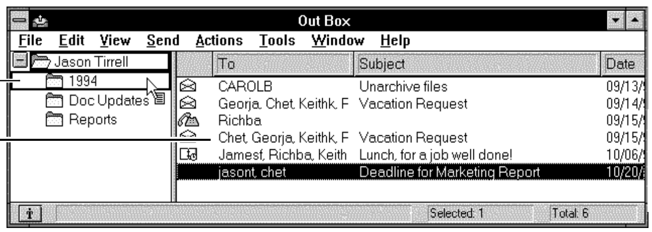
Drag and Drop

You can use drag and drop to manipulate your folders. Drag and drop folders onto another folder to make them subfolders.

To move an item in your In Box or Out Box from one folder to another, drag and drop the item from the Item list box to the Folder.

Folder list box

Item list box



Out Box

Resending and Rescheduling Items 32
Retracting Unopened Items 32
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Tracking Item Information 34

Resending and Rescheduling Items

You can resend mail or phone messages, or reschedule appointments, tasks, and notes if they are still in your Out Box. You may also want to retract the original item *before* resending it. See *Retracting Unopened Items* under *Out Box*.

1 Double-click **Out Box**.

2 Select the item to resend or reschedule from the Item list box.

3 Choose the **Send** menu, choose **Resend**, then edit the old message or reschedule the item.

4 Choose **Send**.

You will be prompted to retract the original item. Mail and phone messages cannot be retracted if they have already been opened by the recipient(s). Appointments, tasks, and notes can be retracted any time, even after they have been accepted.

5 Choose **Yes** if you want to retract the original item.

Tips and Hints

Items in the Trash

Items in the Trash need to be undeleted before you can resend or reschedule them. See *Undeleting Items* under *Trash*.

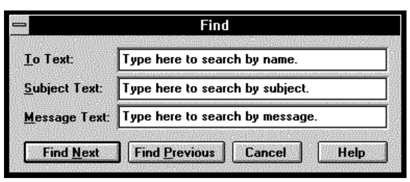
Calendar

To reschedule items from your Calendar, including personal items, see *Rescheduling Appointments, Tasks, and Notes* under *My Calendar*.

Finding an Item

If you have a long list of items in your Out Box, use the Find feature to search for the items you want to reschedule.

Select the first item in the Item list box, choose the **Edit** menu, then choose **Find**. In the appropriate box, type the string of words or characters that matches the text in your item. Choose **Find Next** to start the Find process. See *Find* in the reference manual.



Retracting Unopened Items

If the information in a mail or phone message has become outdated or is incorrect, you can still retract the item if the recipient has not opened the item. You can also retract appointments, tasks, or notes whether they have been opened or not.

From the Out Box,

1 Right-click the item to open the QuickMenu, choose **Delete**.

2 Select **All In Boxes** to delete from the recipient's In Box only.

or

Select **All Mailboxes** to delete from your Out Box and the recipient's In Box.

3 Choose **OK** to retract the item.

4 Double-click the Control-menu box to return to the Main Window.

Tips and Hints

Before Retracting

Before retracting, you may want to check the item's status to see if it is still unopened. See *Tracking Item Information* under *Out Box*. A mail or phone message can be retracted only if it is unopened.

Resending or Rescheduling

If you plan to resend or reschedule an item, you don't have to retract the item as a separate step. While resending or rescheduling, you will be prompted to retract your original item. See *Resending and Rescheduling Items* under *Out Box*.

Deleting Outgoing Items

You should periodically delete any obsolete or unwanted items from your Out Box.

From the Main Window,

1 Double-click **Out Box**.

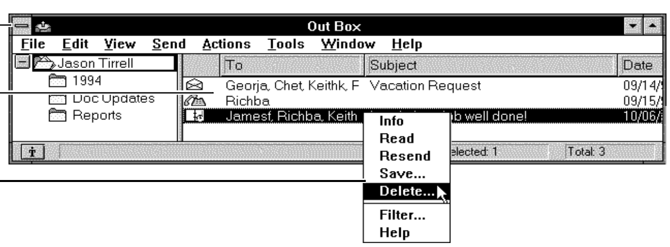
2 Right-click the item you want to delete.

3 Choose **Delete** from the QuickMenu.

Control-menu box

Item list box

The QuickMenu is activated by the right mouse button.



4 Choose **OK** to delete the item from **This Out Box**.

5 Double-click the Control-menu box to return to the Main Window.

Tips and Hints

Cleanup Options

If you want GroupWise to periodically delete items from your In Box, Out Box, and Calendar, choose the **File** menu from the Main Window, choose **Preferences**, then double-click **Cleanup**. Select **Auto-Delete After** from the Mail and Phone, and Appointment, Task, and Note group boxes, then type in the number of days for the periodic cleanup.

[Illustration not shown]

Selecting Multiple Items

You can also select multiple items to delete from the In Box or Out Box.

To select a continuous range of items, click the first item in the range, then Shift-click the last item in the range.

To select non-continuous multiple items, Ctrl-click the items.

Undeleting

If an item has been deleted by mistake, you can still recover it if you haven't emptied the Trash. See *Undeleting Items* under *Trash*.

Tracking Item Information

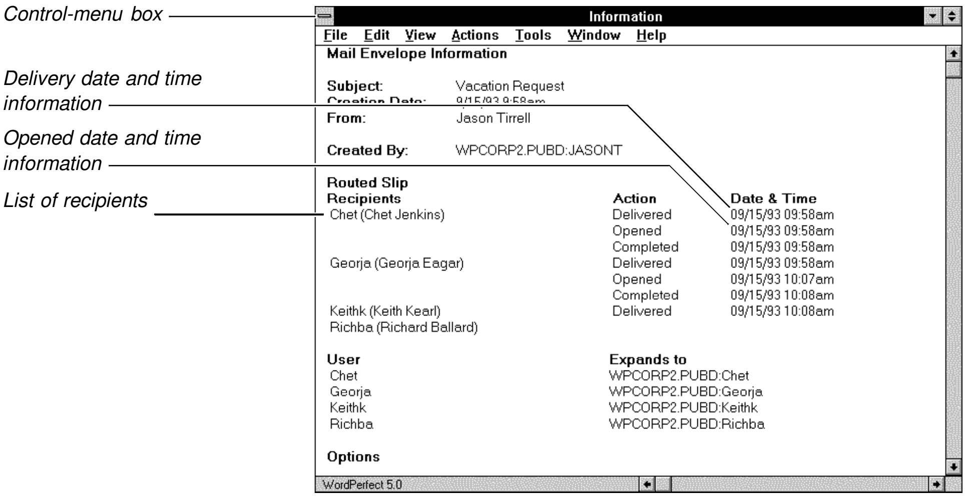
From the Out Box, you can find out what actions have been performed on the items you've sent.

For example, when a recipient *opens* an item from you, *forwards* the item to a GroupWise user, then *delegates* the item to another user, GroupWise will inform you of these three actions and when they occurred.

From the Main Window,

1 Double-click **Out Box**.

2 Double-click the item you want information on.



Info window

3 Double-click the Control-menu box to return to the Out Box.

4 Double-click the Control-menu box to return to the Main Window.

Tips and Hints

Information You Can Access

The Information window for an item you have sent includes the following information about the current item.

- Item name, post office, and the sender's user ID
- Date and time the item was sent
- Subject of the item
- List of all recipients by post office
- List of attached files including the MESSAGE file (The size of each file and the date and time it was last saved are also included.)
- Status information about the recipient's post office (including date and time the message was delivered to the recipient's post office and the route used)
- Status information about the item in the recipient's In Box, including the date and time the item was delivered, opened, accepted, completed, delegated, deleted, forwarded, or emptied from the Trash

Accessing the Information Window Elsewhere

You can also access the Information window from your Calendar or within an item. After selecting an accepted item, choose the **Actions** menu, then choose **Info**.

In Box Information Window

The In Box Information window provides information about the sender, the item that was received, and any options that were selected for a specific item when the item was created.

Resending

If you need an answer to an item, but the recipient has deleted the item without replying, you can resend it. See *Resending and Rescheduling Items* under *Out Box*.

Trash

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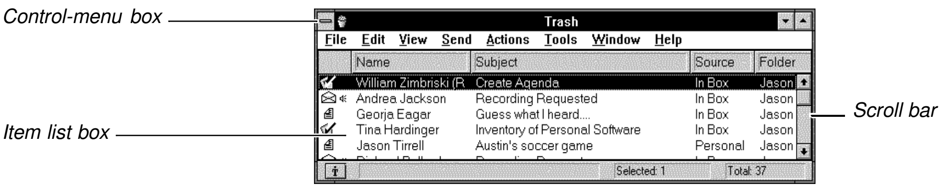
Emptying Your Trash 37

Undeleting Items

You can still recover items you have deleted from your Calendar, In Box, and Out Box if they have not been emptied from the Trash.

From the Main Window,

1 Double-click **Trash**.



2 Select the item to undelete from the Item list box.

3 Choose the **Edit** menu, then choose **Undelete** to recover the item.

4 Double-click the Control-menu box to return to the Main Window.

Tips and Hints

Where Undeleted Items Appear

An undeleted item will reappear in the Calendar or in the In Box or Out Box folder it was deleted from. If the folder the item was deleted from no longer exists, the undeleted items will reappear in the root folder.

Emptying Your Trash

Emptying your Trash lets you permanently delete *all* the items currently in the Trash. Once you have emptied the Trash, you will *not* be able to recover any items. To discard only selected items, see *Selecting Multiple Items* under *Tips and Hints* below.

From the Main Window,

1 Double-click **Trash**.

2 Choose the **Edit** menu, then choose **Empty Trash** to delete all items from your Trash.

3 Choose **Yes** if you are sure that *all* items in the Trash should be deleted.

All the items in the Trash will be deleted. This process may take some time.

Tips and Hints

Selecting Multiple Items

You can empty selected item(s) from the Trash.

To select a continuous range of items, click the first item in the range, then Shift-click the last item in the range.

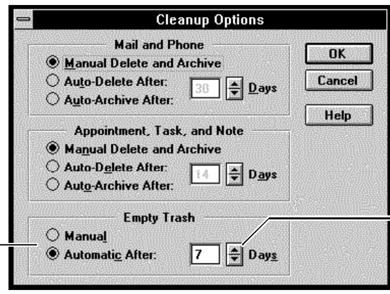
To select non-continuous multiple items, Ctrl-click the items.

After selecting your items, right-click the selected range to display the QuickMenu, then choose **Empty Selected Items**.

Emptying Your Trash Automatically

You can specify the number of days that items should stay in the Trash before they are automatically emptied.

From the Main Window, choose the **File** menu, choose **Preferences**, then double-click **Cleanup**. Select **Automatic After** from the Empty Trash group box, specify the number of days, then choose **OK**. Be aware that your system administrator can set and lock this option.



Empty Trash group box

Click these arrows to set the number of days an item is in the Trash before it is emptied.

You can recover an item you have placed in the Trash if the Trash has not been emptied. See *Undeleting Items* under *Trash*.

My Calendar

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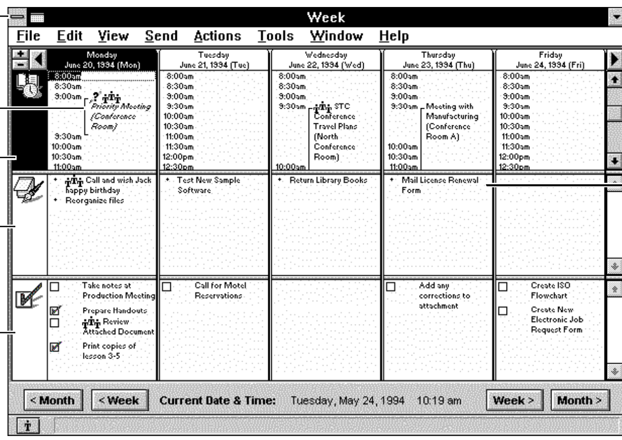
Accepting or Declining Appointments, Tasks, and Notes

Use Calendar to manage your personal schedule and business tasks. You can read and respond to any incoming requests from your Calendar. There are several pre-designed calendar views. The Week View is especially useful, because it allows you to look at all three types of items on a weekly basis.

You can accept or decline appointments, tasks, and notes from either the In Box or the Calendar.

From the Main Window,

1 Choose the **My Calendar** pop-up list, then choose a calendar view.



Week view

2 Double-click the text of a group item in the **Appointments**, **Tasks**, or **Notes** list box to open the item view.

3 Choose **Accept** or **Decline**.

4 If you decline, you may want to type a comment in the Comments box, then choose **OK**.

GroupWise sends an accept or decline status along with any comments to the sender's Information window. See *Tracking Item Information* under *Out Box*.

5 Double-click the Control-menu box to return to the Main Window.

Tips and Hints

Accepting with a Comment

If you want to type a comment to the sender when you accept an item, choose the **Actions** menu, choose **Accept with Comment**, type a comment in the Comment box, then choose **OK**.

About Tasks

Uncompleted tasks are carried forward to the next day in your Calendar until you mark the tasks as completed. See *Completing Tasks and Routed Items* below. When a task becomes overdue, it is displayed in red in your Calendar.

QuickMenu

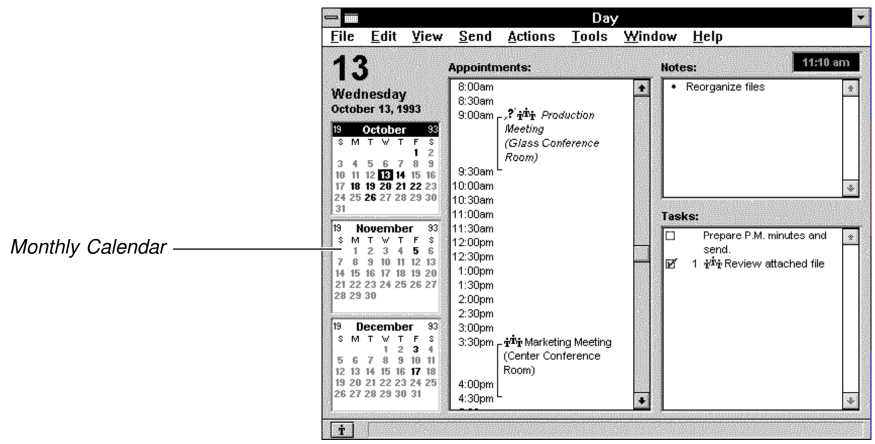
If you already know the nature of an appointment or request and want to respond without opening the item, right-click the item, then choose **Accept** or **Decline** from the QuickMenu.

Rescheduling Appointments, Tasks, and Notes

You can reschedule a group item from the Calendar or Out Box if you were the original sender of that item. You cannot reschedule an item if someone else scheduled it. You may also retract the original item before rescheduling it. See *Retracting Unopened Items* under *Out Box*.

From the Main Window,

1 Choose the **My Calendar** pop-up list, then choose a calendar view.



Day view

2 Double-click the text of the item to be rescheduled to open the item view.

3 Choose the **Send** menu, then choose **Resend**.

4 Choose **Start Date** or , then make the necessary date or time changes.

5 Choose **Send** for group items.

6 Choose **Yes** to Retract Original Item.

7 Double-click the Control-menu box to return to the Main Window.

Tips and Hints

Dragging an Item onto the Monthly Calendar

If a calendar view displays the Monthly Calendar, you can drag the item you want to reschedule to another date in the Monthly Calendar. Release the item when the desired date is selected. You can also reschedule an item by dragging it to another time or day displayed in your calendar view.

Monthly Calendar

Busy Search

If you drag to reschedule a group item, you will be asked if you want to perform a busy search and/or edit the item before rescheduling. To find out which days and times are available for all participants and resources, see *Using Busy Search* under *Schedule*.

Making Other Changes

Besides changing the date and time when you reschedule an item, you can also add recipients to the To box, change the location in the Place box, and edit the text in the Message box.

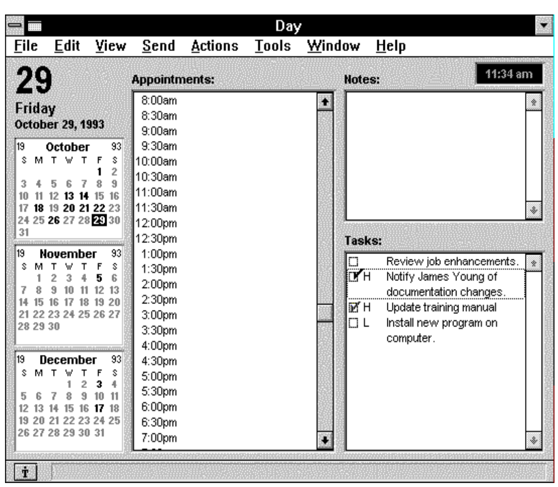
Completing Tasks and Routed Items

Tasks that have not been marked as completed will be carried over to the next day on your Calendar. In addition, overdue tasks turn red if they are not marked completed. Completed tasks are distinguished by a check mark in your Calendar.

Routed tasks and mail also need to be marked completed before they can be sent to the next person. See *Routing Slips* in the reference manual.

From a calendar view that shows your Tasks list,

1 Point in the check box on the left of the task.



Day view

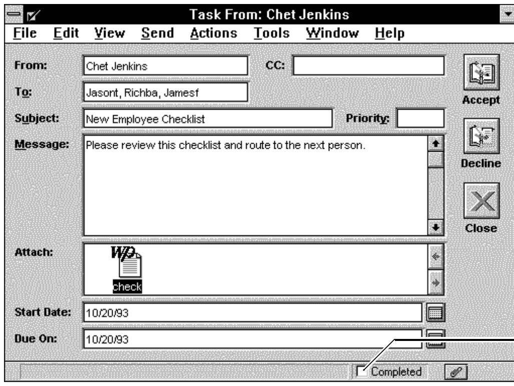
Your pointer will turn into a check mark.

2 Click the check box.

Tips and Hints

From a Task or Routed Item View

You can also mark a task or a routed item as completed from within the item view. Select the **Completed** box.



Completed box

Sender Notification

If another user assigned the task to you, GroupWise notifies the sender when you mark the task completed, if the sender selected the Return Notification option. A completed status, including the date and time the task was marked completed, is also placed in the sender's Information window. See *Tracking Item Information* under *Out Box*.

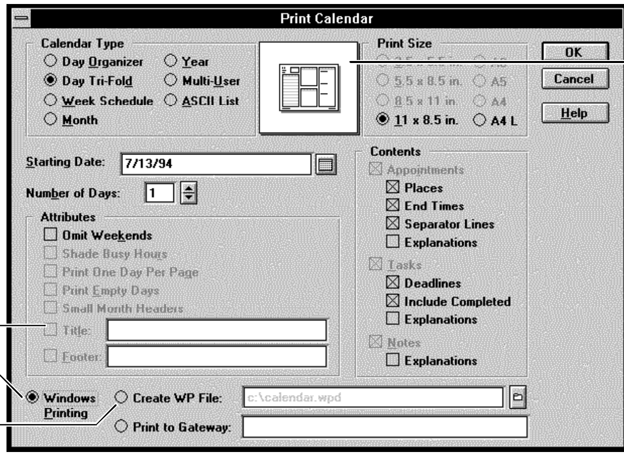
Unmarking a Task

If you accidentally marked the wrong task as completed, you can "uncomplete" the task by clicking the **Completed** box again.

Printing the Calendar

Use Print Calendar to print appointments, tasks, and notes in different formats and page sizes.

From the Main Window or any calendar view, 1 Choose the **File** menu, then choose **Print Calendar**.



Sample box

Prints a title at the top of the first page

Send the Calendar to the printer.

Saves the Calendar as a WordPerfect 5.1 file.

2 Select a format from the **Calendar Type** group box.

A graphic is displayed in the Sample box to show you what the format looks like. The format you select affects the options you can select from the **Print Size** and **Attributes** group boxes.

3 Select a size from the **Print Size** group box.

4 If you want to change the first date to print, choose, select a new start date, then choose **OK**.

5 Specify the number of days, weeks, or months you want in the **Number of Days**, **Number of Weeks**, or **Number of Months** box, depending on the format you have chosen.

6 Select the **Attributes** that apply.

7 Select the **Contents** options that apply.

8 Select **Windows Printing**.

9 Choose **OK** to print the Calendar.

Tips and Hints

Contents Options

Contents Option	Description
Places	Prints the location where the appointment is scheduled
End Times	Prints the time when an appointment is scheduled to end
Separator Lines	Prints lines between the scheduled appointments
Deadlines	Prints the date and time tasks are due
Include Completed	Prints tasks that have been marked completed
Explanations	Prints the text from the Message box of appointments, tasks, or notes

Print to Gateway

You can select this option in the **Print Calendar** dialog box if you have purchased and installed the Fax/Print Gateway. You will need to type the appropriate address string in the **Gateway** box. See your *Fax/Print Gateway* guide for more information.

Send Mail

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Sending Mail

Besides sending a message, you can also attach text files, graphics, sounds, and OLE objects to the mail you send to other GroupWise users. See *Attaching Files* under *Send Mail*.

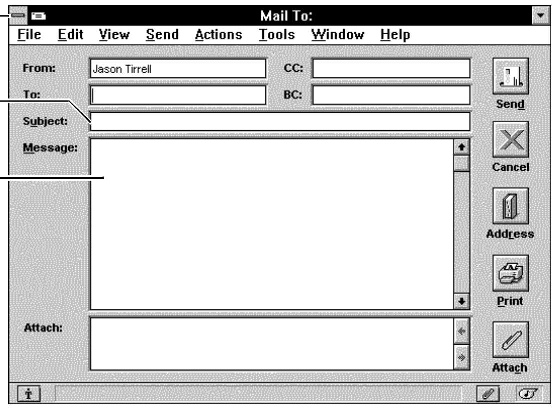
From the Main Window,

1 Choose the **Send Mail** pop-up list, then choose a mail view.

Control-menu box

Subject box

Message box



2 Type the user IDs in the To field, separating the IDs with commas, then go to step 5.

or

Choose **Address** to open the Address Book.

3 Select recipients for the Send To, Carbon Copy, and Blind Copy boxes by dragging their names to the appropriate boxes.

4 Choose **OK**.

5 Type the subject in the Subject box.

6 Type a message in the Message box.

7 Choose **Send** .

Tips and Hints

Searching for a User's Name

Searching for a user's name in the Address Book is easy. When your Address Book is opened, type the first letters of the user's name and a name matching those letters will be highlighted. Press the **space bar** to search subsequent fields. For example, if you have several people with the last name Jones, type **Jones**, press the **space bar**, then type the first name.

Be aware that the order of the last and first names is defined by your system administrator. Your Address Book may display the first name before the last name.

Typing User IDs

Instead of using the Address Book to enter user IDs in the address boxes, you can type in the user IDs. However, the following rules apply:

- You must spell user IDs correctly.
- You must separate user IDs with commas.

Personal Groups

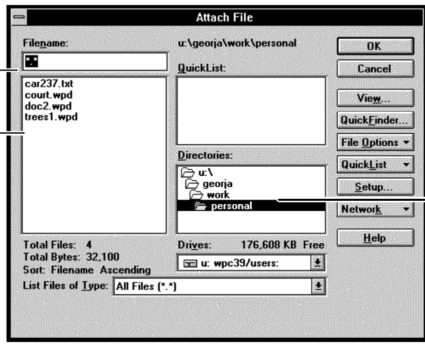
To send the item to a personal group, choose **Personal Groups** in the Address Book, then double-click the group you want to send the item to. See *Creating Personal Groups* under *Send Mail*.

Attaching Files

You can attach text files, graphics, applications, sounds, movies, GroupWise items you've saved, sent, or received, and many other types of information with any item you send.

From any item view,

1 Choose the **File** menu, then choose **Attach File**.



2 Use the Files list box and Directories list box to locate the file you want to include in the item.

3 Double-click the file to attach it to the item.

4 Choose **Send** for group items or **OK** for personal items.

Tips and Hints

Selecting Multiple Attachments

There is no limit to the number of files you can attach to an item. The only limit is memory size.

From the Attach File dialog box, click the first file in a continuous range of files, then Shift-click the last file in the range.

To select a non-continuous range of files, Ctrl-click the files you want to include.

Viewing Attachments

If you are in an item view without an Attach box, and you would like to see your attached file(s), choose the **File** menu, then choose **View Attachment**.

Attaching GroupWise Items

When you attach a GroupWise item to the item you are sending, the recipient can open the attached (encapsulated) item and reply to the original sender. This is the same as Forwarding the item.

To attach or forward an item, drag it from an item list and drop it on the new item view you are sending.

Sounds and OLE objects

You can annotate an item with sounds or attach embedded or linked objects. See *Attachments* in the reference manual.

Creating Personal Groups

You can create your own groups of users and resources for addressing mail messages, appointments, tasks, notes, and phone messages. For example, if you often need to schedule a meeting for the same group of people, create a personal group instead of selecting them individually from the Address Book each time you send an item.

Public groups, on the other hand, are created by the system administrator for every user to access.

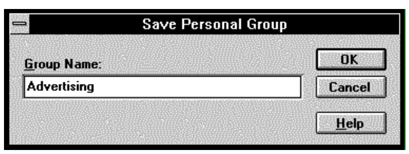
From the Main Window,

1 Choose the **Send** menu, choose **Address Book**, then choose **Create/Edit Group>>** to open the Address Book.

2 Select the recipients by dragging the usernames to the Send To, Carbon Copy, and Blind Copy boxes.

Include your name if you want to be a member of the group.

3 Choose **Save Group**, type a group name, then choose **OK**.



4 Choose **OK** to return to the Main Window.

Tips and Hints

Resources

Resources are defined by your system administrator and may include conference rooms, company vehicles, overhead projectors, and anything that can be scheduled. You can include resources in your personal group. After selecting usernames, choose **Resources**, then drag the desired resources to the Send To, Carbon Copy, or Blind Copy boxes. Proceed with step 3 in *Creating Personal Groups*.

Removing a Name from a Group

You can delete a name from a personal group.

From your Address Book,

1 Choose **Personal Groups**, choose **Create/Edit Group>>**, then select the personal group you want to edit.

2 Choose **Retrieve/Edit Group**, double-click the name you want to delete, then choose **Save Group**.

3 Type the old group's name, then choose **Yes** when GroupWise asks if you want to replace the group name.

Setting Temporary Mail Send Options

With Send Options, you can change the following for the mail message you are currently sending.

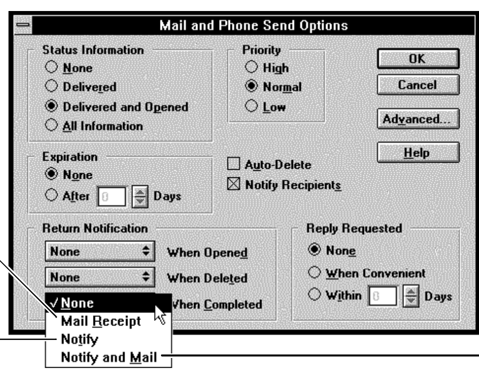
Options	**Purpose**
Status Information	Tracks the actions performed on your mail and displays the information in the Information window
Priority	Controls the appearance of the mail in the mailboxes, so that the priority of the item is apparent to the receiver
Expiration	Deletes mail from your Out Box and the In Boxes of all recipients who have not yet opened the message after a number of days
Return Notification	Alerts you each time a recipient opens, deletes, or completes the mail
Reply Requested	Asks recipients to reply to your mail within the number of days specified or when convenient
Auto-Delete	Deletes the mail from your Out Box as soon as *all* recipients empty the mail from their In Boxes and Trash
Notify Recipients	Alerts recipients with a sound, a dialog box, or an icon, if they have loaded the Notify program

From a new mail view,

1 Choose the **Send** menu, then choose **Send Options**.

Sends a mail message informing the sender when an action is performed

Notifies the sender when a recipient performs the action to the right of the pop-up list



Notifies and sends mail to the sender when an action is performed

2 Select the options you want.

3 Choose **OK**, then complete and send your item.

Tips and Hints

High Priority

When you have a high priority item and want to alert the recipient, select **High** in the Priority group box. The item will appear red in the recipient's In Box if the recipient has a color monitor.

Advanced Send Options

Advanced Send Options let you change the delivery date and the security options if needed. See *Advanced Send Preferences* in the reference manual.

Schedule

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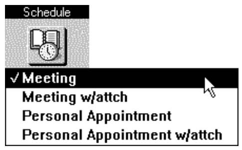
Scheduling Meetings

A meeting or group appointment can be scheduled for yourself and one or more GroupWise users.

From the Main Window,

1 Choose the **Schedule** pop-up list, then choose a group appointment view.



2 Choose **Address** to open the Address Book.

3 Select the participants for the Send To, Carbon Copy, and Blind Copy boxes by dragging their names to the appropriate boxes.

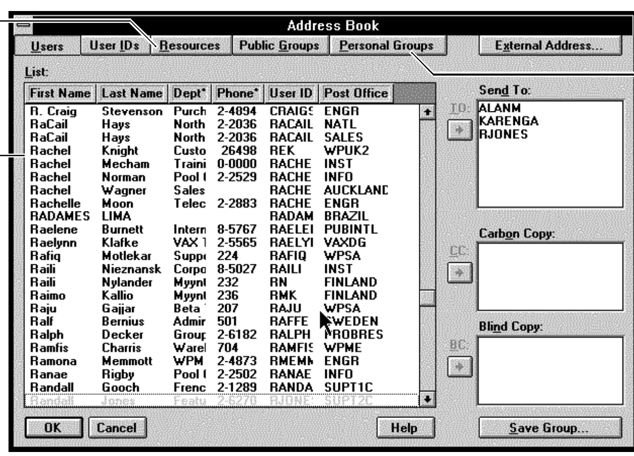
Include your name if you are a participant.

4 Choose **Resources**, double-click needed resources in the List box, then choose **OK**.

Resources (such as, conference rooms, projectors, and company vehicles) are defined by your system administrator. If you select a location that your system administrator has defined as a place in the Type column, the resource will appear in the Place box. Other resources will appear in the To box along with the participant names.

Resources button

List box



Personal Groups button

5 Type the meeting description in the Subject box.

6 Type a message in the Message box.

7 Choose **Start Date** to select the meeting date, then choose **OK**.

8 Choose **Time Input** to select the meeting time, then choose **OK**.

9 Choose **Send** to send the appointment request.

The item is placed in the recipients' Calendars and In Boxes, and in your Out Box.

Tips and Hints

Auto-Date

Scheduling recurring meetings is quick and easy when you use Auto-Date. See *Scheduling Recurring Items (Auto-Date)* under *Schedule*.

Busy Search

To find out what days and times are available for all participants and resources, use Busy Search. See *Using Busy Search* under *Schedule*.

Personal Groups

To send an item to a personal group, choose **Personal Groups** in the Address Book, then double-click the group you want to send the item to. See *Creating Personal Groups* under *Send Mail*.

Meeting Location

If the meeting place is not listed as a resource, type the location in the Place box of the appointment view.

Scheduling Personal Appointments

Create a personal appointment to help you manage your schedule. For example, you may want to create a personal appointment to remind you of meeting at a client's office. The item is placed *only* in your Calendar, *not* in your Out Box or in any other person's In Box.

From the Main Window,

1. Choose the **My Calendar** pop-up list, then choose a calendar view that includes an Appointments list.

2. Drag in the Appointments list to select the block of time you want to schedule, then begin typing a subject.

A text box appears when you start typing.

3. When you are done, press **Tab**.

4. If you need to edit the subject or add a message, double-click the appointment to open the personal appointment view.

Tips and Hints

Auto-Date

You can schedule a recurring appointment using Auto-Date. See *Scheduling Recurring Items (Auto-Date)* under *Schedule*.

Rescheduling

If your plans change, you can reschedule a personal appointment. See *Rescheduling Appointments, Tasks, and Notes* under *My Calendar*.

Using Busy Search

You can avoid time conflicts in the meeting you are scheduling by using Busy Search to check the schedule of each user and resource listed in the address fields.

From the Main Window,

1 Choose the **Schedule** pop-up list, then choose **Meeting**.

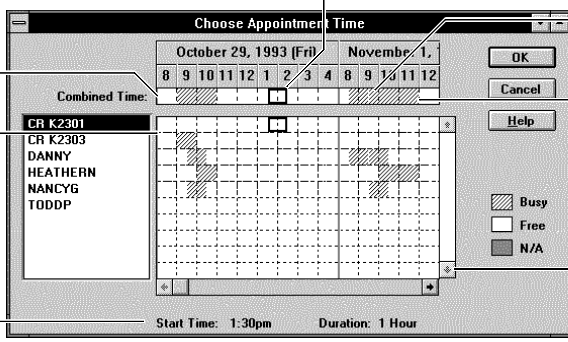
2 Select the participants and resources from the Address Book. See *Scheduling Meetings* under *Schedule*.

3 Choose **Busy?** .

4 Select the **Start** date, **From** and **To** times, and specify the number of days for the **Search Range** in the Time and Range to Search group boxes.

5 Change Days to Search selections if necessary. Monday through Friday are already selected for you by default.

6 Choose **OK** to open the Choose Appointment Time window.



7 Click the scroll arrows to move to an available day and time interval, then select the desired time in the Combined schedule.

8 Choose **OK** to input selected date and time into your appointment view.

9 Complete and send the item.

Tips and Hints

Dimmed Usernames

If a user's name is dimmed, the Busy Search for that user is not complete. After the search is complete, the name appears black.

Scheduling Recurring Items (Auto-Date)

You can schedule recurring appointments, tasks, or notes by using Auto-Date. There are three Auto-Date creation methods:

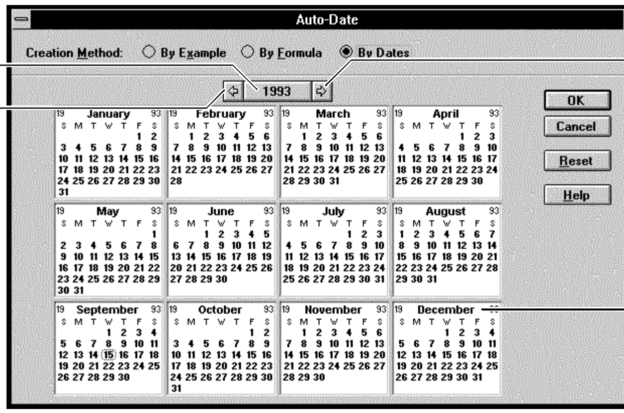
- By Example lets you define items that recur on days of the month, days of the week, or periodically (for example, a meeting that is scheduled on every month's first Tuesday).
- By Formula lets you use previous WP Office 3.x functions to describe recurring dates.
- By Dates accommodates items that recur on an irregular basis (for example, events that occur on specific holidays for several years).

Only the steps using the By Dates method will be covered in this task. See *Auto-Date* in the reference manual for more information on the other methods.

From a new appointment, task, or note view,

1 Choose **Send**, then choose **Auto-Date**.

2 Select the **By Dates** Creation Method.



3 Select the dates that apply.

4 Choose **OK**, then complete and send the item.

Tips and Hints

Selecting the Same Date for Several Months

You can select the same date for several months quickly. For example, to select the 15th of every month, select the 15th of a month, then select the month heading of the other months. The same date will be selected without you having to look for the 15th of each month.

Clearing Date Selections

If you made a mistake and want to start over in selecting your auto-dates, choose **Reset** to clear all previous selections, then start again.

You can also click a date a second time to deselect a previously selected date.

Setting Temporary Appointment Send Options

With Send Options, you can change the following for the appointment you are currently sending.

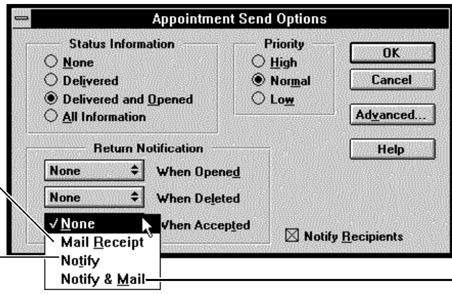
Options	**Purpose**
Status Information	Tracks the actions performed on your appointment and displays the information in the Information window
Priority	Controls the appearance of the appointment in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Return Notification	Alerts you each time a recipient opens, deletes, or accepts an appointment
Notify Recipients	Alerts recipients with a sound, a dialog box, or icon, if they are running Notify.

From a new appointment view,

1 Choose the **Send** menu, then choose **Send Options**.

Sends a mail message informing the sender when an action is performed

Notifies the sender when a recipient performs the action to the right of the pop-up list



Notifies and sends mail to the sender

2 Select the options you want.

3 Choose **OK**, then complete and send your item.

Tips and Hints

High Priority

When you have an important item and want to alert the recipient, select **High** in the Priority group box. The item will appear red in the recipient's In Box if he or she has a color monitor.

Advanced Send Options

Advanced Send Options let you change the delivery date and the security options if needed. See *Send Options* in the reference manual.

Assign Task

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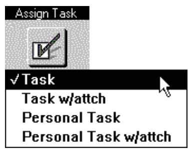
Assigning Tasks

Organizing a group effort with GroupWise is as easy as selecting your recipients, a time frame, and sending the request. You can also use Assign Task to send a task request to an individual.

Tasks will be carried forward each day in the Calendar until you mark them as completed. Overdue tasks turn red if you have a color monitor.

From the Main Window,

1 Choose the **Assign Task** pop-up list, then choose a group task view.



2 Choose **Address** to open the Address Book.

3 Select the participants for the Send To, Carbon Copy, and Blind Copy boxes by dragging their names to the appropriate boxes.

Include your name if you are involved in the task.

4 Choose **OK**.

5 Type the subject in the Subject box.

6 Type a message in the Message box.

7 Choose **Start Date**, select the start date, then choose **OK**.

The current due date is today's date.

8 If you need to select another due date, choose **Due On**, select the due date, then choose **OK**.

9 Choose **Send** to send the task to the recipients' In Boxes and Calendars and to your Out Box.

Tips and Hints

Priority

You may assign a priority to the task, although it is optional. The task priority may consist of a character followed by a number. The following are acceptable formats: A1, C2, B, 3, and so forth.

In addition, you can change the item's priority to High, Normal, or Low. See *Setting Temporary Task Send Options* under *Assign Task*.

Auto-Date

Scheduling recurring items is quick and easy when you use Auto-Date. See *Scheduling Recurring Items (Auto-Date)* under *Schedule*.

Personal Groups

To send the item to a personal group, choose **Personal Groups** in the Address Book, then double-click the group you want to send the item to. See *Creating Personal Groups* under *Send Mail*.

Resending or Retracting Tasks

If your plans change and you need to reschedule a task which *you* assigned to other users, see *Resending and Rescheduling Items* under *Out Box*. You may also retract the task. See *Retracting Unopened Items* under *Out Box*.

Creating Personal Tasks

Personal Task lets you create a personal task list in your Calendar to keep track of things you need to do. The tasks will be carried over each day on your Tasks list until you mark them as completed. They will also turn red after the due date if you have a color monitor.

From the Main Window,

1 Choose the **My Calendar** pop-up list, then choose a view that includes a Tasks list.

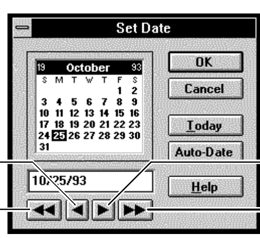
2 Click the Tasks list, then start typing the task.

A text box appears as you start typing.

3 Press **Tab** when you are done.

4 To edit the task or assign a priority, double-click it to open the personal task view.

5 If you want to change the start date, choose **Start Date**, select the start date, then choose **OK**.



The current due date is today.

6 If you want another due date, choose **Due On**, select the due date, then choose **OK**.

7 Choose **OK** to add the item to your Tasks list in the Calendar.

Tips and Hints

Priority

You may assign a priority to a task, although it is optional. The task priority may consist of a character followed by a number. The following are acceptable formats: A1, C2, B, 3, and so forth.

Auto-Date

You can schedule a recurring task using Auto-Date. See *Scheduling Recurring Items (Auto-Date)* under *Schedule*.

Rescheduling a Personal Task

If you need to reschedule a personal task for another day, see *Rescheduling Items* under *My Calendar*.

Setting Temporary Task Send Options

With Send Options, you can change the following for the task you are currently sending.

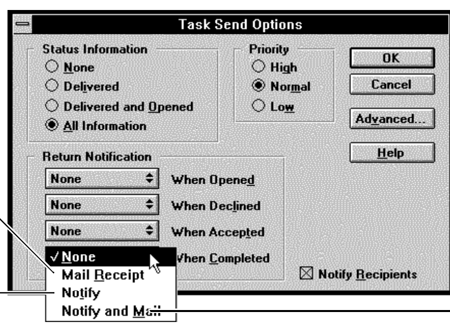
Options	Purpose
Status Information	Tracks the actions performed on your task and displays the information in the Information window
Priority	Controls the appearance of the task in your Out Box and the receiver's In Box, so that the priority of the item is apparent to the receiver
Return Notification	Alerts you each time a recipient opens, deletes, accepts, or completes the task
Notify Recipients	Alerts recipients with a sound and a dialog box or icon, if they are running the Notify program

From a new task view,

1 Choose the **Send** menu, then choose **Send Options**.

Sends a mail message informing the sender when an action is performed

Notifies the sender when a recipient performs the action to the right of the pop-up list



Notifies and sends mail to the sender

2 Select the options you want.

3 Choose **OK**, then complete and send your item.

Tips and Hints

High Priority

When you have a high priority item and want to alert the recipient, select **High** in the Priority group box. The item will appear red in the recipient's In Box if he or she has a color monitor.

Advanced Send Options

Advanced Send Options let you change the delivery date and the security options if needed. See *Send Options* in the reference manual.

Write Note

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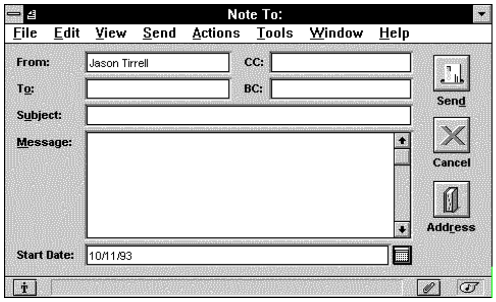
Sending Notes

A note is a message or reminder that can be scheduled for a specific day for you or one or more GroupWise users. For example, you might want a note to appear as a reminder on a specific day, such as a birthday, an upcoming deadline, holiday, and so forth.

From the Main Window,

1 Choose the **Write Note** pop-up list, then choose a group note view.



2 Choose **Address** to open the Address Book.

3 Select the recipients for the Send To, Carbon Copy, and Blind Copy boxes by dragging their names to the appropriate boxes.

Include your name if you want the note to appear in your Calendar also.

4 Choose **OK**.

5 Type the subject in the Subject box.

6 Type a message in the Message box.

7 Choose , select the note date, then choose **OK**.

8 Choose **Send** .

Tips and Hints

Auto-Date

You can create recurring notes by using Auto-Date. See *Scheduling Recurring Items (Auto-Date)* under *Schedule.*

Personal Groups

To send the item to a personal group, choose **Personal Groups** in the Address Book, then double-click the group you want to send the item to. See *Creating Personal Groups* under *Send Mail.*

Rescheduling Notes

If your dates change, you can reschedule a note. See *Rescheduling Appointments, Tasks, and Notes* under *My Calendar.*

Creating Personal Notes

When you create a personal note, it is placed in your Calendar. No one else will receive it. Use a personal note to send yourself a reminder for a specific date, such as a birthday, an upcoming deadline, or a holiday.

From the Main Window,

1 Choose the **My Calendar** pop-up list, then choose a view that includes a Notes list.

2 Click the Notes list, then start typing the note.

A text box appears as you start typing.

3 Press **Tab** when you are done.

4 If you need to change the note, double-click it to open the personal note view.

Tips and Hints

Auto-Date

Creating recurring notes is quick and easy when you use Auto-Date. See *Scheduling Recurring Items (Auto-Date)* under *Schedule*.

Rescheduling Personal Notes

If your dates change, you can reschedule a note. See *Rescheduling Appointments, Tasks, and Notes* under *My Calendar*.

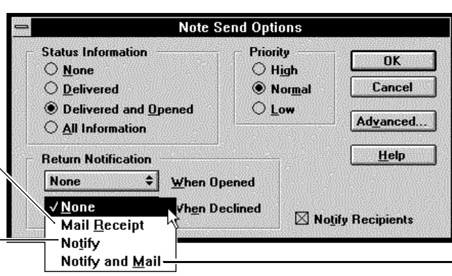
Setting Temporary Note Send Options

With Send Options, you can change the following for the note you are currently sending.

Options	**Purpose**
Status Information	Tracks the actions performed on your note and displays the information in the Information window
Priority	Controls the note's appearance in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Return Notification	Alerts you each time a recipient opens or deletes the note
Notify Recipients	Alerts recipients with a sound, a dialog box, or an icon, if they are running the Notify program.

From a new note view,

1 Choose the **Send** menu, then choose **Send Options**.



2 Select the options you want.

3 Choose **OK**, then complete and send your item.

Tips and Hints

High Priority

When you have a high priority item and want to alert the recipient, select **High** in the Priority group box. The item will appear red in the recipient's In Box if he or she has a color monitor.

Advanced Send Options

Advanced Send Options let you change the delivery date and the security options if needed. See *Send Options* in the reference manual.

Phone Message 

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Sending Phone Messages

Leaving a message about a phone call or office visit is now easy and paperless. The Phone Message view resembles the information on a standard phone message pad.

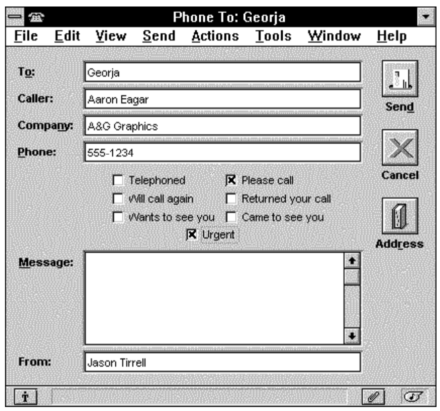
From the Main Window,

1 Choose the **Phone Message** pop-up list, then choose a phone message view.

2 Choose **Address** to open the Address Book.

3 Double-click the recipient name in the List box to select the recipient, then choose **OK**.

4 Type the caller information in the Caller, Company, and Phone boxes.



5 Select the check boxes that apply to the message.

6 Type a message in the Message box.

7 Choose **Send** .

Tips and Hints

Typing User IDs

If you type a user ID incorrectly in the To box, then choose **Send**, GroupWise notifies you that the item cannot be delivered to that user. If the item is addressed to several users, GroupWise tells you which user ID is incorrect.

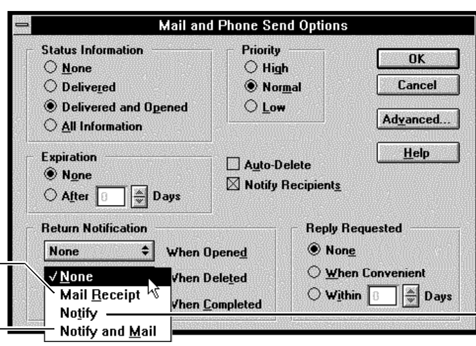
Setting Temporary Phone Send Options

With Send Options, you can change the following for the phone message you are currently sending.

Options	Purpose
Status Information	Tracks the actions performed on your phone message and displays the information in the Information window
Priority	Controls the appearance of the phone message in the In Box and Out Box, so that the priority of the item is apparent to the receiver
Expiration	Deletes the phone message from your Out Box and the In Boxes of all recipients' who have not yet opened the message after a number of days
Return Notification	Alerts you each time a recipient opens, deletes, or completes the phone message
Reply Requested	Asks recipients to reply to your phone message within the number of days specified, or when convenient
Auto-Delete	Deletes the phone message from your Out Box as soon as *all* recipients empty the message from their In Boxes and Trash
Notify Recipients	Alerts recipients with a sound, a dialog box, or an icon, if they are running the Notify program

From a new phone message view,

1 Choose the **Send** menu, then choose **Send Options**.



Sends a mail message informing the sender when an action is performed

Notifies and sends mail to the sender

Notifies the sender when a recipient performs the action to the right of the pop-up list

2 Select the options you want.

3 Choose **OK**, then complete and send your item.

Tips and Hints

High Priority

When you have a high priority item and want to alert the recipient, select **High** in the Priority group box. The item will appear red in the recipient's In Box if he or she has a color monitor.

Advanced Send Options

Advanced Send Options let you change the delivery date and the security options if needed. See *Send Options* in the reference manual.

Sharing Mailboxes

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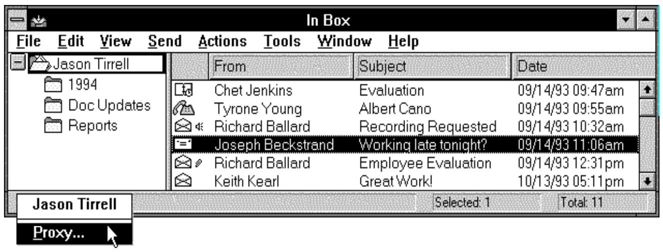
Managing Another User's Mailbox

Proxies can read and send items for other people. When you are selected as a proxy on someone's Access List, you can respond on that person's behalf by accessing the Proxy List.

From the In Box, Out Box, or any item or calendar view,

1 Choose , choose **Proxy**, then choose **Users** to open the Address Book.



2 Double-click the name of the person for whom you'll proxy, then choose **OK**.

The view you have opened will now reflect the other user's view. However, the username you have added to your Proxy List will disappear when you exit GroupWise.

Tips and Hints

Returning to Your Mailbox

To change the current view back to your own after acting as proxy for someone,

1 Choose , then choose your name.

Quick Proxy

After you have opened a view and chosen a user to proxy, drag the Title bar icon to the Shelf. When you double-click that icon, GroupWise will open the view and choose the user for you.

If Access Is Denied

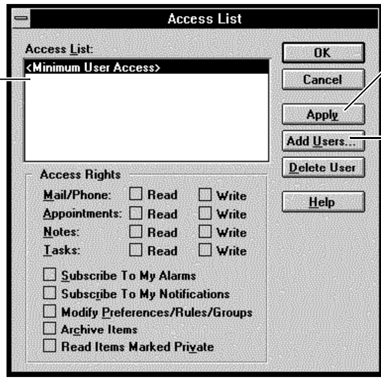
If you tried to add a new user to your Proxy List, but an "Access to user denied" message is displayed, check to make sure you are on that person's Access List.

Letting a Proxy Manage Your Mailbox

Use the Access List to grant other users on your post office access to read, create, and manage items and tools within your mailbox.

From the Main Window,

1 Choose the **File** menu, choose **Preferences**, then double-click **Access List**.



2 Choose **Add Users** to open your Address Book.

3 Double-click the names of the people in the List box to whom you want give access to your mailbox, then choose **OK**.

4 Select a proxy name(s), select the access rights you want to give the proxy, then choose **Apply**.

The table below explains the rights you can give to a proxy.

Access Right	**Access to**
Read	Read the mail, appointments, tasks, or notes you receive.
Write	Write and send mail, appointments, tasks, or notes in your name.
Subscribe To My Alarms	Receive alarms for your appointments, if the proxy subscribes to your alarms. See *Subscribe to Notify Preferences* in the reference manual.
Subscribe To My Notification	Receive notification when you receive items, if the proxy subscribes to your notification. See *Subscribe to Notify Preferences* in the reference manual.
Modify Preferences/Rules/Groups	Modify the Preferences options. The proxy can change your GroupWise setup, add or remove proxies, and alter the rights you've assigned to users in your Access List. This right also grants the proxy the ability to create, edit, delete, and run rules and to create, edit, and delete groups. See *Rules* in the reference manual.
Archive Items	Place items in the Archive Directory and retrieve them. If you give a proxy archive rights, items archived by the proxy can be stored on the proxy's hard drive. You may not have access to items archived by the proxy.
Read Messages Marked Private	Read the items that you mark private.

5 Repeat step 4 until you have selected access rights for all your proxies, choose **OK**, then choose **Close** to return to the Main Window.

Tips and Hints

Proxy

A proxy is another GroupWise user on your post office to whom you have granted selective mailbox access rights. You grant these rights through the Access List.

Proxies can respond to items in your In Box on your behalf. They can also read your mailbox items or send items on your behalf. For example, you can give another user rights to accept and schedule your appointments.

Deleting a User from the Access List

When you want to remove a proxy from your Access List, highlight that proxy name in the Access List dialog box, then choose **Delete User**.

Using GroupWise Remote

Remote Basics

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About GroupWise Remote Disks

The Client disks in the GroupWise Client/Admin Pack install GroupWise Remote to the GroupWise system on your network. You can then install GroupWise Remote from the network to your computer.

The Client disks cannot be used to install GroupWise Remote directly to a standalone computer. If you have a stand-alone computer, such as a laptop at a remote location, you must use the Remote Client disks to install GroupWise Remote. The Remote Client disks are available in the GroupWise Remote for Windows Materials Pack, which also includes a copy of this manual. To order the GroupWise Remote for Windows Materials Pack or to receive additional information, please call the GroupWise Sales Center at (800) 861-2507.

If you are outside of the United States, Puerto Rico, the U.S. Virgin Islands, or Canada, please contact your local WordPerfect affiliate or authorized reseller.

Introduction

GroupWise Remote for Windows lets you perform many GroupWise functions while you are away from your office. These functions include sending and receiving mail, scheduling meetings, writing notes, and assigning tasks.

Using GroupWise Remote is divided into two sections: *Remote Basics* and *More About Remote*. *Remote Basics* is designed to help you install, set up, and begin using Remote. *More About Remote* contains additional information that you might find helpful when using Remote. For instructions on commonly-used GroupWise features, see *Using GroupWise*.

Getting Started Checklist

This checklist summarizes the steps for getting started with GroupWise Remote for Windows. Tasks are in sequential order.

Task
☐ Verify that your computer meets the minimum system requirements for running GroupWise remote.
☐ Read *How GroupWise Remote Works*. This section explains terminology and concepts you should understand before setting up or using GroupWise Remote.
☐ Fill out the worksheet (if your system administrator has not done so already).
☐ Install GroupWise Remote.

Task
☐ Start and setup GroupWise Remote.
☐ Create a modem connection.
☐ Create a network connection (if applicable).
☐ Test your connections.
☐ Retrieve information (items, Address Book, and so forth) from your master mailbox.
☐ Send items (messages, appointments, and so forth) to other GroupWise users.

GroupWise Remote Requirements

Hardware and Software Requirements

You must run Remote on a computer that meets the minimum hardware and software requirements listed below.

Hardware/Software	Minimum Requirements	Recommended Requirements
Computer	80386/20	80386/25 or better
DOS version	3.3	5.0 or higher
Windows version	3.1	3.1 or higher
OS/2 version (if running under OS/2)	2.1	2.1 or higher
Extended memory	4M	8M or more
Disk space	13M required for Remote files	17M

System Requirements

Remote requires you to have a mailbox (your master mailbox) on your master GroupWise system. You must also have a password assigned to your master mailbox. Contact the system administrator at your master site (the site of your master GroupWise system) if you do not have a master mailbox and password.

Terms You Should Know

domain A collection of post offices; your post office belongs to a specific domain.

items Mail, appointments, tasks, notes, and phone messages.

master mailbox Your GroupWise mailbox in your master GroupWise system.

master site *or* master GroupWise system The GroupWise system where your master mailbox is located.

master GroupWise system *or* master site The GroupWise system where your master mailbox is located.

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☐ Create a network connection (if applicable).
☐ Test your connections.
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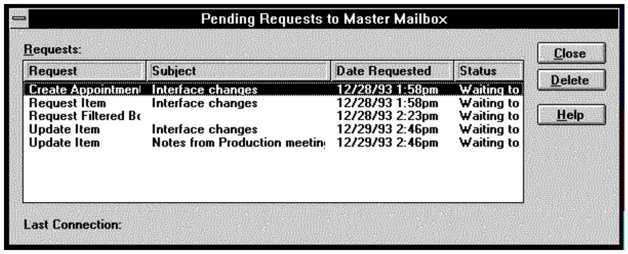
master mailbox Your GroupWise mailbox in your master GroupWise system.

master site *or* master GroupWise system The GroupWise system where your master mailbox is located.

master GroupWise system *or* master site The GroupWise system where your master mailbox is located.

All requests are listed in the Pending Requests to Master Mailbox dialog box, shown below.



Sending Requests

When you connect to your master GroupWise system, any requests that have a "Waiting to be Sent" status in the Requests list are sent to your master mailbox. After a request is sent to your master mailbox, the master GroupWise system processes it. For example, an item you sent is added to your Out Box and distributed to its recipients, or a folder you created is added to your master mailbox.

Retrieving Responses

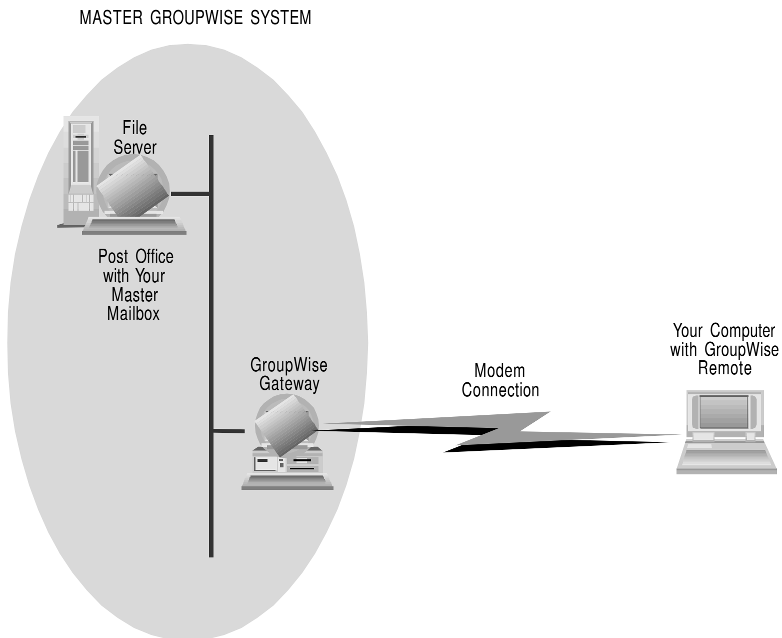
Many of the requests that you send generate *responses*. Assume you have sent a request to retrieve items from your master mailbox. After processing your request, your master GroupWise system creates a response that contains the items you requested. Remote can then retrieve and process the response.

Modem Connection Compared to Network Connection

To access your master mailbox to send or retrieve information, you must connect to your master GroupWise system through a modem connection or a network connection.

Modem Connection

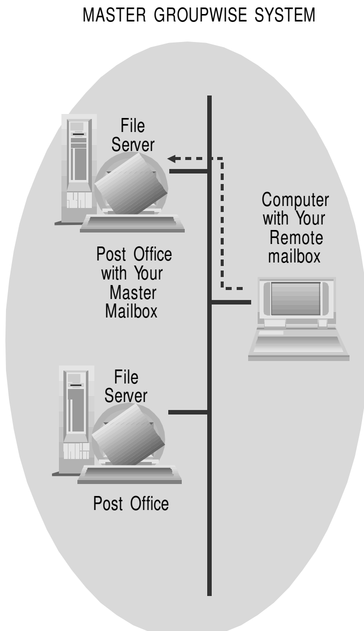
In most cases, you will use your modem to connect to your master GroupWise system via a gateway, as shown below.



Network Connection

Remote can also use a network connection to connect to your master GroupWise system. For example, if your computer has a drive mapping to the post office containing your master mailbox, Remote can use that network connection to send requests and retrieve responses from your master mailbox.

Note: You can connect to any post office in your master GroupWise system to access your master mailbox. You do not need to connect to the post office containing your master mailbox.



A network connection is very useful for retrieving your master mailbox and Address Book to your remote computer before you leave your master site because it transfers information faster than a modem connection. In particular, it can save long-distance phone costs associated with retrieving your master mailbox or large user lists via a modem.

Setup Worksheet

The following worksheet will help you gather the information necessary to set up GroupWise Remote. It is divided into six sections that correspond to specific types of information you need to know. The system administrator of your master GroupWise system can assist you in filling out the worksheet.

User Information	
Full Name	
User ID	
Master Mailbox Password	

System Information	
Domain	
Post Office	

Modem Information	
Description (Name)	
Com Port	
Baud Rate (May depend on master GroupWise system's gateway modem.) If you are having difficulty synchronizing, try using a lower try using a lower baud rate.	

Time Zone Information	
Remote User's Time Zone	
Time Zone observes Daylight Saving Time?	Yes No

Modem Connection Information	
Connection Name	
Gateway Phone Number	
Gateway Login ID	
Gateway Password	
Modem Script (name and location if required)	
Disconnect Method*	• When All Updates Are Received • Do Not Wait for Responses • Manually
Redial Attempts*	Default = 5
Redial Retry Interval*	Default = 1 minute

Network Connection Information	
Connection Name	
Path to Post Office	
Disconnect Method*	• When All Updates Are Received • Do Not Wait for Responses • Manually

** Disconnect Method, Redial Attempts, and Redial Retry Interval have default settings. Unless your system administrator supplies you with different values for these settings, use the default settings for now. You will be given the opportunity to change them later.*

Installing GroupWise Remote

You can install GroupWise Remote from floppy disks or from the network, depending on which source you have access to. Steps for each method are provided below.

Installing From Floppy Disks

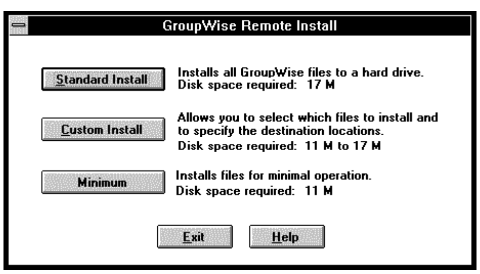
The GroupWise Remote files are in compressed format on the Remote Client disks. To decompress and install the files onto your computer's hard drive,

1 Make sure that Windows is running.

2 Insert the Remote Client 1 disk in drive A of your computer.

3 Choose the **File** menu in the Windows Program Manager, then choose **Run** to open the Run dialog box.

4 Type **a:setup.exe** in the Command Line box, then choose **OK** to open the Installation Type dialog box.



5 Skip *Installing From the Network* below and proceed to *Choosing Standard or Custom Install*.

Installing From the Network

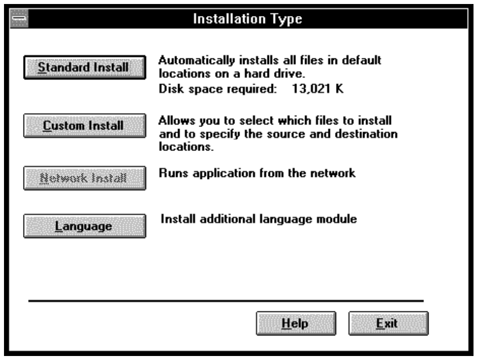
To install from the network, you need to know the path to the RMSETUP.EXE program. This program is located in the OFWIN40 subdirectory of your post office directory. You may need to ask your system administrator for assistance in locating the directory.

1 Make sure that Windows is running.

2 Choose the **File** menu in the Windows Program Manager, then choose **Run** to open the Run dialog box.

3 Type the complete path to the RMSETUP.EXE program in the Command Line box. Include RMSETUP.EXE in the path. For example, X:*POSTOFF*\OFWIN40\RMSETUP.EXE, where *POSTOFF* is your post office directory.

4 Choose **OK** to open the Installation Type dialog box.



5 Proceed to *Choosing Standard or Custom Install* below.

Choosing Standard or Custom Install

You can choose Standard Install or Custom Install. Each option is described in the Installation Type dialog box. The Network Install option does not apply to GroupWise Remote and is disabled.

Standard Install

1 Choose **Standard Install** to start the installation.

The Standard Install dialog box appears, informing you of the program's progress. When all files have been installed, the Set Up Program Manager Group dialog box appears.

2 Choose **OK** to accept GroupWise as the name of the group you want Remote to appear in.

or

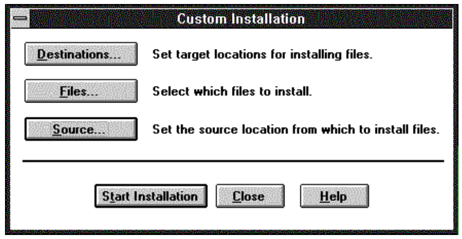
Type another name in the **Program Group** box, then choose **OK**.

The GroupWise Installation Complete dialog box appears when GroupWise has been successfully installed. Choose **OK** to close the dialog box, then continue with *Setting Up GroupWise Remote*.

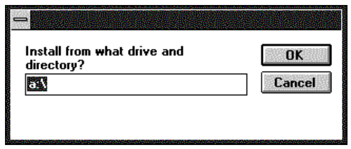
Custom Install

This option lets you select the GroupWise Remote files you want to install onto your hard drive.

1 Choose **Custom Install** to open the Custom Installation dialog box.



2 Choose **Source** to open the GroupWise 4.1a Installation dialog box.

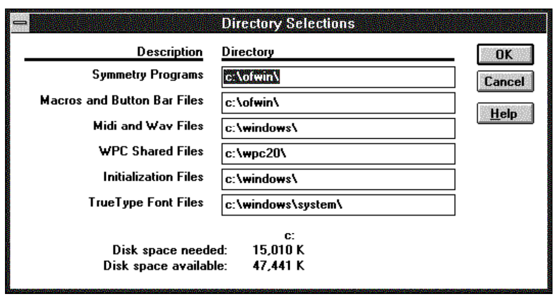


3 Choose **OK** to accept the source drive and directory shown.

or

Type the source drive and directory you want, then choose **OK**.

4 Choose **Destinations** to open the Directory Selections dialog box.

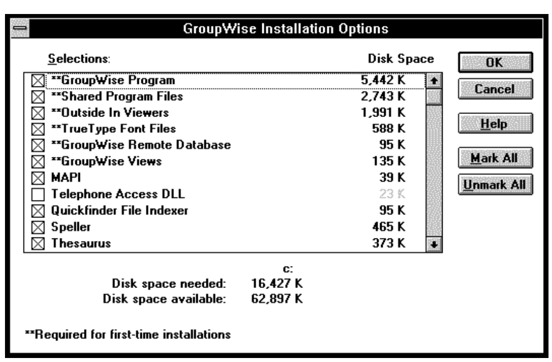


5 Choose **OK** to accept the destination drives and directories as shown.

or

Type the destination drives and directories you want, then choose **OK**.

6 Choose **Files** to open the GroupWise Installation Options dialog box.



All options in the GroupWise Installation Options dialog box are already selected.

7 Deselect the files you don't want to install, then choose **OK** to return to the Custom Installation dialog box.

8 Choose **Start Installation**.

The Custom Install dialog box appears informing you of the program's progress. When all files have been installed, the Set Up Program Manager Group dialog box appears.

9 Choose **OK** to accept GroupWise as the name of the group you want Remote to appear in.

or

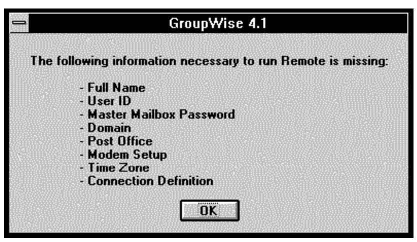
Type another name in the **Program Group** box, then choose **OK**.

The GroupWise Installation Complete dialog box appears when GroupWise has been successfully installed. Choose **OK** to close the dialog box, then continue with *Setting Up GroupWise Remote* below.

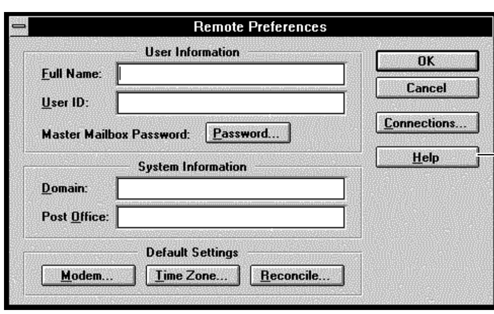
Setting Up GroupWise Remote

1 Double-click the GroupWise Remote icon to start GroupWise Remote.

The first time you start Remote, the GroupWise Remote 4.1a dialog box appears informing you of the information you need to enter before you can use Remote. This is where you'll need to enter the information from your worksheet.



2 Click **OK** to open the Remote Preferences dialog box.



You can choose Help to learn more about setting up and using GroupWise Remote.

3 Type your full name and your GroupWise user ID as listed on your worksheet.

HINT: Do not press **Enter** after filling in a text box. Use the mouse or press **Tab** to move between text boxes.

4 Choose **Password** to open the Enter Password dialog box.

or

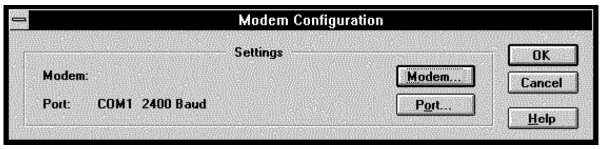
If you do not have a master mailbox password, choose **Cancel** twice, have your system administrator create a master mailbox password for you, then start Remote again.

5 Type your master mailbox password as listed on your worksheet, then choose **OK**.

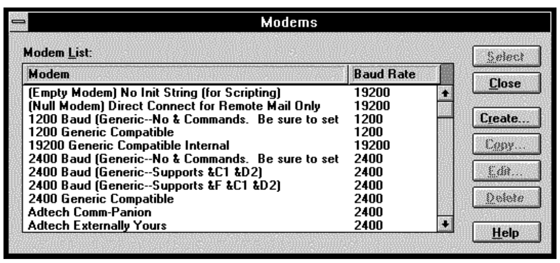
6 Retype your password and choose **OK** to return to the Remote Preferences dialog box.

7 Type the domain and post office names listed on your worksheet.

8 Choose **Modem** to open the Modem Configuration dialog box.



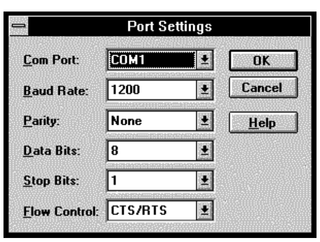
9 Choose **Modem** to open the Modems dialog box.



10 Select the modem listed on your worksheet, then choose **Select** to return to the Modem Configuration dialog box.

If your modem is not listed, you will need to create a modem definition. See *Creating or Editing a Modem Definition* under *More About Remote*. Begin with step 5.

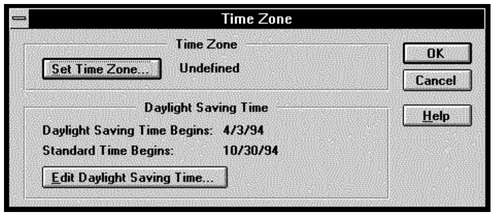
11 Choose **Port** to open the Port Settings dialog box.



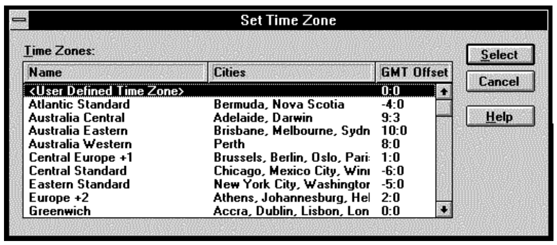
12 Type the appropriate information from your worksheet in the **Com Port** and **Baud Rate** boxes, then choose **OK** to return to the Modem Configuration dialog box.

13 Choose **OK** to return to the Remote Preferences dialog box.

14 Choose **Time Zone** to open the Time Zone dialog box.



15 Choose **Set Time Zone** to open the Set Time Zone dialog box.



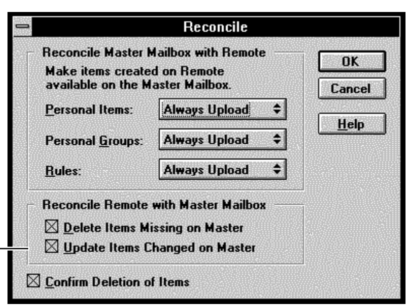
16 Select the time zone you want, then choose **Select** to return to the Time Zone dialog box.

IMPORTANT: By default, Daylight Saving Time is active. If your area does not observe Daylight Saving Time, or the time offset is not one hour, you need to edit the Daylight Saving Time. See *Editing Daylight Saving Time* in *Setting or Changing Your Time Zone* under *More About Remote*.

HINT: Remember to set your remote computer's clock to match the time zone you selected. See *Changing Your Computer's Clock* in *Setting or Changing Your Time Zone* under *More About Remote*.

17 Choose **OK** to return to the Remote Preferences dialog box.

18 Choose **Reconcile** to open the Reconcile dialog box.



Lets you delete Remote items missing in your master mailbox or update Remote items changed in your master mailbox

19 Specify your preferences, then choose **OK** to return to the Remote Preferences dialog box.

The final step in setting up Groupwise Remote is to define the connections to your master Groupwise system.

20 Leave the Remote Preferences dialog box open, then proceed to the next section, *Creating a Modem Connection*.

Creating a Modem Connection

You can create both a modem connection and a network connection, then switch between the connections depending on your current needs. For example, you can create a network connection to use while at your master site and a modem connection to use while away from your master site. This section provides steps for creating a modem connection. The next section, *Creating a Network Connection*, explains how to create a network connection.

IMPORTANT: You can switch between a modem connection and a network connection only if there are no pending requests on the connection you're switching from.

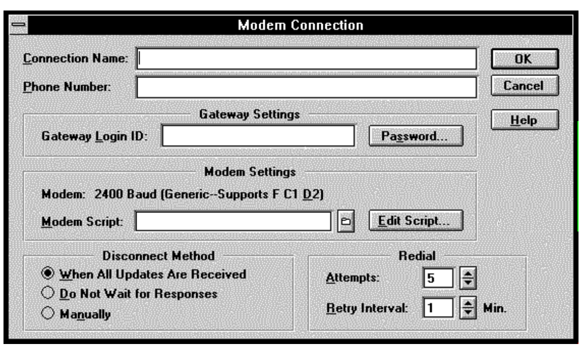
1 If you are continuing from *Setting Up Groupwise Remote*, the Remote Preferences dialog box should be open. If not, choose **Preferences** from the Main Window, then choose **Remote**.

2 Choose **Connections** to open the Create Connection dialog box.

If you have not set up any connection, the Create Connection dialog box appears.

3 If you have previously created connections, choose **Create** from the Connections dialog box to open the Create Connections dialog box.

4 Make sure that **Modem** is selected, then choose **OK** to open the Modem Connection dialog box.



5 Type the connection name listed on your worksheet in the **Connection Name** box.

6 Type the gateway phone number listed on your worksheet in the **Phone Number** box.

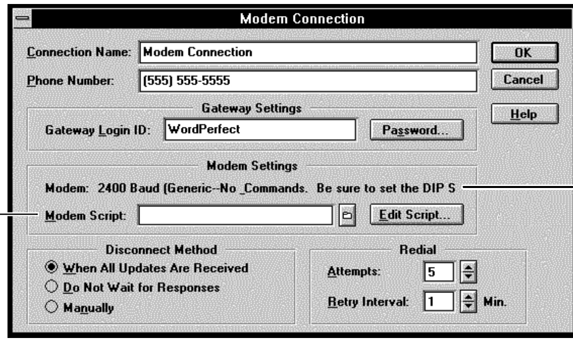
IMPORTANT: You can use a comma to signal a one-second pause in the dialing [such as 9, (800) 555-1212]. The 9 accesses an outside line and the comma causes a one-second pause to wait for the dial tone before dialing the number. Unrecognized symbols such as dashes, spaces, and parentheses are ignored and can be included in the phone number (such as (800) 555-1212).

7 Type the gateway login ID listed on your worksheet.

8 Choose **Password** to open the Enter Password dialog box, then type the gateway password listed on your worksheet.

9 Choose **OK**, retype the password, then choose **OK** again.

Remote supports scripting. Contact your system administrator if a script is required, and see Additional Information at the end of this section.



Your modem appears here.

10 Select one of the methods in the Disconnect Method group box. The table below explains each method.

Method	**Description**
When All Updates Are Received	Disconnects after requests are sent and all responses to the requests are received (or disconnects automatically when the time allowed by the system administrator has expired).
Do Not Wait for Responses	Disconnects immediately after requests are sent and waiting responses are received. Waiting responses are responses that are waiting for you at your master Groupwise system.
Manually	Lets you manually control when to disconnect (or disconnects automatically when the time allowed by the system administrator has expired).

Your system administrator sets a time limit for Remote users to remain connected to the master Groupwise system. If you select **When All Updates Are Received** or **Manually** as your disconnect method, this time limit may cause you to be disconnected sooner than you expected. If you are frequently disconnected in these modes, contact your system administrator.

You can specify the number of times you want Groupwise Remote to automatically redial if the line is busy. You can also specify the interval between each attempt.

11 Change the Redial defaults by typing new parameters in the **Attempts** and **Retry Interval** boxes.

12 Choose **OK** to return to the Connections dialog box.

13 Select your connection, then choose **Select** to return to the Remote Preferences dialog box.

14 Choose **OK** to return to the Main Window.

Your modem connection is now defined.

15 Proceed to the next section, *Creating a Network Connection*, if you want to create a network connection.

or

Skip to *Retrieving Information* to begin using Groupwise Remote.

Additional Information

Creating Additional Modem Connections

You can create more than one modem connection. For example, if your master Groupwise system's gateway has multiple phone numbers that you can use to call in, you can create a modem connection for each phone number. Then, when connecting to your master Groupwise system, you would choose the modem connection you want to use.

To create additional modem connections, repeat the steps you completed to create your first modem connection.

Editing a Modem Connection

After you have created a modem connection, you can change it through the Modem Connection dialog box.

1 Choose the **Remote** menu in the Main Window, then choose **Send**/**Retrieve** to open the Send/Retrieve dialog box.

2 Choose **Connections** to open the Connections dialog box.

3 Select the modem connection you want to edit, then choose **Edit** to open the Modem Connection dialog box.

4 Make your changes, then choose **OK** to return to the Connections dialog box.

5 Choose **Select**, then choose **Close** to return to the Main Window.

Scripting

Remote supports scripting. You can use a script file when Remote exchanges information with your master site before it can connect to your master Groupwise system. For example, you can use a script to provide information that lets Remote gain access through your site's security system or into a modem pool.

1 Make sure you're in the Modem Connection dialog box, then type a path and filename for the script in the **Modem Script** box. The default path is to the Remote program directory.

or

If you are selecting an existing script, click the folder next to the Modem Script box to open the Select File dialog box, then double-click the script file.

If you are selecting an existing script, you are finished. If you are creating a script, continue with the remaining steps.

2 Choose **Edit Script** to open the Edit Modem Script dialog box.

3 Type the appropriate script commands in the **When given** and **Respond with** boxes. See *Script Language* under *More About Remote* for script commands and sample scripts.

4 Choose **Save**, then choose **Close** to return to the Modem Connection dialog box.

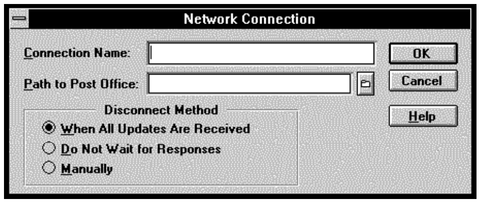
Creating a Network Connection

In addition to your modem connection, you can set up a network connection. For a network connection, you must have network access to a post office directory on the network.

1 Choose the **Remote** menu in the Main Window, then choose **Send**/**Retrieve** to open the Send/Retrieve dialog box.

2 Choose **Connections** to open the Connections dialog box, then choose **Create**.

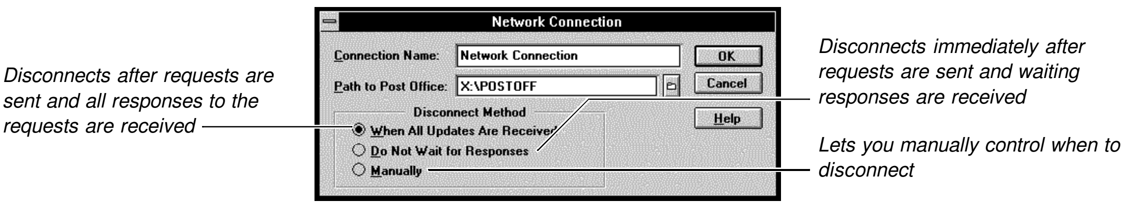
3 Select **Network**, then choose **OK** to open the Network Connection dialog box.



4 Type the connection name listed on your worksheet in the **Connection Name** box.

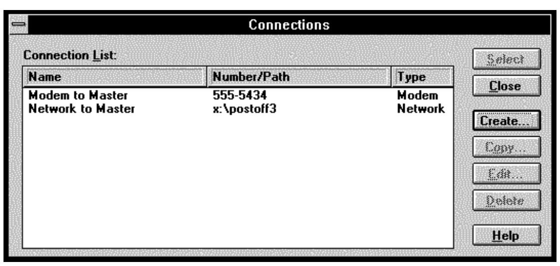
5 Type the complete path to any post office directory in your master Groupwise system in the **Path to Post Office** box. (See your worksheet.)

6 Select the Disconnect Method you want.



7 Choose **OK** to close the Network Connection dialog box.

Notice that **Network** appears in the Type column on your Connection List.



If you plan to use the network connection first (such as to retrieve information from your master mailbox while you are still at your master site), select **Network** as the connection setup. If you plan to use your modem connection first, select a connection that shows Modem in the Type column.

8 Choose **Select**, then choose **Close** to return to the Main Window.

Additional Information

Editing a Network Connection

After you have created a network connection, you can change it through the Network Connection dialog box.

1 Choose the **Remote** menu in the Main Window, then choose **Send**/**Retrieve** to open the Send/Retrieve dialog box.

2 Choose **Connections** to open the Connections dialog box.

3 Select the network connection you want to edit, then choose **Edit** to open the Network Connection dialog box.

4 Make your changes, then choose **OK** to return to the Connections dialog box.

5 Select your network connection, choose **Select**, then choose **Close** until you return to the Main Window.

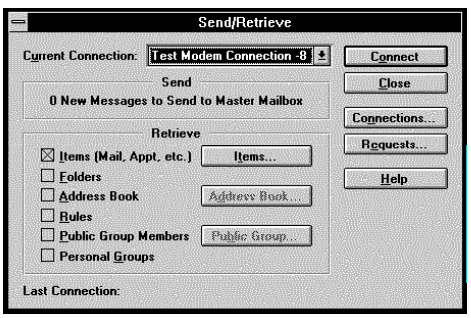
Testing Your Connections

Before trying to retrieve information from your master mailbox or send items to other Groupwise users, you should verify that no problems exist with the connections you created. Instructions for testing a modem connection and a network connection are provided below.

Testing Your Modem Connection

To verify that your modem connection works, you should connect to your master Groupwise system.

1 Choose the **Remote** menu in the Main Window, then choose **Send**/**Retrieve** to open the Send/Retrieve dialog box.



2 Select your modem connection in the **Current Connection** drop-down list.

Because you are simply testing the modem connection to see if it works, you should not retrieve any information at this point. Retrieving information from your master Groupwise system is discussed in the next section, *Retrieving Information*.

3 Deselect **Items** so that no information will be retrieved.

4 Choose **Connect** to initiate the connection.

HINT: The modem on your remote computer will make a dialing sound which will change to a screeching noise when it makes contact with your gateway's modem. This procedure could take several minutes depending on the number of times your modem dials before it makes contact, and how many requests and responses your system has to transfer.

If the connection is working, the Connection Status dialog box displays a message stating **Connection Status: Connected**.

5 If your disconnect method is set to **Manually**, double-click the Control-menu box to disconnect and close the Connection Status dialog box.

If the test was successful, skip to the next section, *Retrieving Information*.

If the test wasn't successful, the Groupwise Error dialog box may appear.

6 Choose **OK** in the Groupwise Error dialog box, then choose **Close** in the Connection Status dialog box.

7 Choose **File**, then choose **Preferences**.

8 Choose **Remote** to open the Remote Preferences dialog box.

9 Choose **Modem** to open the Modem Configuration dialog box.

10 Choose **Port** to open the Port Settings dialog box. Check your worksheet to make sure that the settings are correct. You can select an option and choose **Help** for a description of the option.

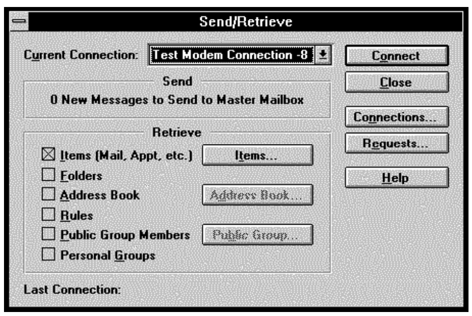
11 Close all dialog boxes, then repeat steps 1-5 above to retest the connection.

If the connection still does not work, contact your system administrator.

Testing Your Network Connection

To verify that your network connection works, you should connect to your master Groupwise system.

1 Choose the **Remote** menu in the Main Window, then choose **Send/Retrieve** to open the Send/Retrieve dialog box.



2 Select your network connection in the **Current Connection** drop-down list.

Because you are simply testing the network connection to see if it works, you should not retrieve any information at this point. Retrieving information from your master Groupwise system is discussed in the next section, *Retrieving Information*.

3 Deselect **Items** so that no information will be retrieved.

4 Choose **Connect** to initiate the connection.

If the connection is working, the Connection Status dialog box displays a message stating **Connection Status: Connected**.

5 If your disconnect method is set to **Manually**, double-click the Control-menu box to disconnect and close the Connection Status dialog box.

If the test was successful, skip to the next section, *Retrieving Information*.

If the test wasn't successful, the Groupwise Error dialog box may appear.

6 Choose **OK** in the Groupwise Error dialog box, then choose **Close** in the Connection Status dialog box.

7 Choose **Remote**, then choose **Send/Retrieve**.

8 Choose **Connections** to open the Connections dialog box.

9 Select your network connection, then choose **Edit** to open the Network Connection dialog box.

10 Check your worksheet to make sure the correct path appears in the Path to Post Office box.

11 If the path is correct and your test is still unsuccessful, contact your system administrator.

or

Type in the correct path as listed on your worksheet, then choose **OK**.

12 Choose **Close** to return to the Send/Retrieve dialog box, then choose **Connect** to re-test the connection.

Retrieving Information (Downloading)

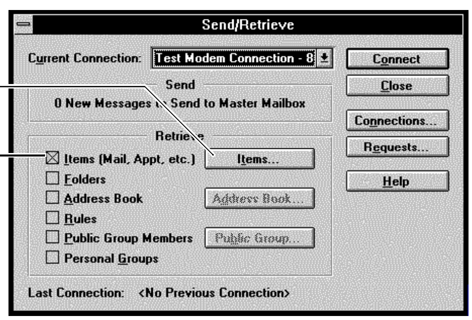
Once you have successfully tested your connection, you can retrieve information from your master mailbox to your remote mailbox.

Retrieving Items

1 Choose the **Remote** menu, then choose **Send/Retrieve** to open the Send/Retrieve dialog box.

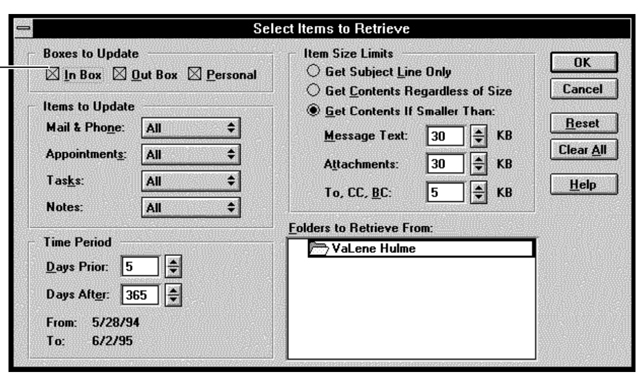
Items button

Items check box



2 Make sure the **Items** check box is selected, then choose the **Items** button to open the Select Items to Retrieve dialog box.

Deselect a check box if you don't want to update it.



3 Specify the Items to Update, Item Size Limits, and Time Period settings, explained below.

Option	**Description**
Items to Update	Use the pop-up lists to specify the types of items you want to retrieve. For example, you might choose to retrieve mail and phone messages that have not been opened and tasks that have not been completed.
Get Subject Line Only	If you generally retrieve a large number of items, this option can help save time and reduce phone costs by retrieving only the subject line of each item. See *Retrieving Selected Items* in *Additional Information* at the end of this section.
Get Contents Regardless of Size	Retrieves all items in your master mailbox.
Get Contents If Smaller Than	Retrieves all items that meet the size limits you specify. Defaults are 30K for the Message Text and Attachments, and 5K for the To, CC, and BC boxes. See *Retrieving Selected Items* in *Additional Information* at the end of this section.
Days Prior Days After	Lets you specify a number of days prior to and after today's date to retrieve only the items that fall between a range.

4 Choose **OK** to return to the Send/Retrieve dialog box, then continue with *Retrieving Your Address Book*.

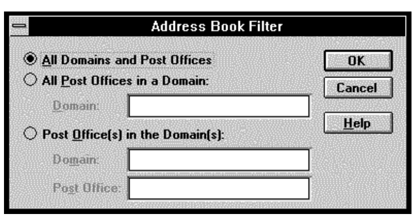
Retrieving Your Address Book

Your Address Book can be helpful when you are unsure about user IDs, resource names, or public group names, or when you need to address an item to several users. If you want to use the Address Book in Remote, you need to retrieve it from your master Groupwise system. If you do not want to retrieve your Address Book, skip to *Connecting to Your Master Groupwise System* below.

HINT: Since this process can take quite some time, we recommend retrieving your Address Book through a network connection while at your master site.

1 Make sure the **Send/Retrieve** dialog box is open.

2 Click the **Address Book** check box, then choose the **Address Book** button to open the Address Book Filter dialog box.



3 Select the option you want and, if necessary, type the domain and post office names in the appropriate text boxes.

4 Choose **OK** to return to the Send/Retrieve dialog box, then continue with *Connecting to Your Master Groupwise System* below.

HINT: You can also retrieve folders, rules, public group members, and personal groups. For information about each of these options, choose *Help* in the Send/Retrieve dialog box, then choose the topic you want to learn about.

Connecting to Your Master Groupwise System

Connecting to your master Groupwise system sends the number of items displayed in the Send/Retrieve dialog box to your master Groupwise system. It also retrieves items from your master mailbox to your remote mailbox, restricting them according to the limits you set on your retrieve selections.

Initiating the Connection

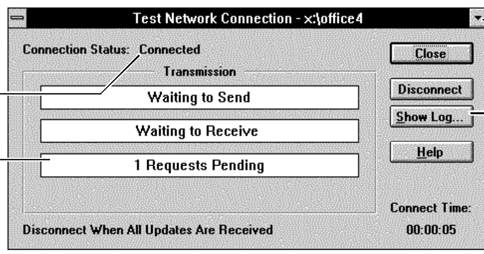
1 Make sure the Send/Retrieve dialog box is open and that you have selected all the information you want to retrieve.

2 Choose the connection you want from the **Current Connection** drop-down list, then choose **Connect** to initiate the connection and to open the Connection Status dialog box.

HINT: If you're using a modem connection, the modem on your remote computer will make a dialing sound which will change to a screeching noise when it makes contact with your gateway's modem. This procedure could take several minutes depending on the number of times your modem dials before it makes contact, and how many requests and responses your system has to transfer.

This will read "Connected" when you have made a successful connection.

Your Send/Retrieve has completed when this reads 0 Requests Pending.



Minimizes Connection Status dialog box without affecting connection transmission

Displays maximum connection information

Logging Your Connection Information

Remote can log information to the Connection Log dialog box and to a logfile (REMOTE1.LOG, REMOTE2.LOG, or REMOTE3.LOG) on your hard drive. Choosing **Show Log** displays maximum connection information. This includes modem initialization commands, connection time, error messages, and so forth. Show Log is useful if you need to troubleshoot a connection problem.

Disconnecting From Your Master Groupwise System

You can disconnect from your master Groupwise system anytime by choosing **Close** in the Connection Status dialog box.

If you want to keep the Connection Status dialog box open, but terminate the connection, choose **Disconnect**. This lets you observe the window information after you have disconnected from your master Groupwise system. When you disconnect, notice that the button changes to Connect. Choosing **Connect** re-establishes the connection to your master Groupwise system.

Additional Information

Retrieving Selected Items

After you have retrieved items from your master mailbox, you can release size limits you may have set on those items with the Retrieve Selected Items option. Assume you chose **Get Subject Line Only** in Item Size Limits, and, after reading the subject lines of your items, you want to read the contents as well. Retrieve Selected Items lets you reconnect with your master mailbox and retrieves the contents of the items you selected.

1 Double-click **In Box**, **Out Box**, or **My Calendar** in the Main Window, depending on where the item is that you want to retrieve.

2 Select the items you want to retrieve.

3 Choose **Remote**, then choose **Retrieve Selected Items**.

4 Choose **Connect**.

Remote connects with your master Groupwise system using the same connection as your most recent connection. You can change the connection in the Retrieve Selected Items dialog box, if you want.

5 If your Disconnect Method is set to Manually, choose **Close** in the Connection Status dialog box after all items have been retrieved to your remote mailbox.

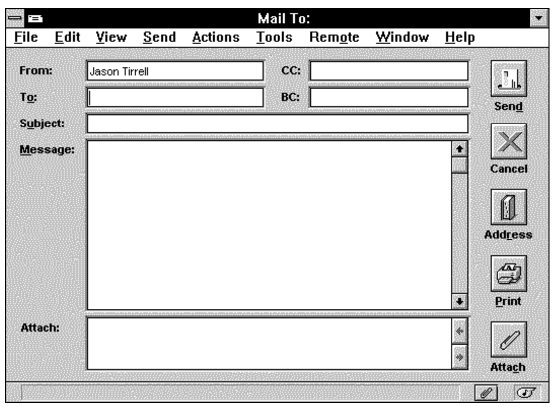
6 Read the items you want, then double-click the Control-menu box to return to the Main Window.

Sending Items (Uploading)

Now that you have retrieved your items and Address Book, you are ready to send items to other users. The following steps explain how to send a mail message. The procedure is similar for sending appointments, tasks, notes, and phone messages.

From the **Main Window**,

1 Choose the **Send Mail** pop-up list, then choose a mail view.



2 Choose **Address** to open the Address Book.

3 Double-click user IDs to move them to the Send To box.

4 If you want a user to receive a carbon copy or blind copy, select the user, then choose the **CC** or **BC** buttons.

5 Choose **OK** to close the Address Book and to move the names to the address boxes in the mail view.

6 Type a description of the message in the Subject box.

7 Type the message in the Message box.

8 If you want to change the send options for the mail message, choose the **Send** menu, then choose **Send Options**. Set the options you want, then choose **OK**.

9 Choose **Send**.

The mail message is placed in the Requests list. As soon as you connect to your master Groupwise system, it will be sent.

Connecting to Your Master Groupwise System

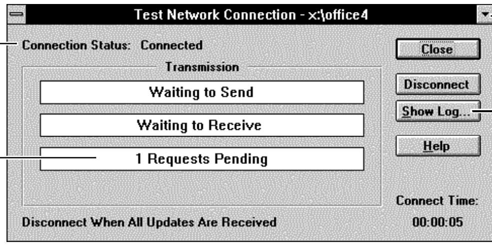
1. Choose the **Remote** menu, then choose **Send**/**Retrieve** to open the Send/Retrieve dialog box.

2. Choose the connection you want from the **Current Connection** drop-down list, then choose **Connect** to initiate the connection and to open the Connection Status dialog box.

HINT: If you're using a modem connection, the modem on your remote computer will make a dialing sound which will change to a screeching noise when it makes contact with your gateway's modem. This procedure could take several minutes depending on the number of times your modem dials before it makes contact, and how many requests and responses your system has to transfer.

This will read Connected when you have made a successful connection.

Your Send/Retrieve has completed when this reads 0 Requests Pending.



Minimizes Connection Status dialog box without affecting connection transmission

Displays maximum connection information

Disconnecting from Your Master Groupwise System

You can disconnect from your master Groupwise system anytime by choosing **Close** in the connection status dialog box.

If you want to keep the Connection Status dialog box open, but terminate the connection, choose **Disconnect**. This lets you observe the window information after you have disconnected from your master Groupwise system. When you disconnect, notice that the button changes to Connect. Choosing **Connect** re-establishes the connection to your master Groupwise system.

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Addressing

The Address and item sections in the reference manual explain how to address an item by choosing user IDs from the Address Book or by typing the user IDs in the address boxes. This section explains how to address an item to a user who is not on your post office.

GroupWise allows for multiple post offices and domains. Normally, your system administrator will include each connected domain so all users are listed in the Address Book. However, the system administrator can exclude users from the Address Book who don't want to be listed. You can still send items to those users if you type the full address.

Absolute Addressing

Absolute addressing is like addressing a letter (for example, Lia Elstead, 121 Liberty Street, Kanoa, Utah, 88434). Each GroupWise user and resource has an absolute address consisting of the user's or resource's domain, post office, and ID. If you don't know the absolute address of a user, contact your system administrator. To use the absolute address, you must type it in the address box using the syntax shown below.

```
domain.po.userID
```

When typing addresses for multiple users in different post offices, separate the addresses with commas, as shown below.

```
domain.po1.userID, domain.po2.userID
```

If multiple users are on the same post office, you can place all the users in that post office in parentheses and separate them with commas.

```
domain.po(user1ID, user2ID, user3ID)
```

Explicit Addressing

Explicit addressing is used when you need to address an item through a gateway or through one or more domains to reach the recipient's domain. An explicit address describes the pathway from your domain to the recipient's domain in the same way you would give someone directions to a hotel (for example, go to the park, turn right and go to the cathedral, turn left and go three blocks, turn left and you will see the hotel).

Explicit addressing includes each gateway, domain, and post office the item passes through before it reaches its destination. A path from one domain to another is designated by a colon. A path from a domain to a post office, and a post office to a user, is designated by a period, as illustrated below.

```
domain:domain:domain.po.userID
```

You can also reverse the order of the address and separate the domains, post office, and user ID with the @ symbol.

```
userID@po@domain@domain
```

If you do not know the explicit address for a user, contact your system administrator.

If you need to address an item through a gateway (such as a gateway for sending a fax), you will need to use explicit addressing. The syntax for addressing an item through a gateway depends on the gateway you are using. Contact your system administrator for the syntax you need to use for the gateway you are using.

Creating an Address Alias

If you find that you are often typing the same address to send items, you can simplify sending items by creating an alias for the address. An alias is a personal group you create to simplify the name of a user whose address is across one or more gateways or domains, or in a different post office.

For example, instead of typing the address, telephone number, and options each time you send an item to a fax gateway, you can create a personal group for each number you fax to. When you want to address to the fax gateway and send to that number, you type the name of the personal group that contains the fax gateway information.

1. Choose the **Send** menu, then choose **Address Book**.
2. Choose **Create/Edit Group**.
3. Choose **External Address**, type the address in the dialog box that appears, then choose **To**.
4. Choose **Save Group** to open the Save Personal Group dialog box, type a name to identify the external address in the Group Name box, then choose **OK**.
5. Choose **OK** to close the Address Book.

Changing Your Remote Preferences

You can change any of the user and system information, default settings, and connection definitions that you set in Remote Preferences.

IMPORTANT: Changing the user ID, domain, or post office will cause you to lose all information in your remote mailbox.

1. Choose the **File** menu in the Main Window, then choose **Preferences**.
2. Double-click **Remote** to display the Remote Preferences dialog box.
3. Make your changes, then choose **OK**.

If you changed the user ID, domain, or post office, a prompt box appears telling you which information you changed and warning you that all information in your remote mailbox will be lost. Choose **Y** to continue or choose **N**, then **Cancel** if you do not want the changes saved.

4. Choose **Close** in the Preferences dialog box to return to the Main Window.

Creating or Editing a Modem Definition

When you create or edit a modem definition, you describe the details of your remote computer's modem so Remote knows the proper specifications to use to connect to your master GroupWise system.

Refer to your modem manual as you create or edit your modem definition.

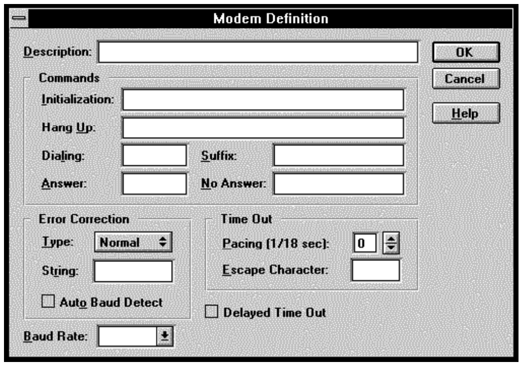
Specifying Modem Settings

1. Choose the **File** menu in the Main Window, then choose **Preferences** to open the Preferences dialog box.
2. Double-click **Remote** to open the Remote Preferences dialog box.
3. Choose **Modem** to open the Modem Configuration dialog box.
4. Choose **Modem** to open the Modems dialog box.

5 Choose **Create** to open the Modem Definition dialog box, then type the modem name in the Description box.

or

Select the modem you want to modify, then choose **Edit**.



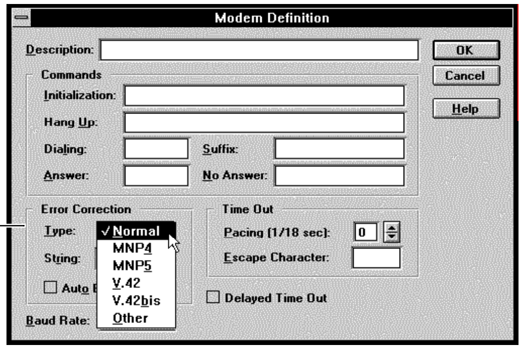
6 Type the applicable information from the table below in the Commands group box.

Text Box	**Definition**
Initialization	The commands used by Remote to initialize the modem. The Initialization box can contain a maximum of 255 characters. If you need multiple lines in the command string, use the single prime (′) to embed control characters such as a hard return. See *Modem Initialization Commands* in *Additional Information* at the end of this section for details.
Hang Up	The commands needed for the modem to hang up and reset itself.
Dialing	The commands to dial the modem. Include any commands for tone or pulse dialing, dial pauses, and so forth.
Suffix	This field is usually not required. It is used only for special cases such as cellular phones.
Answer	This option does not apply. Remote cannot answer incoming calls.
No Answer	The command to disable answering of calls.

If your modem provides error correction, you need to choose the error correction type and define the correction string. If not, skip to step 10 below.

7 Choose the **Type** pop-up list, then choose the protocol type you want.

Five common error correction protocols are listed, as well as an Other option for the protocol of your choice.



8 Type the error correction commands in the **String** box. Contact your system administrator for the appropriate commands.

9 Select the **Auto Baud Detect** check box if you defined your computer's modem and your gateway's modem at different baud rates.

Auto Baud Detect will synchronize the modems at the slower of the two rates to allow the modems to communicate with each other.

10 Type a number between 0 and 18 in the **Pacing** box.

The character pacing is the time interval between each character GroupWise sends to the modem when the modem is in command mode. The number you enter represents 1/18 of a second. For example, typing **18** will cause a one-second pause between characters. Type **0** if your modem does not require a pause between each character.

11 Type the escape character that instructs the modem to switch from terminal mode to command mode in the **Escape Character** box.

12 Type the maximum baud rate that the modem can use to receive information from Remote in the **Baud Rate** box.

13 Select **Delayed Time Outs** if you have a wireless modem and require additional delay time to prevent disconnections.

14 Choose **OK** to save the definition and close the Modem Definition dialog box.

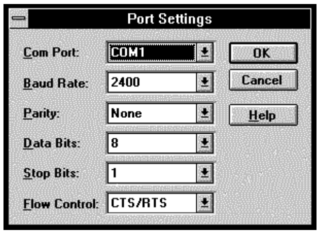
15 Make sure the modem you created is selected in the Modem List, then choose **Select** to return to the Modem Configuration dialog box.

The modem name appears in the Modem field.

Specifying Port Settings

The Port Settings dialog box displays the com port and baud rate for the modem you just specified. If either of these are incorrect, you need to edit the port settings.

1 Choose **Port** in the Modem Configuration dialog box to open the Port Settings dialog box.



2 Choose the appropriate value in the corresponding drop-down list for each setting. The settings are described below.

Setting	**Definition**
Com Port	The serial communication port number used by the modem.
Baud Rate	The baud rate the modem should use when sending and receiving information from the gateway.
Parity	Parity Bit is None. This probably will not need to change. Contact your system administrator.
Data Bits	Character Length is 8. This probably will not need to change. Contact your system administrator.
Stop Bits	Stop Bits is 1. This probably will not need to change. Contact your system administrator.
Flow Control	Flow Control is CTS/RTS. This probably will not need to change. Contact your system administrator.

3 Choose **OK** to save the values and close the Port Settings dialog box.

4 Choose **OK** to close the Modem Configuration dialog box.

5 Choose **OK** to close the Remote Preferences dialog box.

6 Choose **Close** to return to the Main Window.

7 Test your connection to verify that it works. See *Testing Your Connections* under *Remote Basics*.

Additional Information

Modem Initialization Commands

The commands used by Remote to initialize the modem include the following:

- Enable verbal result codes
- Turn command echo off
- Track data carrier
- Return CONNECT messages
- Drop carrier and reset modem when DTR drops
- Link DTE speed to appropriate speed indicated by DCE CONNECT message. See table below.

CONNECT Message	**DTE Speed**
CONNECT	300
CONNECT 1200	1200
CONNECT 2400	2400
CONNECT 4800	4800
CONNECT 7200	9600
CONNECT 9600	9600
CONNECT 12000	19200
CONNECT 14400	19200

CONNECT Message	DTE Speed
CONNECT 19200	19200
CONNECT FAST	19200

Script Language

Scripts contain 16 pairs of **When given** and **Respond with** fields. **When given** fields can be a maximum of 17 bytes (characters). **Respond with** fields can be a maximum of 49 bytes. If a **Respond with** string exceeds the 49-byte limit, you can leave the next **When given** field empty and continue in the next **Respond with** field.

Script Commands

All of the commands described below can be in uppercase or lowercase.

Command	Description
^*character*	Outputs the specified control character. Common control characters are ^m (carriage return), ^j (line feed), ^i (tab), and ^[(escape). See your DOS manual for additional control characters. Waits 0.5 seconds.
@A[#]"text"	Asks for the question in the quotes, prompts for a response, and then sends the response to the modem. The number (0 or 1) in the square brackets is optional. 0 echoes the response while 1 specifies no echo.
@B[#]	Sends a break signal # milliseconds long. For example, 1000 causes a 1-second break.
@D[#]	Controls screen display for modem output. Display off is 0, display on is 1.
@O[#]	Controls modem and screen display for script output. Modem display only is 1, screen display only is 2, and both is 3.
@P"*br,pb,db,sb*"	Modifies port parameters. The first parameter is baud rate (valid numbers), then parity bit (N, E, O), then data bits (7, 8), and then stop bits (1, 2). Any field can be omitted and commas concatenated (for example, @P"2400,n,,1"). If a field is omitted, the current setting is used.
@T	Uses Dumb Terminal mode. Dumb Terminal mode echoes everything, regardless of the @D or @O settings. F7 exits you from the mode.
@W[#]	Waits for # milliseconds before continuing with next command. 0 instructs Remote to wait until the output buffer is empty. A number instructs Remote to wait the specified time. For example, 1000 instructs Remote to wait 1 second.

Sample Scripts

The following is a sample script for exchanging information with a Blackbox security system that is set up for callback. Notice that the first **When given** field is left empty. This will usually be the case because you are initiating the conversation.

When given	Respond with
	^MATDT888^M
PRIMARY	wendy^M
ACCEPT	@D[1]
NO CARRIER	ATSO=2^M
SECOND	peters^M

When given	Respond with
ACCEPT	^M

The following script is similar to the above script, except the Blackbox security system is set up for passthrough.

When given	Respond with
	^MATDT888^M
PRIMARY	ed^M
SECOND	jones^M
ACCEPT	^M

Setting or Changing Your Time Zone

All items in your Calendar are scheduled according to the time zone you chose when you initially set your Remote Preferences. As you cross time zones with GroupWise Remote, you can change to the new time zone. If you do, all scheduled items will change to reflect the difference between the time zones.

For example, assume you chose Eastern Standard in your initial Remote Preferences, and you are currently working in the Pacific Standard time zone. If you change your time zone in Remote to Pacific Standard, a 3 p.m. appointment will display as a 12 noon appointment in Remote.

IMPORTANT: If you change Remote's time zone, be sure to change your remote computer's clock to match the new time zone. See *Changing Your Computer's Clock* later in this section.

1 Choose the **File** menu in the Main Window, then choose **Preferences**.

2 Double-click **Remote** to open the Remote Preferences dialog box.

3 Choose **Time Zone** to open the Time Zone dialog box.

4 Choose **Set Time Zone** to open the Set Time Zone dialog box.

5 Select the new time zone, choose **Select**, then choose **OK** to close the Time Zone dialog box.

6 Choose **OK** in the Remote Preferences dialog box, then choose **Close** in the Preferences dialog box to return to the Main Window.

Editing Daylight Saving Time

Use Edit Daylight Saving Time to specify when daylight time and standard time begin.

1 Choose the **File** menu, then choose **Preferences**.

2 Double-click **Remote** to open the Remote Preferences dialog box.

3 Choose **Time Zone**, then choose **Edit Daylight Saving Time**.

4 If your time zone is not observing daylight time, deselect the **Use Daylight Saving Time** check box.

5 Select **Define by Day** or **Define by Date**.

6 Specify when daylight saving time begins and when standard time begins using the pop-up lists.

7 Specify the number of hours and minutes your clock should change, then choose **OK**.

8 Choose **OK** to close the Time Zone dialog box.

9 Choose **OK** in the Remote Preferences dialog box, then choose **Close** in the Preferences dialog box to return to the Main Window.

Changing Your Computer's Clock

Always change the clock in your remote computer when you change Remote's time zone. This will ensure synchronization of all scheduled items between your new time zone and your computer's clock.

1 Double-click **Control Panel** in the Main window of the Windows Program Manager, then double-click **Date/Time**.

2 Make your changes, then choose **OK**.

HINT: You may prefer not to change time zones when you travel. If you are in New York and schedule an appointment in Los Angeles for 3 p.m., then fly to California and choose not to change time zones in Remote, the appointment will still display at 3 p.m., and your schedule will not be altered.

Generally, if you're planning to work in another time zone at length, you may find it preferable to change your time zone in Remote.

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